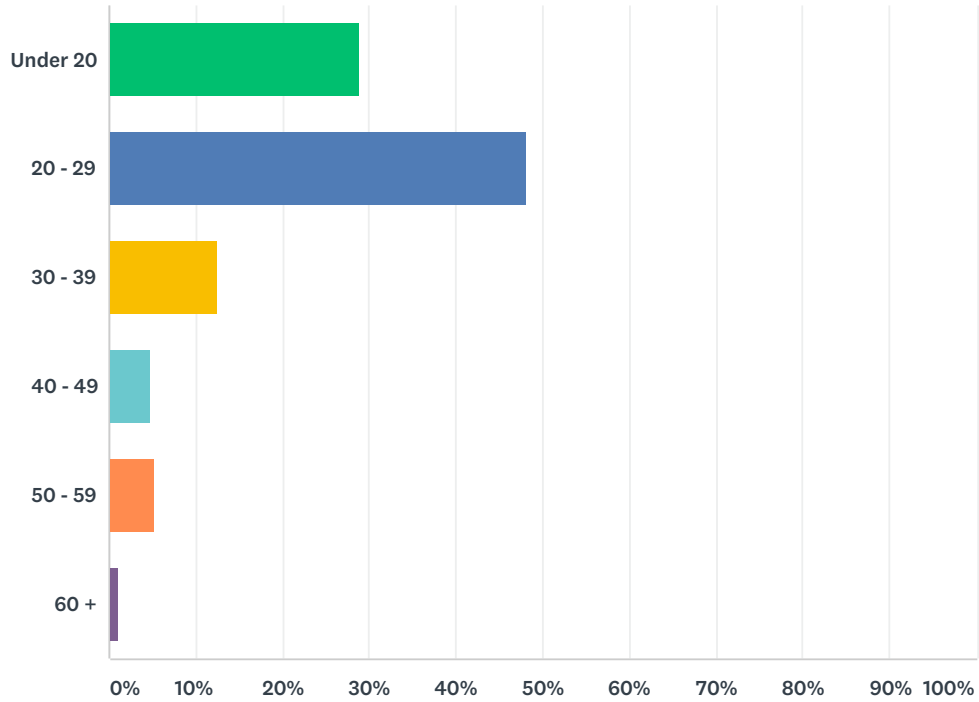


## Q1 What is your age?

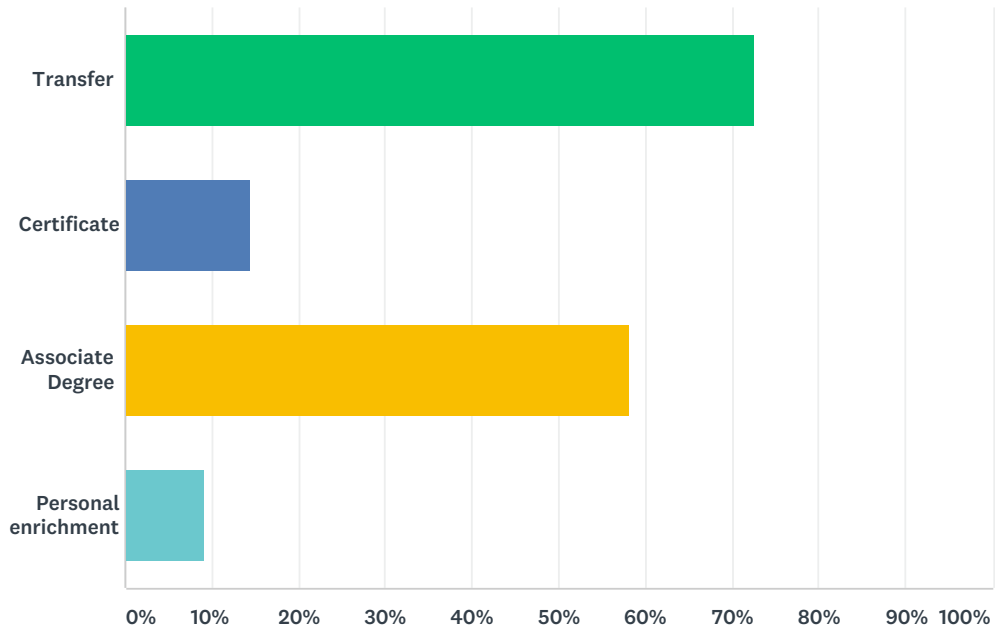
Answered: 285 Skipped: 0



ANSWER CHOICES	RESPONSES	
Under 20	28.77%	82
20 - 29	48.07%	137
30 - 39	12.63%	36
40 - 49	4.91%	14
50 - 59	5.26%	15
60 +	1.05%	3
Total Respondents: 285		

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

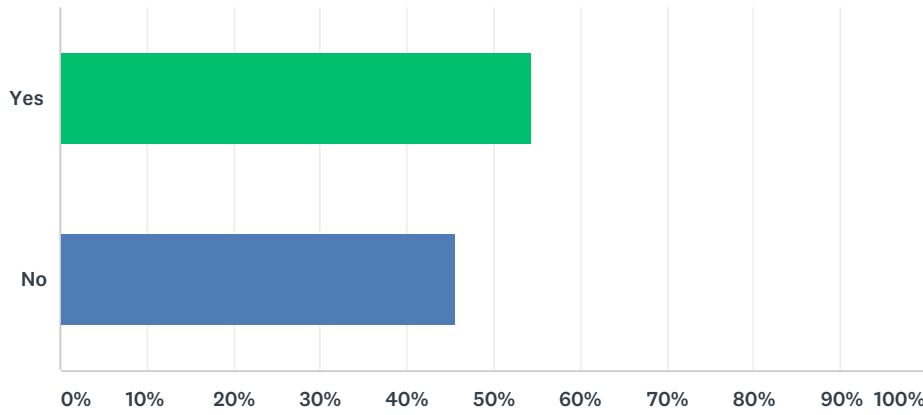
Answered: 285 Skipped: 0



ANSWER CHOICES	RESPONSES	
Transfer	72.63%	207
Certificate	14.39%	41
Associate Degree	58.25%	166
Personal enrichment	9.12%	26
Total Respondents: 285		

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

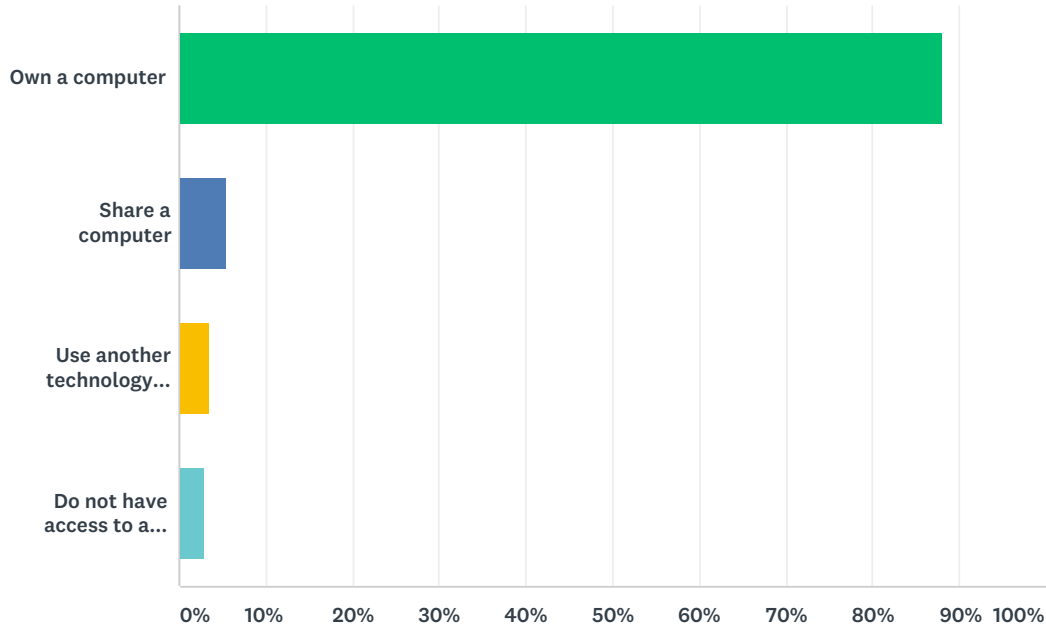
Answered: 285 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	54.39%	155
No	45.61%	130
TOTAL		285

## Q4 What is your access to a computer at home?

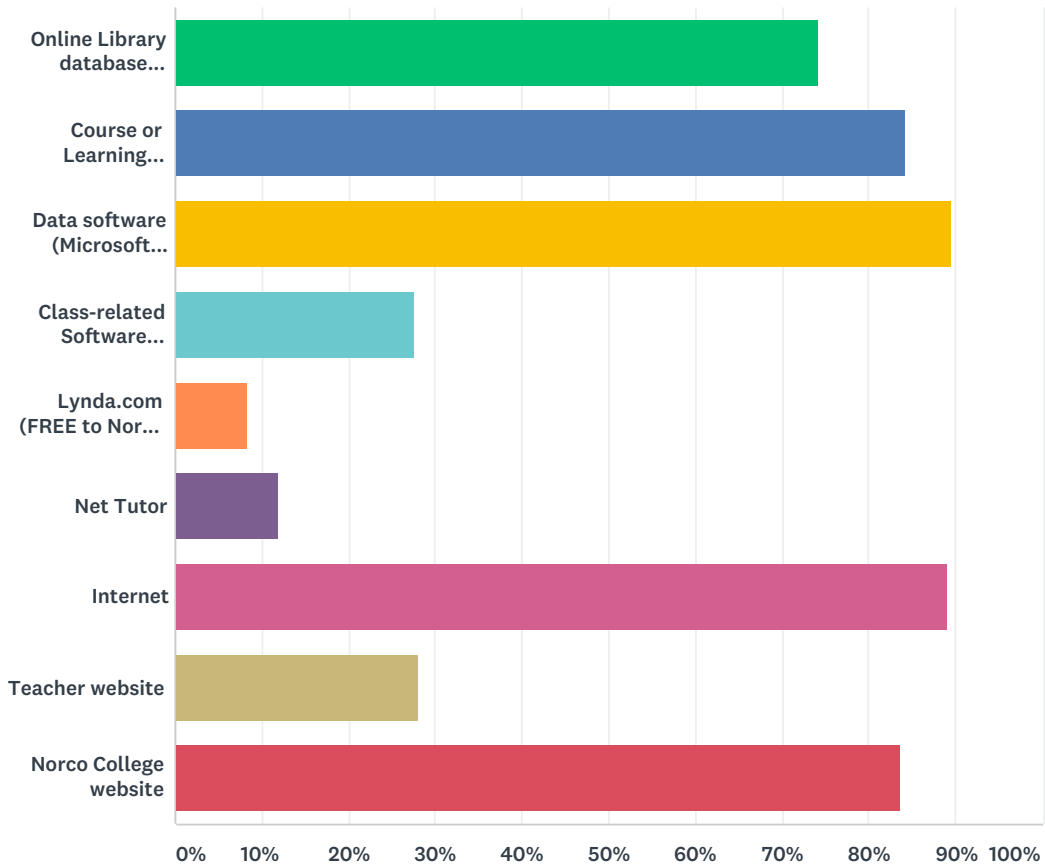
Answered: 275 Skipped: 10



ANSWER CHOICES	RESPONSES	
Own a computer	88.00%	242
Share a computer	5.45%	15
Use another technology device such as a tablet	3.64%	10
Do not have access to a computer	2.91%	8
TOTAL		275

