

Technology Survey (Staff) 2020

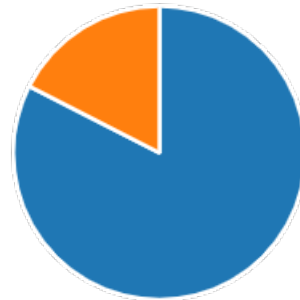
80
Responses

13:36
Average time to complete

Active
Status

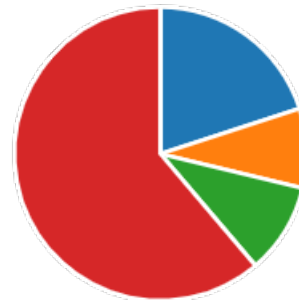
1. What is your work status?

●	Full-time	66
●	Part-time	14



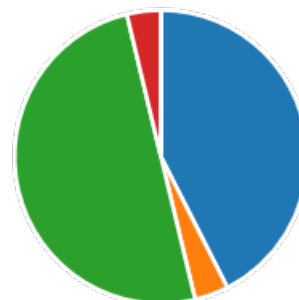
2. Select your department.

●	Academic Affairs	16
●	Business Services	7
●	Strategic Development	8
●	Student Services	49
●	President's Office	0



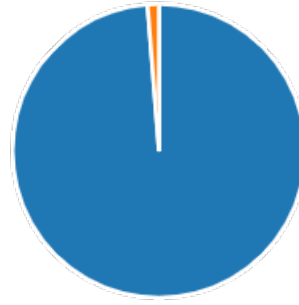
3. What is your access to a computer at home?

●	Own a computer	34
●	Share a computer	3
●	Borrowing a computer	40
●	Use another technology device such as a tablet	3
●	Do not have access to a computer	0



4. Do you have WiFi (wireless internet access) at home?

●	Yes	79
●	No	1



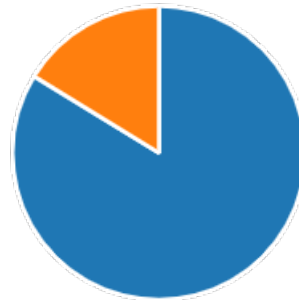
5. If you answered No to Question 4, what was the reason?

●	I can't afford WiFi	79
●	I didn't know about the reduced cost and free offers from service providers	0
●	I'm using something else (such as Dial-Up, DSL, Cable, Satellite, or Cellular)	2



6. Did you get a laptop from Norco College during the current online transition?

●	Yes	67
●	No	13



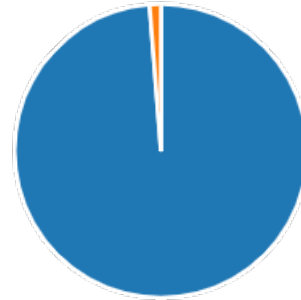
7. If you answered No to Question 6, what was the reason?

●	I already have a computer to use at home	11
●	I didn't know that laptops were being given to staff	1
●	I was unable to get to campus to get a laptop	0
●	I didn't know where to go to get a laptop	0



8. Are you using the Office 365 online or desktop apps (through GO.RCCD.EDU)?
(All Norco College employees have a free Office 365 account.)

●	Yes	79
●	No	1



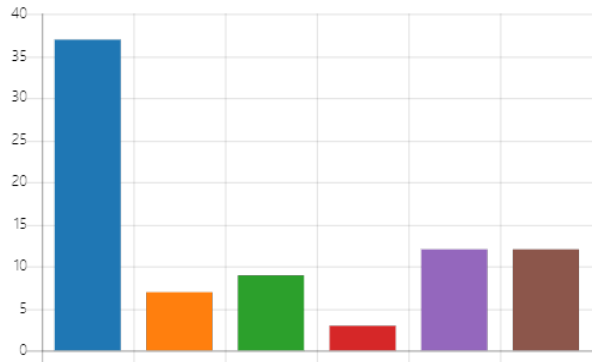
9. If you answered No to Question 8, what was the reason?

●	I didn't know about Office 365	0
●	I don't have a need to use Office 365	0
●	I don't know how to access or use Office 365	0
●	I'm using something else (such as Google Apps/G Suite, OpenOffice, etc.)	2



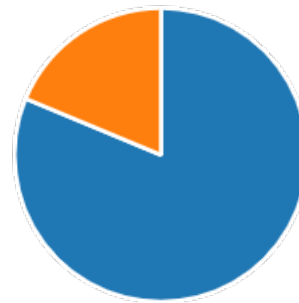
10. How do you store your work assignments?

●	Cloud drive (i.e., Microsoft OneDrive, Dropbox, Google Cloud, iCloud, etc.)	37
●	External drive (i.e., flash drive, USB drive)	7
●	College computer hard drive	9
●	Personal computer	3