### Q5 What technology do you use or have used? (Check all that apply.)

Answered: 275 Skipped: 10



ANSWER CHOICES	RESPONSES	
Online Library database (e-books, articles, etc.)	74.18%	204
Course or Learning Management System (Blackboard, Canvas, etc.)	84.36%	232
Data software (Microsoft Office 365, Google Docs, etc.)	89.45%	246
Class-related Software (Photoshop, AutoCad, ProTools, etc.)	27.64%	76
Lynda.com (FREE to Norco College students and employees)	8.36%	23
Net Tutor	12.00%	33
Internet	89.09%	245
Teacher website	28.00%	77
Norco College website	83.64%	230
Total Respondents: 275		

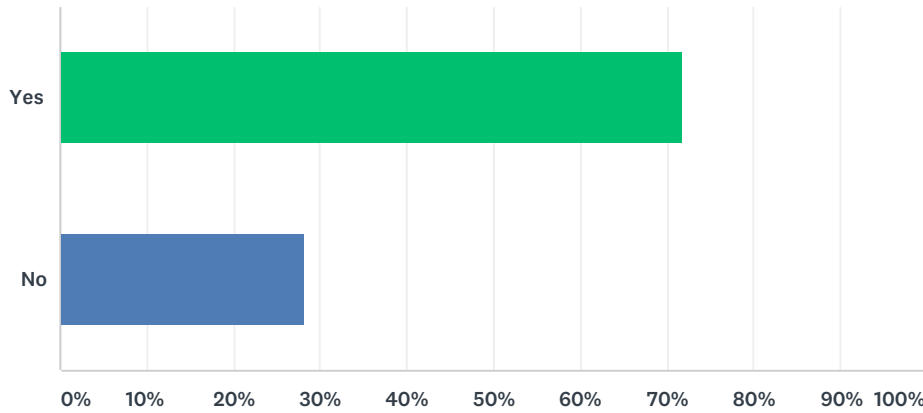
#	OTHER (PLEASE SPECIFY)	DATE
1	none	5/20/2019 12:48 AM
2	Canvas	4/30/2019 8:16 AM

## Technology Survey (Student) 2019

3	Computers and Printers at the Learning Resource Center, Student Success Center, and the Library.	4/30/2019 2:54 AM
4	Knewton Alta and Norton	4/30/2019 2:13 AM
5	Solidworks	4/19/2019 9:23 AM
6	Chegg	4/19/2019 6:20 AM
7	Maya	4/19/2019 5:09 AM
8	Word	4/19/2019 4:39 AM

### Q6 Are you using the Office 365 online apps? (All Norco College Students have a free Office 365 account)

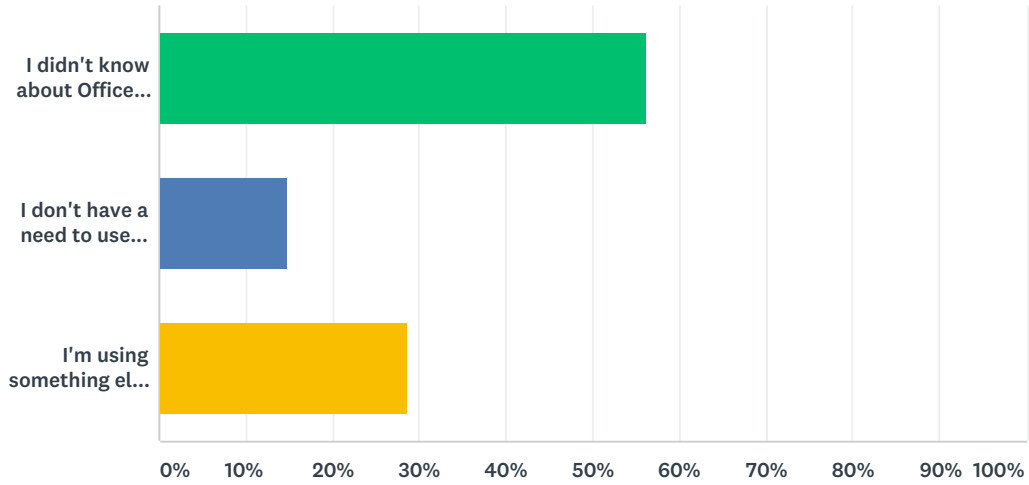
Answered: 273 Skipped: 12



ANSWER CHOICES	RESPONSES	
Yes	71.79%	196
No	28.21%	77
TOTAL		273

### Q7 If you answered No to Question 6, what was the reason?

Answered: 87 Skipped: 198

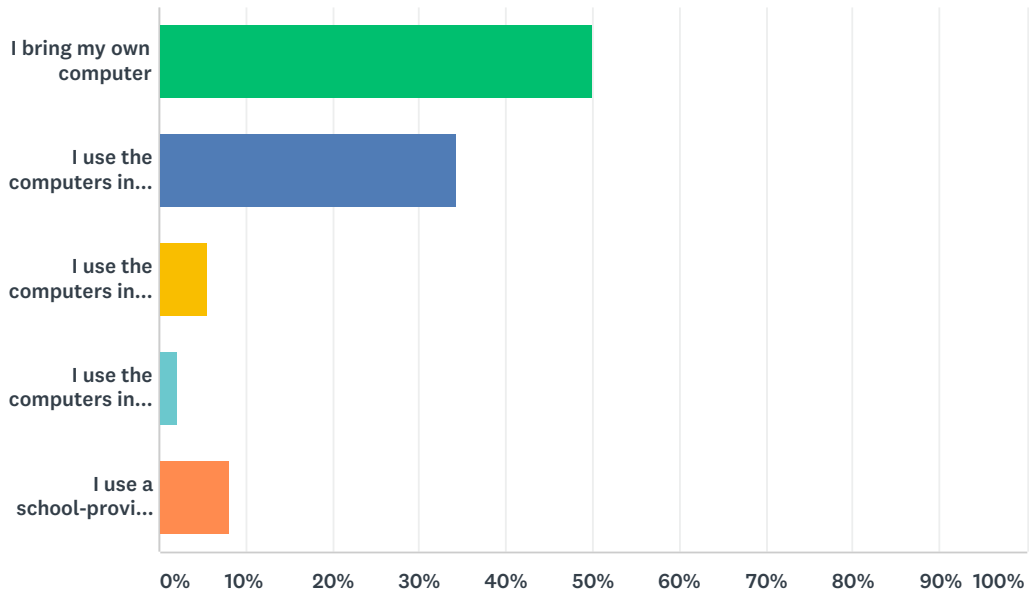


ANSWER CHOICES	RESPONSES	
I didn't know about Office 365	56.32%	49
I don't have a need to use Office 365	14.94%	13
I'm using something else (such as Google apps, OpenOffice, etc.)	28.74%	25
<b>TOTAL</b>		<b>87</b>



## Q8 Which statement best describes your access to a College computer?

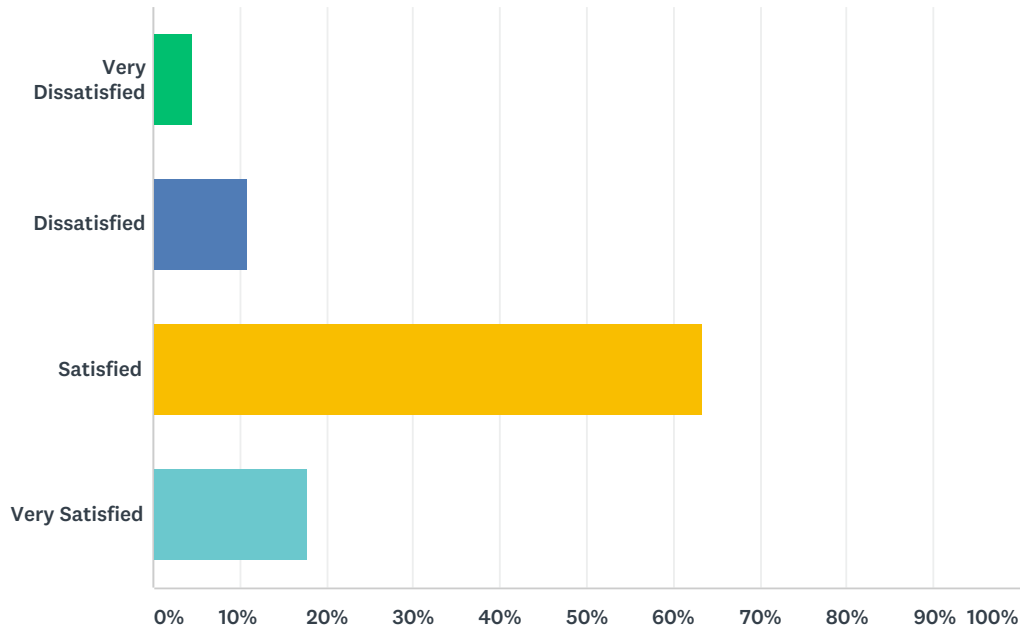
Answered: 248 Skipped: 37



ANSWER CHOICES	RESPONSES	
I bring my own computer	50.00%	124
I use the computers in the library	34.27%	85
I use the computers in the lab	5.65%	14
I use the computers in the STEM Center	2.02%	5
I use a school-provided computer in the classroom	8.06%	20
<b>TOTAL</b>		<b>248</b>

## Q9 How satisfied are you with the performance of the College's computers?

Answered: 237 Skipped: 48



ANSWER CHOICES	RESPONSES	
Very Dissatisfied	4.64%	11
Dissatisfied	10.97%	26
Satisfied	63.29%	150
Very Satisfied	17.72%	42
<b>TOTAL</b>		<b>237</b>

#	COMMENTS	DATE
1	They run slow and the chairs are so low to the ground	6/26/2019 2:17 PM
2	Think Stations are great, and I love all the software on them. But for some reason anytime theres a computer in the STEM Center, its slow!	6/26/2019 12:36 PM
3	Having to wait; after switching from the work computer to the print computer; to login when you switch computers too quickly, is a little annoying.	5/17/2019 4:27 AM
4	Keyboards are dirty	5/13/2019 4:23 AM
5	The whole system is designed around PASSWORDS, it accepts when it chooses, students forget, and it's a Hassel all the way around...	5/13/2019 3:33 AM
6	never used	5/4/2019 6:55 PM
7	Engineerig computers are too slow for Solidworks, Mastercam, Inventor, and other programs. Need better graphics cards.	5/2/2019 7:29 AM
8	I haven't used the computers at the college.	4/30/2019 4:54 PM
9	It depends. The computers in some rooms are great like the STEM center while some computers like in the IT or LRC are pretty slow and can be improved	4/30/2019 4:22 PM

## Technology Survey (Student) 2019

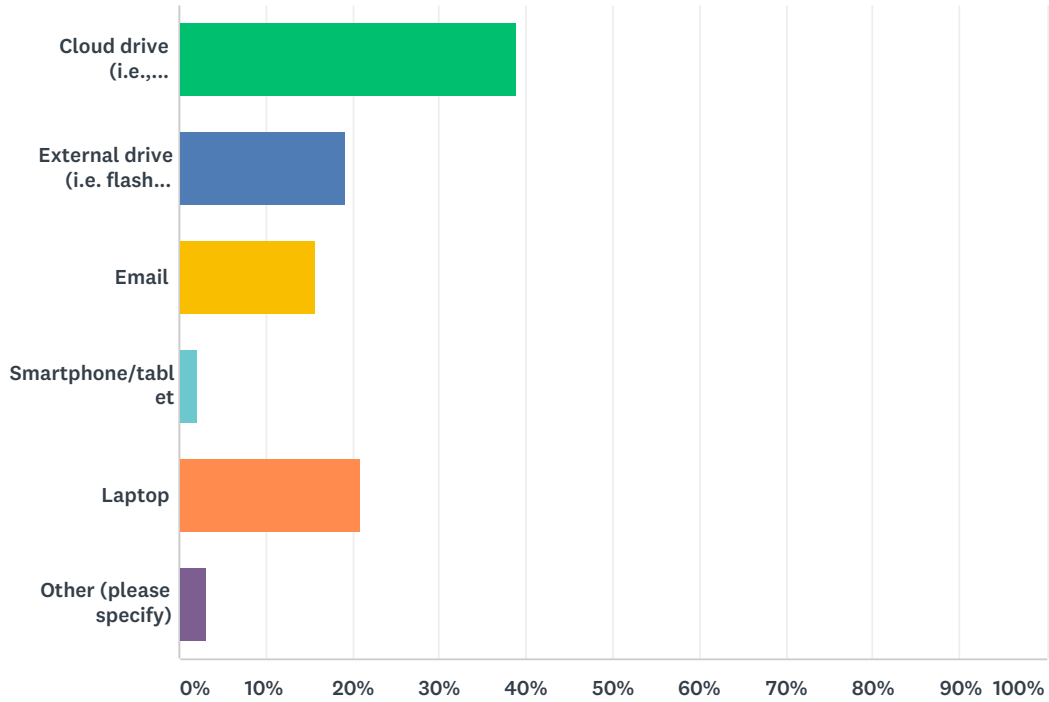
10	Do not use school computers	4/30/2019 10:43 AM
11	don't use them	4/30/2019 3:29 AM
12	Lenovo ThinkStations are the best. Macs suck. PLEASE DO NOT SWITCH TO MACS	4/30/2019 3:21 AM
13	Computers are not up to date, very slow. Should get Mac's	4/30/2019 3:14 AM
14	I'm a programming tutor at the LRC and almost every session I waste 5 minutes waiting for programs to load. Sometimes Chrome doesn't load. Do you know how hard it is to make Chrome lag like that? I ran Chrome on a 15 year old computer and it loaded faster than the computers here on campus.	4/30/2019 3:05 AM
15	It would help if the computer at the LRC and the Library are more fast.	4/30/2019 2:57 AM
16	I have not used school's computer	4/30/2019 2:49 AM
17	N/A I am an on-line student. I have not used the school's computers.	4/30/2019 2:17 AM
18	The engineering computers in the IT building are really store with rendering.	4/30/2019 2:15 AM
19	There are not enough computers and also the wifi is so slow multiple times through the semester like at the beginning of the semester, during midterms, and finals.	4/22/2019 5:03 AM
20	There are usually computers available and I have always been able to use the printer and copier machines.	4/22/2019 3:12 AM
21	The only thing I can complain about is the fact that nothing saves on the computer once you log out.	4/22/2019 1:44 AM
22	Internet is too slow and some computer are too old or just run very slowly.	4/21/2019 3:25 PM
23	We need new keyboards	4/21/2019 2:15 PM
24	N./a	4/20/2019 8:26 PM
25	Would like to see better improvements with the internet connection; less buffering.	4/20/2019 3:12 PM
26	Macs are super nice and easy to use in stem center	4/20/2019 8:47 AM
27	Computers for the engineering prorams, (ENE42,22,28, etc) are very slwo when running the programs.	4/20/2019 6:54 AM
28	Not all computers are up to date.	4/20/2019 5:45 AM
29	Awful mice, bad keyboards	4/19/2019 6:31 PM
30	Specifically in the LRC, the computers run incredibly slow when opening programs like Maya and Unity.	4/19/2019 2:55 PM
31	The PCs have adequate hardware, but they are set up very poorly. They are constantly trying to update, only to have those updates reset every time the PC is reset. This puts way too much pressure on the HDD, constantly maxing it.	4/19/2019 10:01 AM
32	The computers and industrial technology 127 are horrible constantly not working extremely slow very inconvenient to productivity in class	4/19/2019 9:28 AM
33	There have been some computers that have been working ineffectively	4/19/2019 8:08 AM
34	I haven't used them.	4/19/2019 7:02 AM
35	Very slow and unreliable. Some program take upwards to 4 minutes to open and some programs as ms such as maya and unity run slow	4/19/2019 5:51 AM
36	Very fast internet speed, I just love going to Norco College library to use the computer for completing my assignments and taking online classes	4/19/2019 5:41 AM
37	sometimes the computers in the library, lab and lrc are slow	4/19/2019 5:39 AM
38	Some software like grammarly premium should be on the computers which are not. The computers are also very slow that sometime it takes very long to complete assignments on the computer.	4/19/2019 5:35 AM
39	Sometimes they can be slow or are confusing to turn on/off.	4/19/2019 4:43 AM
40	Program load times take too long.	4/19/2019 4:25 AM

## Technology Survey (Student) 2019

41	From the time I have used them, they run cleanly and very nicely.	4/19/2019 4:24 AM
42	I at times print at school, computers tend to glitch during the last few times I've used them.	4/19/2019 4:23 AM
43	Some of the computers in LRC are very slow when they are first turned on.	4/19/2019 4:23 AM
44	The library need new mouse & mouse pads. The mouse wheel keeps getting stuck.	4/19/2019 4:16 AM

## Q10 How do you store your assignments?

Answered: 249 Skipped: 36

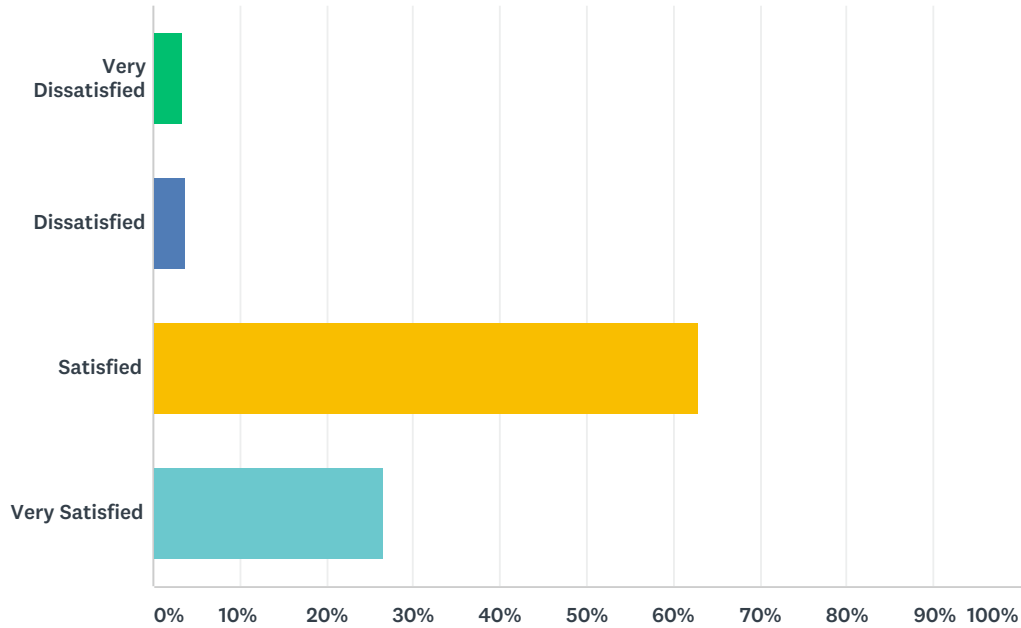


ANSWER CHOICES	RESPONSES
Cloud drive (i.e., Microsoft OneDrive, Google Docs, iCloud, etc.)	38.96% 97
External drive (i.e. flash drive)	19.28% 48
Email	15.66% 39
Smartphone/tablet	2.01% 5
Laptop	20.88% 52
Other (please specify)	3.21% 8
<b>TOTAL</b>	<b>249</b>

#	OTHER (PLEASE SPECIFY)	DATE
1	i use multiple methods. Portable hard drive, email, USB flash drive, iCloud.	5/17/2019 4:27 AM
2	Paper and pen	5/14/2019 1:56 PM
3	canvas	5/4/2019 6:55 PM
4	All of the above	4/22/2019 3:12 AM
5	On laptop and flashdrive.	4/19/2019 4:24 AM
6	External drive for personal project/work. Email if I don't have a flash drive. If I have a cord for my smartphone and or tablet I use it.	4/19/2019 4:16 AM
7	They are old simple as that...	4/19/2019 4:05 AM
8	Smartphone, Cloud, Flash Drive, E-Mail	4/19/2019 4:04 AM

### Q11 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: 237 Skipped: 48



ANSWER CHOICES	RESPONSES	
Very Dissatisfied	3.38%	8
Dissatisfied	3.80%	9
Satisfied	62.87%	149
Very Satisfied	26.58%	63
TOTAL		237

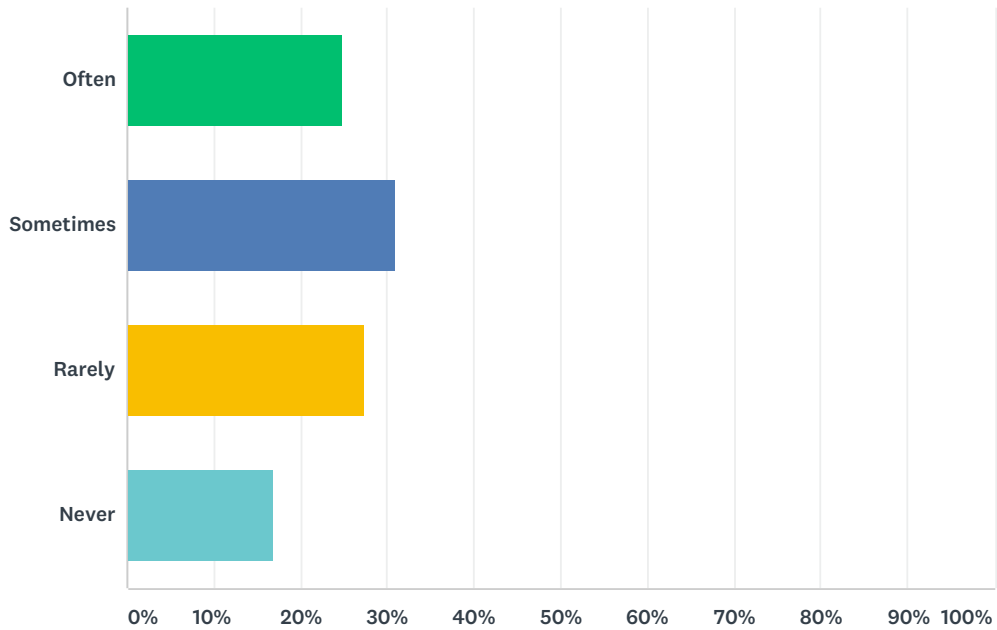
#	COMMENT	DATE
1	Also use DRC computers	5/14/2019 1:56 PM
2	do the keyboards and mouses get cleaned everyday? Ive seen please pick their earwax and then get to touching the keyboard and mouse. I don't even know what to know what else people do without washing their hands and using public items.	5/14/2019 6:53 AM
3	Same as above!!	5/13/2019 3:33 AM
4	Never been there.	5/13/2019 3:28 AM
5	The only thing I would talk about is the access for some softwares like Zbrush or how some softwares are slow for some programs in the LRC or Stem. I remember that there use to be double monitors at the back in the LRC. Those computers were pretty nice. I'm not saying to bring them back because I bet they won't, but have the LRC or PC's or Macs in the Stem have some of the softwares that students can access.	4/30/2019 4:22 PM
6	Whenever I've needed a computer to write a paper the computers at the library have always been available.	4/30/2019 11:10 AM
7	Do not go to campus	4/30/2019 10:43 AM

## Technology Survey (Student) 2019

8	The computers are always dirty so I don't use them	4/30/2019 7:45 AM
9	don't use them	4/30/2019 3:29 AM
10	Lenovo ThinkStations are the best. Macs suck. PLEASE DO NOT SWITCH TO MACS	4/30/2019 3:21 AM
11	Should have more options and opportunities for computers.	4/30/2019 3:14 AM
12	The amount of computers isn't a problem. The problem is the unnecessary restrictions on computer access. On the library computers, there's a constant reminder of a time limit and by default are locked out without a student ID entered. The computers at the LRC and the ASSC are way more accessible because they're always open. On the library computers, the start button is restricted. THE START BUTTON! HOW AM I SUPPOSED TO DO ANYTHING ON THE COMPUTER WITHOUT THE DAMN START BUTTON!	4/30/2019 3:05 AM
13	I have not used them	4/30/2019 2:49 AM
14	N/A	4/30/2019 2:17 AM
15	Long wait times and often times feel rushed to use computer since they're aren't enough for all students.	4/21/2019 3:25 PM
16	N/A	4/20/2019 8:26 PM
17	Otehr than in classroom, I do not use other computers on campus, have access to needed programs and utilities at home.	4/20/2019 6:54 AM
18	I am disappointed that the Gaming lab was torn out of the LRC, many students enjoyed and made use of it. Now there is nowhere for us to go.	4/19/2019 2:55 PM
19	Theres not always one available.	4/19/2019 8:57 AM
20	I liked when the LRC had more computers	4/19/2019 7:23 AM
21	I haven't used them.	4/19/2019 7:02 AM
22	slow at sometimes	4/19/2019 5:39 AM
23	For starters there isnt enough computers in the LRC, bring all the computers back including the gaming section, just putting more tables was a waste	4/19/2019 5:11 AM
24	I wish there were more computers available in the LRC. Many of the computers are now reserved, and it can get relatively crowded easily.	4/19/2019 4:43 AM
25	People spend too much time at the LRC sign-in/sign-out computers not signing in.	4/19/2019 4:25 AM
26	Not to many people use the computer unless its for studying or crunch time during finals.	4/19/2019 4:16 AM

**Q12 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: 249 Skipped: 36

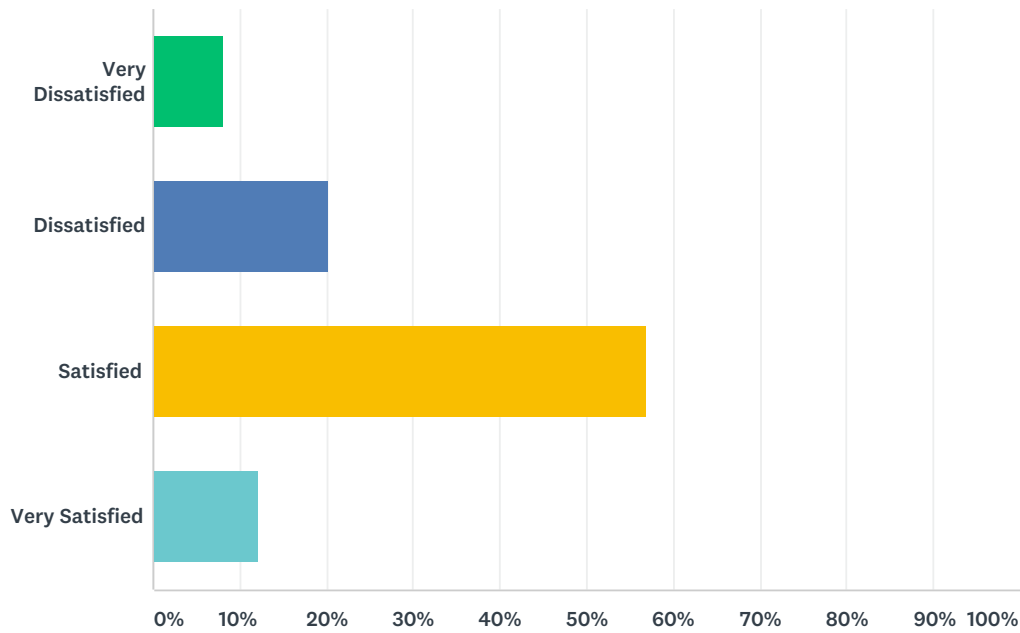


ANSWER CHOICES	RESPONSES	
Often	24.90%	62
Sometimes	30.92%	77
Rarely	27.31%	68
Never	16.87%	42
TOTAL		249



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

Answered: 246 Skipped: 39



ANSWER CHOICES	RESPONSES
Very Dissatisfied	8.13% 20
Dissatisfied	20.33% 50
Satisfied	56.91% 140
Very Satisfied	12.20% 30
<b>TOTAL</b>	<b>246</b>

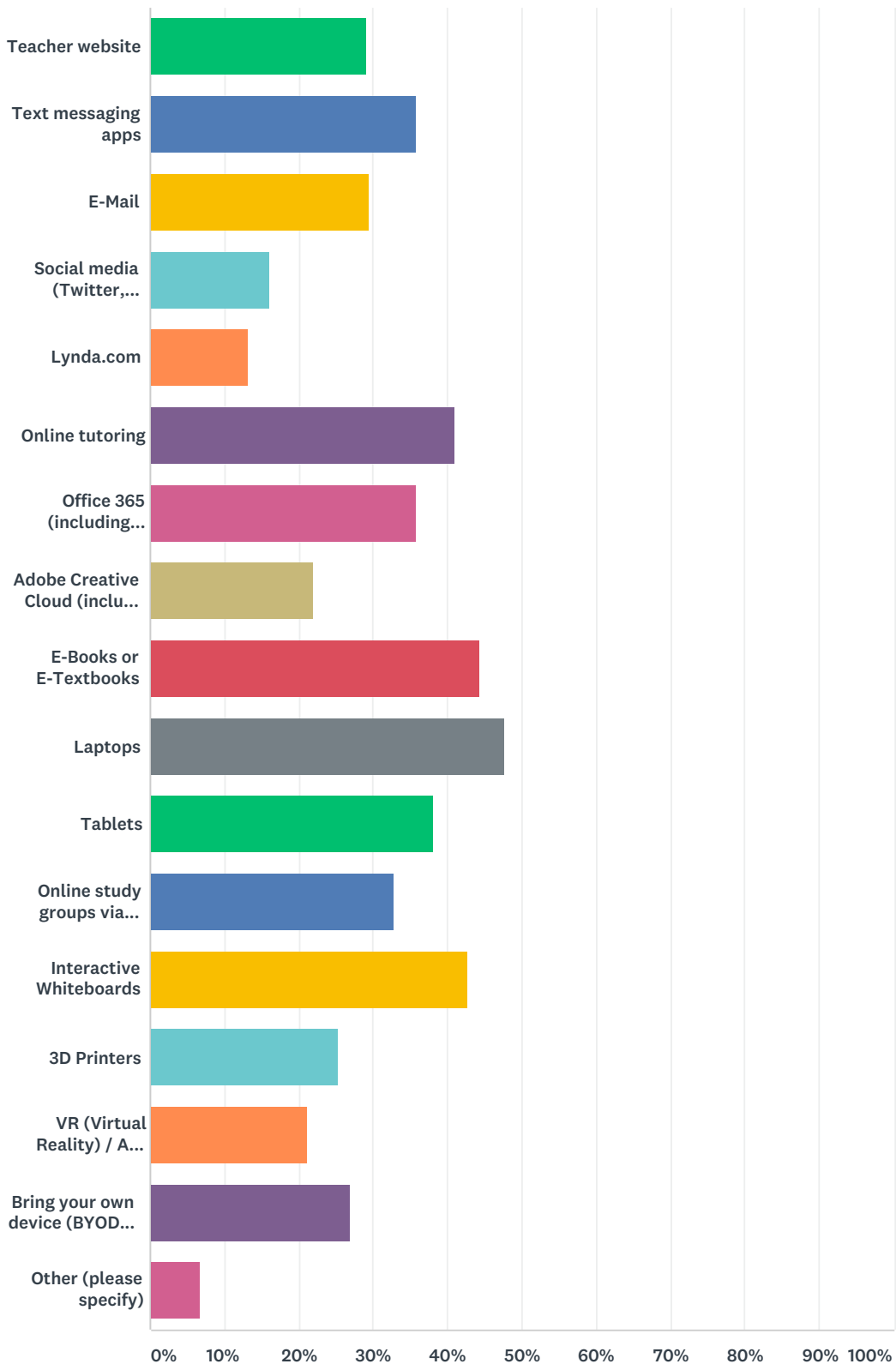
#	COMMENT	DATE
1	WiFi could be better	5/18/2019 5:19 AM
2	I've never been able to log into the college wi-fi network.	5/17/2019 4:27 AM
3	Too slow and spotty coverage thru campus	5/14/2019 9:30 AM
4	difficult to connect to college wi-fi, limited signal.	5/13/2019 3:20 AM
5	In some places on campus the connection is poor, but the rest of the time it works pretty good.	4/30/2019 3:24 PM
6	Have not used school Wi-Fi	4/30/2019 10:43 AM
7	I can't access the internet in certain areas on the campus	4/30/2019 10:20 AM
8	Slow at times/hard to connect	4/30/2019 6:18 AM
9	Sometimes I can't login	4/30/2019 3:43 AM
10	Slow in places. Needs an upgrade.	4/30/2019 3:41 AM
11	Slow internet	4/30/2019 3:14 AM

## Technology Survey (Student) 2019

12	This is the one area we get right. Wi-fi is always really fast and speedy. There needs to be more information though about accessing the RCCD_Inet network because I've heard several students confused about what username and passwords to enter to access the network.	4/30/2019 3:05 AM
13	I don't know	4/30/2019 2:49 AM
14	n/a	4/30/2019 2:17 AM
15	Often I have to connect to my own hotspot due to low speed	4/29/2019 2:21 AM
16	Too slow, pages don't load or take too long to load/respond.	4/21/2019 3:25 PM
17	There sees to be issues with connecting Chromebooks to your network due to security certificate permissions or such. I have to use my phone to connect to school wifi and then use my phone as a hot spot for my laptop. I would love to see this fixed so that I can connect directly to network with my laptop.	4/21/2019 12:50 PM
18	N/A	4/20/2019 8:26 PM
19	Needs better improvement with the internet connection; There's times where the connection will cut off.	4/20/2019 3:12 PM
20	Do not typically use it.	4/20/2019 6:54 AM
21	Range is above average but leaves much to be desired	4/19/2019 6:31 PM
22	The signal sometimes work at the Applied Technology building	4/19/2019 2:59 PM
23	Slow	4/19/2019 2:47 PM
24	Could be better though	4/19/2019 11:22 AM
25	And some of my devices and does not allow me to connect to the college Wi-Fi network	4/19/2019 9:28 AM
26	Could be faster, crashes sometimes	4/19/2019 8:57 AM
27	There are several areas that are more difficult to gain access	4/19/2019 8:08 AM
28	I haven't used it.	4/19/2019 7:02 AM
29	the wifi does not work at all	4/19/2019 5:39 AM
30	It is enough to get the assignment or some light work done but sometimes trying to watch some videos can be a pain because of all that buffering	4/19/2019 5:35 AM
31	I'm not sure where the source of the Wi-Fi is coming from, so sometimes I find myself setting up all my things, only to find out that the service isn't the best. This happens near the front of the school and sometimes by the West End quad.	4/19/2019 4:43 AM
32	Had to reset password too many times to sign in.	4/19/2019 4:25 AM
33	I can't log into the school wifi	4/19/2019 4:20 AM
34	it's pretty smooth so far. I don't understand why we need Internet explorer still... We still using AOL mail too?	4/19/2019 4:16 AM

### Q14 Which technology would you like to see implemented in the classroom? (Check all that apply.)

Answered: 237 Skipped: 48



## Technology Survey (Student) 2019

ANSWER CHOICES	RESPONSES	
Teacher website	29.11%	69
Text messaging apps	35.86%	85
E-Mail	29.54%	70
Social media (Twitter, Facebook, Instagram, etc.)	16.03%	38
Lynda.com	13.08%	31
Online tutoring	40.93%	97
Office 365 (including Excel, Word, Outlook, PowerPoint, Publisher, OneDrive, OneNote, Teams, etc.)	35.86%	85
Adobe Creative Cloud (includes Photoshop, Illustrator, InDesign, Premiere, Spark, Acrobat, etc.)	21.94%	52
E-Books or E-Textbooks	44.30%	105
Laptops	47.68%	113
Tablets	37.97%	90
Online study groups via social studying sites	32.91%	78
Interactive Whiteboards	42.62%	101
3D Printers	25.32%	60
VR (Virtual Reality) / AR (Augmented Reality)	21.10%	50
Bring your own device (BYOD) for sharing ideas	27.00%	64
Other (please specify)	6.75%	16
Total Respondents: 237		

#	OTHER (PLEASE SPECIFY)	DATE
1	na	5/20/2019 12:50 AM
2	affinity software, clipstudiopaint, etc - replacements for and alternatives to adobe products which are financially unavailable for most students outside of school, allows classroom skills to be easily carried over and used in non classroom environments, also would save college money	5/15/2019 1:52 AM
3	3D whiteboards or electronic whiteboards.	5/14/2019 6:53 AM
4	Traditional School, don't try to improve things that already work, simply because you have a budget to spend.	5/13/2019 3:33 AM
5	N/A	4/30/2019 10:43 AM
6	Allow general student access to the resources inside the STEM center. I really want to use the 3D printers, but the STEM center doesn't openly advertise access to the machines nor do I know any of the students/professors who are in charge of access to the machines.	4/30/2019 3:05 AM
7	n/a	4/30/2019 2:17 AM
8	The best option would be the interactive whiteboards. I bring my own devices to class and I enjoy sharing with my peers. If we had tablets, I would be worried about how safe they would be.	4/22/2019 3:12 AM
9	A site where all homework and assignments can be found, especially the ebook!	4/20/2019 8:26 PM
10	Bring tools for community of the deaf members so they can better communicate in a classroom, such as a writing tablet. There is currently one that I saw would be rented out at the library.	4/20/2019 10:17 AM
11	More classes using Canvas even if just for grade tracking.	4/20/2019 6:54 AM
12	Faster wifi	4/20/2019 1:36 AM
13	Rocketbook everlasts	4/19/2019 10:50 AM

## Technology Survey (Student) 2019

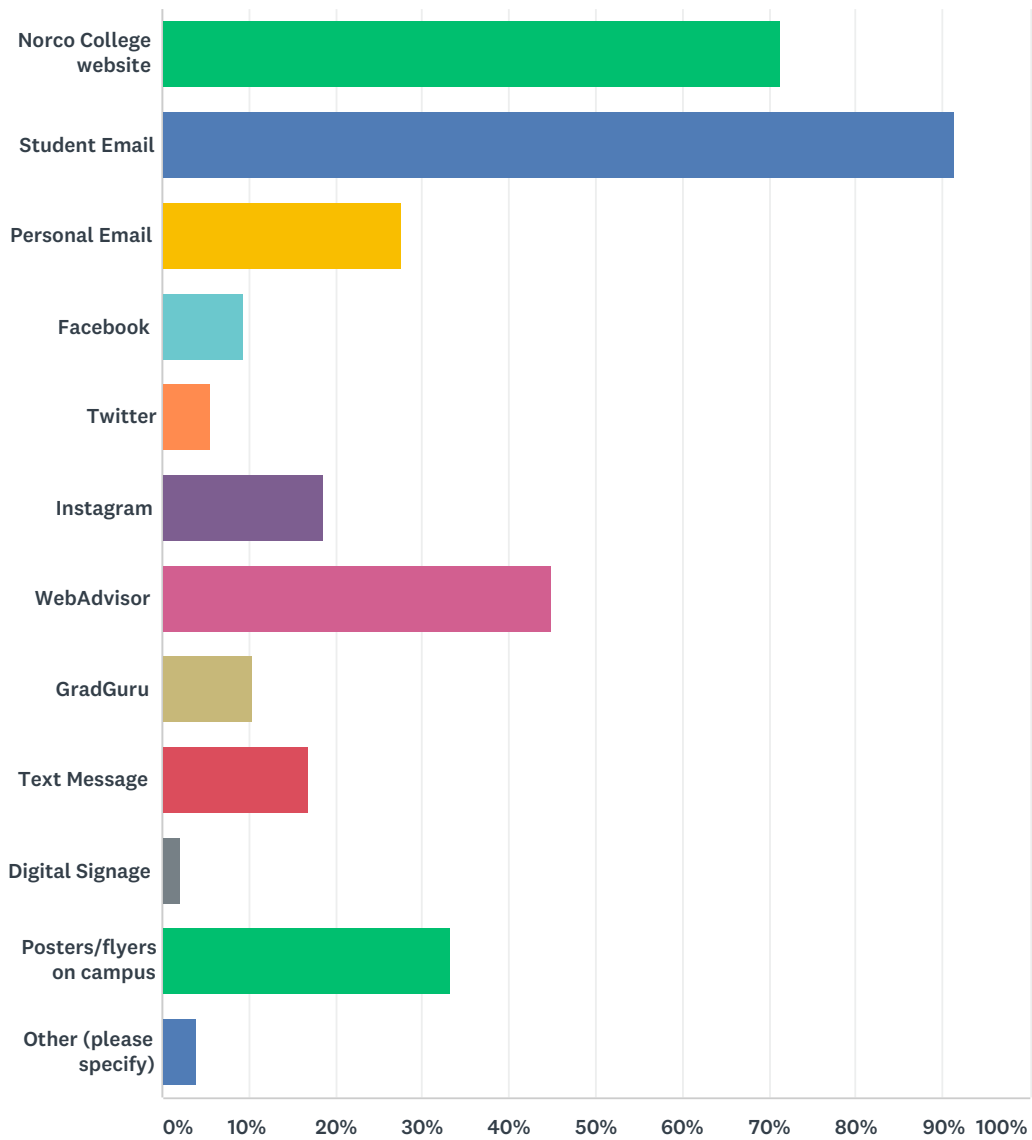
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14	Audio recording. Some teachers allow their students to record them, but sometimes students don't have the resources to do so.	4/19/2019 4:43 AM
15	If your serious about the 3D printers I'm serious about funding it. Norco College should have a youtube channel as well. Get a production team together and make hollywood magic here in the IE.	4/19/2019 4:16 AM
16	Hey	4/19/2019 4:10 AM

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### Q15 Which technology do you use to obtain information/news from Norco College? (Check all that apply.)

Answered: 247 Skipped: 38



ANSWER CHOICES	RESPONSES	
Norco College website	71.26%	176
Student Email	91.50%	226
Personal Email	27.53%	68
Facebook	9.31%	23
Twitter	5.67%	14
Instagram	18.62%	46
WebAdvisor	44.94%	111

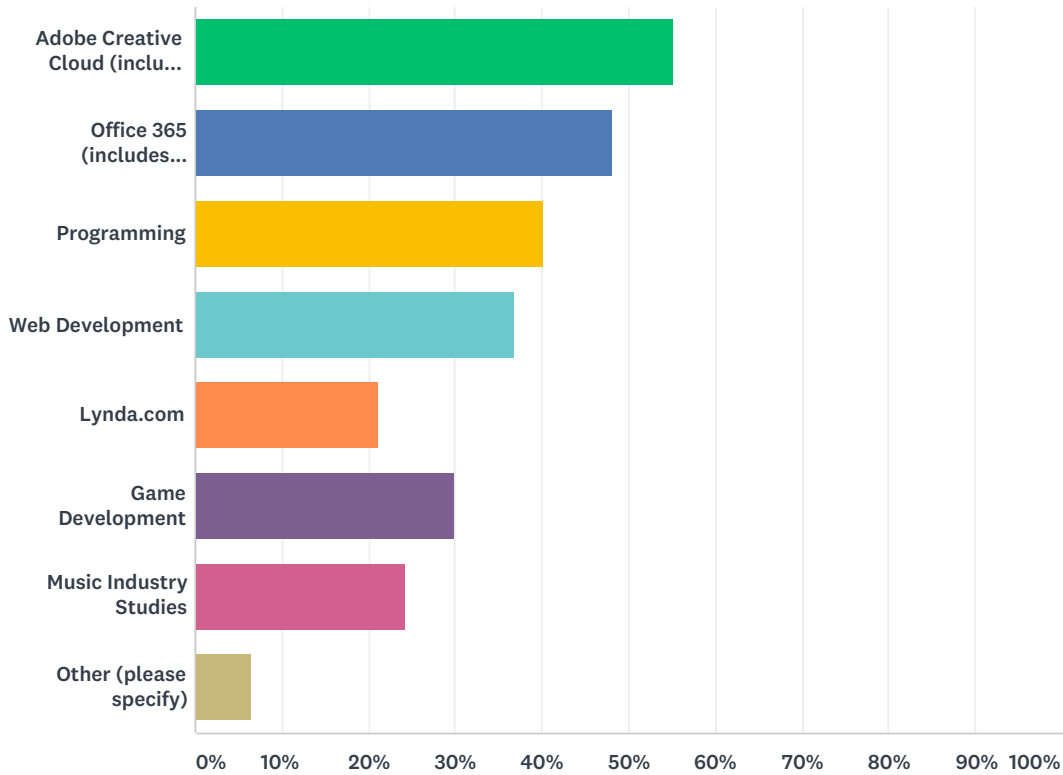
## Technology Survey (Student) 2019

GradGuru	10.53%	26
Text Message	17.00%	42
Digital Signage	2.02%	5
Posters/flyers on campus	33.20%	82
Other (please specify)	4.05%	10
Total Respondents: 247		

#	OTHER (PLEASE SPECIFY)	DATE
1	Grassroots activism	6/26/2019 2:17 PM
2	STEM Club	6/26/2019 12:36 PM
3	na	5/20/2019 12:50 AM
4	Norco updated website is hard to use and never use it anymore. Before the update I would use the website on the daily.	5/14/2019 6:53 AM
5	Group me	4/30/2019 3:41 AM
6	The digital sign outside the school was a waste of campus money. I can't read the sign in front of the school because I'm busy driving into the campus and it's too small for me to even read from the road. The TV-based signage on campus are a cool idea, but I don't usually have time to stop and read them. I need information fast and quick when I require it. Digital signage moves too slow for it to be useful to me.	4/30/2019 3:05 AM
7	Word-of-mouth info	4/22/2019 5:03 AM
8	Student support programs, word of mouth from peers and staff	4/20/2019 3:12 PM
9	Word of mouth	4/19/2019 10:50 AM
10	Word of Mouth	4/19/2019 4:04 AM

## Q16 Which on-campus technology workshops would you be interested in attending? (Check all that apply.)

Answered: 214 Skipped: 71



ANSWER CHOICES	RESPONSES
Adobe Creative Cloud (includes Photoshop, Illustrator, InDesign, Premiere, Spark, Acrobat, etc.)	55.14% 118
Office 365 (includes Excel, Word, Outlook, PowerPoint, OneDrive, OneNote, Teams, etc.)	48.13% 103
Programming	40.19% 86
Web Development	36.92% 79
Lynda.com	21.03% 45
Game Development	29.91% 64
Music Industry Studies	24.30% 52
Other (please specify)	6.54% 14
Total Respondents: 214	

#	OTHER (PLEASE SPECIFY)	DATE
1	na	5/20/2019 12:50 AM
2	Robotics	5/13/2019 4:45 AM
3	In order to use any system, you must learn the system first. And it's been really hard for me to get my homework done. I don't have time to learn a New System	5/13/2019 3:36 AM
4	MS certifications for Office wouldbe great.	5/2/2019 7:29 AM

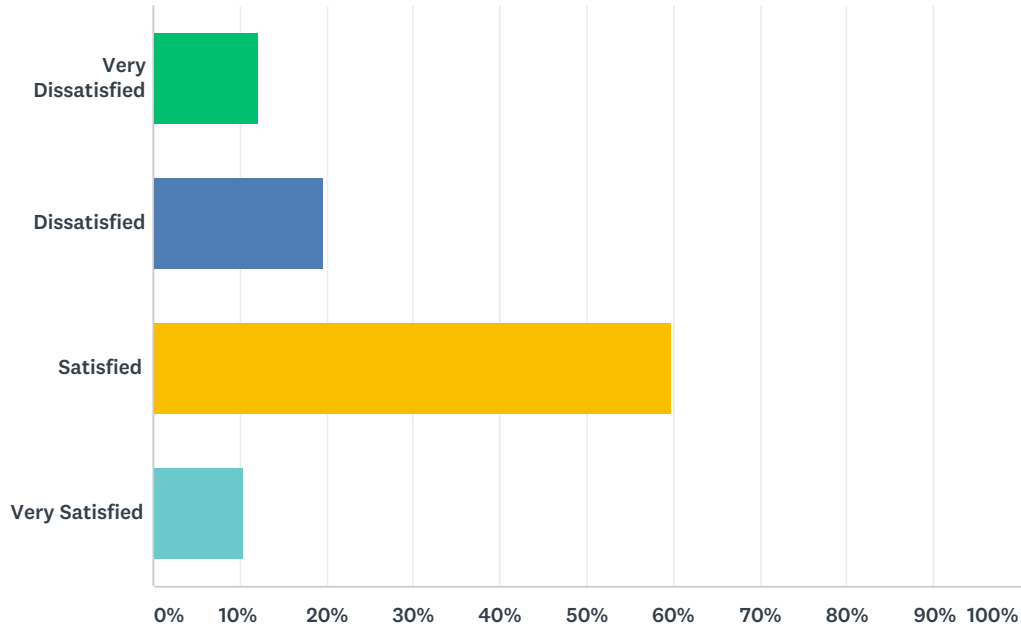


## Technology Survey (Student) 2019

5	This isn't related to technology but there should be a mini gym that students can go to between classes.	4/30/2019 3:25 PM
6	community outreach	4/30/2019 11:00 AM
7	science fairs, mental health etc	4/30/2019 10:13 AM
8	What's the point of a workshop on Lynda.com? Lynda.com is meant to be a resource to learn new things not a thing that must be learned in of itself.	4/30/2019 3:07 AM
9	n/a	4/30/2019 2:18 AM
10	Top choice is music industry, such as using ProTools, microphone tech, and associated technology.	4/22/2019 3:13 AM
11	none	4/21/2019 6:45 PM
12	Graphic Design	4/20/2019 3:13 PM
13	Courses to get MS Office certifications would be great.	4/20/2019 6:59 AM
14	Personal training but you guys don't have that...	4/19/2019 4:06 AM

## Q17 How satisfied are you with the Norco College website?

Answered: 239 Skipped: 46



ANSWER CHOICES	RESPONSES	
Very Dissatisfied	12.13%	29
Dissatisfied	19.67%	47
Satisfied	59.83%	143
Very Satisfied	10.46%	25
Total Respondents: 239		

#	OTHER (PLEASE SPECIFY)	DATE
1	For certain google terms you still cant be directly sent to that page.	6/26/2019 2:18 PM
2	Please put the class registration in its own page	6/26/2019 12:38 PM
3	Was so much easier before. Frustrating each time it is changed.	5/14/2019 1:57 PM
4	I liked how the old website was because I do not know where most things are located and sometimes my connection is slow with the new website	5/14/2019 4:30 AM
5	Not user friendly, extremely difficult, time consuming, and complicated to maneuver through	5/13/2019 6:13 AM
6	Difficult to navigate, a lot of empty links	5/13/2019 4:24 AM
7	I haven't used it.	5/13/2019 3:29 AM
8	some broken links, wrong redirecting	5/13/2019 3:21 AM
9	since the new changes to the website, it is difficult to find the info i am looking for. some links do not work.	5/10/2019 7:24 AM
10	It can be hard to find some links or information.	4/30/2019 3:25 PM
11	Not all links work	4/30/2019 7:46 AM
12	Very confusing and hard to find resources. I liked old website better.	4/30/2019 6:21 AM

## Technology Survey (Student) 2019

13	Hard to navigate compared to old website	4/30/2019 6:18 AM
14	Very disorganized, upon clicking links they lead to dead end web pages. Does not provided sufficient information .	4/30/2019 5:08 AM
15	There are lots of empty links! Some information is hard to find.	4/30/2019 3:45 AM
16	Cant find any information	4/30/2019 3:24 AM
17	Its mostly about pictures and videos of people having a good time and hard to access some information	4/30/2019 2:19 AM
18	It's a little harder to navigate than the previous site.	4/30/2019 2:16 AM
19	The videos added to the website recently have become a distraction and the set-up of the website seems to make it more difficult to find information than the previous set-up of the website.	4/26/2019 2:37 PM
20	It is not very user friendly in my opinion, especially for people who would want to apply to school and are visiting our website for the first time.	4/22/2019 7:51 AM
21	Some websites no longer exist when typed into the search bar.	4/22/2019 3:15 AM
22	Pages don't always load, says page is unavailable, contact numbers aren't available for all programs.	4/21/2019 3:28 PM
23	Hard to find information for specific programs	4/20/2019 3:18 PM
24	It would be nice if the power presentation on the Norco College web page wouldn't be so big.	4/20/2019 10:20 AM
25	Looks nice but hard to use	4/20/2019 8:56 AM
26	As a student of 2 years, I can navigate the site ok. As a newcomer I think it would be difficult to navigate.	4/19/2019 2:59 PM
27	The old format was more intuitive, but the new one is more aesthetically attractive	4/19/2019 11:03 AM
28	.	4/19/2019 9:29 AM
29	I dislike the most recent change to the website. I can hardly seem to find much of what I am searching for now. Including, but not limited to, Information on Certificates / Associate Degrees, and Norco College Faculty.	4/19/2019 9:22 AM
30	i dont like the design of it and it lags a lot	4/19/2019 5:40 AM
31	The new website is very disorganized and I cannot find any specific department on the website	4/19/2019 5:39 AM
32	Sometimes the homepage is extremely slow because of the video. The website is much better than it used to be, but I also valued the "upcoming events" slideshow that appeared on the homepage with the previous format. I also miss the easy-to-access box that showed you all the departments and any other valuable inormation such as assessments, class schedule, etc.	4/19/2019 4:58 AM
33	It looks better from the last design, but I have an issue with the scrolling on a smaller device such as a phone. Usually when you scroll on a phone you swipe your finger down quickly and the website is still scrolling by itself. I don't like how i have to keep swiping my finger on my screen all the time; it's annoying. The banners (pictures in the header) in the website are also too biggest make it a tad smaller.	4/19/2019 4:57 AM
34	The links on Google could use fixing.	4/19/2019 4:27 AM
35	Old home interface felt easier to find my way around.	4/19/2019 4:26 AM
36	Search often doesn't work, and the links on Google aren't up to date.	4/19/2019 4:11 AM
37	Most of the certification classes I want to try are at the riverside campus and not norco. For example personal training.	4/19/2019 4:08 AM

## Q18 What changes would you make to enhance the Norco College website?

Answered: 96 Skipped: 189

#	RESPONSES	DATE
1	Nothing aside from fixing the google links.	6/26/2019 2:18 PM
2	Make new information more visible. It should be the first thing a student sees at the landing page. Needs to have a page(s) to shows special programs & student organizations, as well as professor contact info	6/26/2019 12:38 PM
3	na	5/20/2019 12:50 AM
4	Make it easier to navigate and clean it uo	5/18/2019 5:20 AM
5	I don't used the Norco College website. If it could have interactive maps of the campuses, it would make for finding the correct building faster.	5/17/2019 4:35 AM
6	The website feels like a collage of pop-ups. It should have more space and organization.	5/15/2019 3:42 AM
7	There's the Web Adviser link at the top but not a MyPortal link.	5/15/2019 2:47 AM
8	More information, maybe a chat message on the side where you can ask quick questions and have them answered fast. For example, when is the first day of fall 2019 semester? And it is answered quickly on the spot.	5/14/2019 8:03 AM
9	just make it easier to navigate	5/14/2019 6:54 AM
10	Make it faster and better organized like a list of resources like the old website	5/14/2019 4:30 AM
11	i would make it more mobile friendly and easily accessible from google.	5/13/2019 9:44 PM
12	N/A	5/13/2019 2:23 PM
13	update technology in library and add more outlets	5/13/2019 11:03 AM
14	Don't make the UI so cluttered. There are too many tabs .	5/13/2019 7:44 AM
15	Go back to the old website. None of the new links work.	5/13/2019 6:13 AM
16	myportal is slow	5/13/2019 4:45 AM
17	More comprehensive navigation system and make it easier to find information	5/13/2019 4:24 AM
18	Although some important content is on the main page, there is still a lot of navigation for the users. A lot of searching, it should be simplified.	5/13/2019 4:02 AM
19	Teacher's must be able to guide you step by step through Canvas and how it works. Because, here's your homework, it's on Canvas go do it... This has me at odds with your so called better system.	5/13/2019 3:44 AM
20	I need to check it first. I go to RCC	5/13/2019 3:29 AM
21	Fix broken links, few missing pages or incorrect redirecting.	5/13/2019 3:21 AM
22	It is soo confusing!!! I can't find anything. I don't understand it.	5/3/2019 2:21 PM
23	When we search something, it gives us a link on google but doesn't actually take us to the page, it tells us that page not found. Instead, we have to try searching on the Norco website to find the page which is very hard and confusing. The old website was much better, the hyperlinks need to be fixed for this new website.	5/1/2019 8:03 AM
24	Nothing Much, I'm happy with the way the website has improved	4/30/2019 4:23 PM
25	Maybe work on the organization a little bit.	4/30/2019 3:25 PM
26	N/a	4/30/2019 1:48 PM
27	More lgbt resources.	4/30/2019 11:01 AM

## Technology Survey (Student) 2019

28	The old website was user friendly. With the new undated website I found myself looking high and low for certain things.	4/30/2019 10:45 AM
29	go back to the previous version	4/30/2019 9:32 AM
30	N/A	4/30/2019 8:37 AM
31	Keep the modern look to the website but make it easier to access information like before	4/30/2019 8:17 AM
32	Make the links work	4/30/2019 7:46 AM
33	no changes needed	4/30/2019 7:08 AM
34	More intuitive access to finding information	4/30/2019 5:18 AM
35	Web advisor is extremely slow, the information doesn't even generate to a students profile. The username and passwords I have personally had trouble logging in even after having reset several times. Notifications on web advisor need to be more apparent. The adding of classes is difficult online, for myself I added classes a few times before the spring semester started said they added when I checked they weren't there I ended up lose my space in some classes and had to go in to admin and have they add the classes . Very in ethical . The web advisor should be easy accessible to all student. Canvas is the same as web advisor, very very unsatisfied and disappointed. Teachers should just hand out hard copy's of their work it's easier and the whole blame game doesn't work. Or teachers need to be better provided the tools and resources to use canvas . I personally wouldn't use canvas if my teacher didn't require it. & I'm so dissatisfied with web advisor I don't even go on there I go in office.	4/30/2019 5:08 AM
36	None	4/30/2019 4:49 AM
37	All the links are broken	4/30/2019 4:24 AM

## Technology Survey (Student) 2019

38	<p>It never has the information I need on it and the search engine optimization needs to improve (Both built-in and on 3rd party search engines such as Google or Bing). The built-in search system sucks. If I search "counseling hours" the result I'm looking for is 3 rows down below the following: "Norco College" (Yes, the damn homepage), and "Health Services" (I'm going to need to see them soon because the damn website is giving me a fucking headache). On the other hand, searching for "norco college counseling hours" on Google gives me the result I want at the very top. Also, why the hell is the built-in search page optimized for an iPhone screen? I'm on a fucking desktop and laptop and the results are crammed into a space the size of 1/10 of my screen. How hard is it to make a responsive CSS design? We have classes on this ON THIS DAMN CAMPUS! The fucking homepage is a disaster. It's good looking for PR purposes - the type of thing you would put on a brochure to hand to high school students - but as a student and semi-competent web developer, it's ugly looking, crammed, and lacks urgency. If I'm on the website, I'm looking for information. I don't need these GIANT BOXES of condescending text to highlight A SINGLE FUCKING BUTTON. I need to find information and fast. The phone number of the campus is all the way at the BOTTOM OF THE PAGE. Why isn't any contact information at the top of the page? If I'm a new student, I'm looking for the address of the campus, the phone number of the campus, the hours of the admissions office, and how to apply. If you want to welcome new students, how about WE PUT THAT ON THE TOP OF FIRST PAGE THEY'LL VISIT WHEN APPLYING? Why are we trying to hide it as if we're ashamed of it? The "How Can We Help You?" menu is condescending as shit. I don't get a helping hand when it comes to my classwork so I don't need a helping hand when it comes to navigating a website (Something the vast majority of people on this campus can do competently). It's also not what I expect when I click on the link. I expect either contact information, a directory listing of the website, or a live chat to someone who can help me out. If I'm a student and I'm looking for information, the information I'm looking for should be readily available in the navigation bar. Looking for the Admissions Office hours, I would logically go to the "Admissions" tab right? Well, there's no link that clearly states "Admissions Office Information". There's a button for the Frequently Asked Questions so maybe it's there right? Nope! It's actually under the cryptically titled link "Admissions Process". Same goes for all the other offices which a student would normally need to find information for. The link for library information is under Programs and it's a redirect to a different website. The link for the counseling is also under Programs. Counseling is a Service. The Library is a Service. Not a program. The navigation bar is poorly organized and poorly optimized for actual student use. There's three links "Email", "WebAdvisor" and "Apply" which aren't menus, but buttons and take up space where there can be more useful menus. Here's a clever idea: What if we actually asked students what they need to look up all the time so that they can quickly access that information without needing to screw around the website for an hour? Here's what I need and what most students need quickly: 1 - Office Hours of the Admissions Office, Financial Aid Office, Counseling Office, the Library, the Career Center, and the LRC 2 - Contact information for said offices. Preferably a phone number direct to the office and not to a central phone directory which takes forever to navigate 3 - A staff directory to look up the office hours/contact information of professors. Not individual professor pages, but just listings of people's contact information. 4- Quick links to commonly used resources such as WebAdvisor, MyPortal, Outlook, LRC Tutoring Scheduling, and Canvas 5 - A directory of class listings with information about who the professor is, what the class is, what time is it, and where it is. WebAdvisor is supposed to allow students to do this, but after class registration period, WebAdvisor stops allowing students to search up other classes in the current semester. The RCCD website already has this. You can just reupload it. <a href="https://www.rccd.edu/services/counseling/Pages/schedules.aspx">https://www.rccd.edu/services/counseling/Pages/schedules.aspx</a> And finally, I come to my closing remarks. The Norco College website is fucked up. As a student, I find the website incredibly hard to use and insanely bulky. However, I have faith in the Technology Committee to create improvements to the website so that both new and existing students alike can use the website without needing to visit the Health Services Office for massive migraines. Thank you for your time.</p>	4/30/2019 4:01 AM
39	Fix empty links and display more relevant information on homepage.	4/30/2019 3:45 AM
40	News/Current events should be the first thing students see, event calendar, updated information about the academics and special programs, a section in the header that lets students see a list of all the faculty in certain departments/schools of stem coupled with contact info (email, website, etc.) & office locations/hours	4/30/2019 3:24 AM
41	None	4/30/2019 2:50 AM
42	None	4/30/2019 2:37 AM
43	Make a better user friendly interface and have a separate mobile friendly webpage	4/30/2019 2:24 AM
44	Easier access to info. Make it more like Riverside City's website.	4/30/2019 2:19 AM

## Technology Survey (Student) 2019

45	Remove the videos added to the homepage and add the different tabs that have the links to the information on the homepage instead, sort of like the set-up of WebAdvisor.	4/26/2019 2:37 PM
46	i cant think of any	4/23/2019 8:37 AM
47	not sure yet	4/22/2019 5:27 PM
48	-More user friendly appearance. -A Bulletin board or section with upcoming events/dates to consider. -Better directory for ex, how to's such as : Hot to apply for school, how to apply or finish the financial aid process, how to apply for graduation, how to schedule a counseling appointment. Also, Updates on current information such as food pantry hours, student gov info and meeting times. -Also, include photos of people who are actually a part of the school, not strangers.	4/22/2019 7:51 AM
49	Update websites so old links are no longer available and usable. There is a lot of information that is missing, or available in another website.	4/22/2019 3:15 AM
50	I don't have any changes i would make.	4/22/2019 1:46 AM
51	More detail	4/22/2019 12:04 AM
52	Make sure contact/hours of service/ names of staff are a available for each department.	4/21/2019 3:28 PM
53	Make the links work. It was easier during the fall, I don't understand what happened.	4/21/2019 2:17 PM
54	It says page not found a lot so fixing that would be nice.	4/21/2019 12:54 PM
55	It seems crowded then it was before it's harder to find things.	4/21/2019 12:28 PM
56	easier to navigate	4/20/2019 4:08 PM
57	Develop easier ease of access display	4/20/2019 3:18 PM
58	Have functioning links. Occasionally I will click on a link to information i need and it will give me "Page not found."	4/20/2019 11:25 AM
59	Stop changing it. Have more information easily available and don't make people look through several menus and submenus to try and find simple information	4/20/2019 10:52 AM
60	Add the old links that used to be present, more information about where to go. I miss the side bar that had the links to everything you needed, I do not like how the same aerial view is always repeating.	4/20/2019 10:45 AM
61	N/A	4/20/2019 10:20 AM
62	I liked how it used to have the bar on the side with all the links to the stuff you can use (web advisor etc.) so maybe you could bring that back but in an organized drop menu.	4/20/2019 8:56 AM
63	make functional links, or just bring the website back to what it was	4/20/2019 5:50 AM
64	Up to date tabs, have accurate contact information.	4/20/2019 5:46 AM
65	Update often...example academic calendar	4/20/2019 1:41 AM
66	Dead link checking	4/19/2019 6:33 PM
67	Extend the drop down menus so people don't have to search the A-Z page.	4/19/2019 2:59 PM
68	Allow ease of access to WebAdvisor and be able to quickly find the class schedule and other events happening on campus.	4/19/2019 11:55 AM
69	The website is not intuitive. I can never find what I am looking for and usually have to go to Riverside's website to search for information.	4/19/2019 11:41 AM
70	Remove panels that open when the cursor is over it but not clicking on it	4/19/2019 11:03 AM
71	Keep fine tuning the drop down menus.	4/19/2019 10:55 AM
72	Make the Norco College website more beginner friendly and easier to use. The way the website it now after the most recent big update discourages students and faculty from truly being able to utilize the Norco College website.	4/19/2019 9:22 AM
73	Fix the abundant broken links	4/19/2019 9:21 AM
74	Have a place with all accurate information for every program and department.	4/19/2019 8:59 AM
75	The new website is a little harder to navigate than the old one was. I liked how the old one had the list of links on the right side, it made it easy to get to what you needed.	4/19/2019 8:51 AM

## Technology Survey (Student) 2019

76	Design it a bit less like a 10 year old	4/19/2019 7:42 AM
77	Better navigation	4/19/2019 7:24 AM
78	N/A	4/19/2019 7:03 AM
79	Since the new updated website has began, it's hard to find the info that was once available. The results in the search bar will say the page doesn't exist or something along those lines. Very frustrating. I liked the old version better	4/19/2019 6:43 AM
80	It's difficult to navigate and there is not always accurate info available.	4/19/2019 5:51 AM
81	maybe make it more organized and get rid of the video that plays automatically (or just change it back to its original version)	4/19/2019 5:40 AM
82	Make a link to all the departments on the Norco college home web page. Make a redirect link for all the google searches for Norco college to the links for those as well	4/19/2019 5:39 AM
83	Honesty, I feel like the new website is harder to navigate because there are so many drop-down features. Visually, the website is excellent, but I did value the box that included all of the main categories such as class schedule, webadvisor, assessments, etc. Everything was straight-forward and easy to access with a simple click. I also think it would be more valuable to show current events on the homepage in contrast to the college scenery and other students. Yes, this is very visually appealing, but I thought it was very convenient to see all the new events on the homepage before the website was updated. I also think that if someone may have an older device that can not access the drop-down features, people would be unable to navigate the site as well. The search bar is valuable, but I have noticed that sometimes it is a hit-or-miss. For example you can search "Assessment" and "Assessment Center" will show up, but everything there after seems somewhat unrelated to a student's needs. Also, sometimes the drop feature is distracting because if you move your mouse off of it, the drop-down options are still there, and it can sometimes disrupt the actual material on the page itself because when you scroll down the drop-down menu covers the information on the rest of the page.	4/19/2019 4:58 AM
84	The scrolling feature for sure.	4/19/2019 4:57 AM
85	Being the old website back!	4/19/2019 4:37 AM
86	Fix the links on Google	4/19/2019 4:27 AM
87	Some of the useful links are gone since the website update, it would be helpful to be able to access that information again	4/19/2019 4:26 AM
88	Please get rid of the video.	4/19/2019 4:25 AM
89	I wish it was easier to navigate to find information. I usually have to click a lot of tabs on the website just to find what I am looking for because the tabs do not specify what kind information it holds.	4/19/2019 4:24 AM
90	Actually its pretty much fine the way it is.	4/19/2019 4:22 AM
91	fix google hyper links	4/19/2019 4:13 AM
92	if there was a better organization of links and categories of interest. perhaps having a modified website for student mode where enrolled students have easier access to the more commonly used links and areas of the website.	4/19/2019 4:13 AM
93	None	4/19/2019 4:11 AM
94	Easier, quicker navigation to things like the library and other pages	4/19/2019 4:10 AM
95	The new website is nearly impossible to navigate. Simplify and condense.	4/19/2019 4:09 AM
96	Lower the amount of navigation tabs and simplify the web page.	4/19/2019 4:08 AM



## Q19 Any additional comments/questions about technology resources at Norco College?

Answered: 40 Skipped: 245

#	RESPONSES	DATE
1	na	5/20/2019 12:50 AM
2	The new site EduNav, after you register for the classes, there should be a link to take you back to pay for them or have the pay link more accessible on the page itself.	5/17/2019 4:35 AM
3	I recently got edunav attached to my webadvisor account so that is the way i have to register for classes but i don't like the way the system is. Edunav has the information for the classes listed weirdly and doesn't have all the information and doesn't specify if the class is online, hybrid, or in person.	5/13/2019 9:44 PM
4	N/A	5/13/2019 2:23 PM
5	please do more with online classes. currently my online classes are all self-taught. teachers don't do anything. everything is on cengage so what am i paying for? coursera is worth more of my money than norco's online classes!	5/13/2019 11:03 AM
6	I had over 300 emails from different college sources, I couldn't figure out what was important and was trash. So they all got deleted, out of site out of mind. Why make life complicated with irrelevant issues, just to be on the IN CROWD. Spend time with your students, reach out personally, human to human, person to person.	5/13/2019 3:44 AM
7	I'll let you know when I show up next semester.	5/13/2019 3:29 AM
8	Change the chairs in the library at the computers.	5/13/2019 3:21 AM
9	Please add more outlets for laptops and study space at the library. I enjoy studying at the library but feel that there is not enough "quiet/private" study spaces that allow for laptops to be plugged in!	5/10/2019 7:24 AM
10	N/A	4/30/2019 1:48 PM
11	N/A	4/30/2019 8:37 AM
12	None	4/30/2019 4:49 AM
13	Loan-able laptops would help a lot of students that don't have access to a computer but take very tech-centric classes	4/30/2019 3:24 AM
14	No	4/30/2019 2:50 AM
15	It needs a little improvement and offer classes for newer technology.	4/30/2019 2:24 AM
16	Knewton Alta and Norton are not very good class components. Net tutor needs a lot of improvement.	4/30/2019 2:19 AM
17	na	4/22/2019 5:27 PM
18	It is an awesome campus but I honestly believe there are many more ways to provide resources to students, such as a copy and fax machine for their use, more new laptops available for students and classrooms. Newer computers for our professors. Many students seek services in multiple offices and there is no way to help them. Also, there should be more outlets available so that we can increase student retention in different areas of the campus because sometimes there is not enough space in the library or the upper lounge. Many times, their slides would not work or programs would take a long time to load and would interrupt lectures or presentations.	4/22/2019 7:51 AM
19	The top choice is interactive whiteboards and tablets for the teachers so they may be free to move around and teach. Personalizing the classroom for each student would be great to keep them engaged and present.	4/22/2019 3:15 AM

## Technology Survey (Student) 2019

20	Make sure phone lines are open for ALL departments and actually answer phone lines. Some students don't have transportation to drive to campus for help from admissions, financial aide or book store etc.	4/21/2019 3:28 PM
21	N/A	4/21/2019 2:17 PM
22	Wi-fi range needs to be improved for students using technology outside from buildings. Would like the opportunity to check out tablets such as Apple ipads or microsoft surface throughout the semester (can be especially helpful for specific student programs like phoenix scholars, EOPS, SSS, Mentoring programs).	4/20/2019 3:18 PM
23	N/A	4/20/2019 10:20 AM
24	WebAdvisor has not given my access to view my current transcripts and I hope it could be fixed soon because I need to check my GPA and credits taken.	4/20/2019 6:23 AM
25	I would appreciate more attention to the STEM center and the possibility of checking out tablets and laptops in the lab.	4/19/2019 2:59 PM
26	In the day of mobile technology, I find it disappointing that the graphic design department is disappearing with less class options and/or secondary levels of study. There should be some emphasis on students with independent study instead of the ridiculous wasted hours spent in an art class (3.5 hours x 2 days x 16 weeks for 3 units is ridiculous). It's an old-fashioned way of thinking to require a graphic or computer designer to spend so many class hours making arts and craft projects.	4/19/2019 10:55 AM
27	More surveys and voting opportunities for students and faculty would be good to have. Also, a voting system for college courses could be nice as well. That way we might have more opportunities to take the courses that we really have interest in. For example, for language courses, a bigger variety of different language options. (Like how I appreciate the opportunity of taking a Spanish class, but I would like more opportunities for different languages such as Japanese and German	4/19/2019 9:22 AM
28	N/a	4/19/2019 8:59 AM
29	N/A	4/19/2019 7:03 AM
30	The main website to Norco college is the main problem really.	4/19/2019 6:43 AM
31	Change the MAC computers at stem	4/19/2019 5:12 AM
32	The website is definitely much better than it was previously.	4/19/2019 4:58 AM
33	No	4/19/2019 4:57 AM
34	Overall the college's technology is pretty good. I know Centennial high school has at least 6 3D printers, a Microsoft Hub, a classroom full of i7 processor computers (not really needed as current ones work fine), 6-9 different VR sets, and a classroom set of augmented reality headsets. Compared to Centennial, the college could use a bit more technology.	4/19/2019 4:27 AM
35	Have you guys ever thought about getting one of those media bulletin boards that have graphics playing on it. Like the ones you see at bus stops in Las Vegas. Where they have like advertisements rotating on a screen. You might want to look into that. Great tech in my opinion.	4/19/2019 4:22 AM
36	I would like lab hours to use pro tools or other music software outside of class hours	4/19/2019 4:13 AM
37	it might be nice to have more access to printing.	4/19/2019 4:13 AM
38	No	4/19/2019 4:11 AM
39	The use of technology (laptops, tablets, etc.) as instructional aides should be allowed in all classrooms. It's ridiculous that in 2019 a professor can tell a student not to take notes or study to the best of their ability simply because they don't want electronics used in the classroom.	4/19/2019 4:09 AM
40	Please update the computers and include more certification classes like personal trainer.	4/19/2019 4:08 AM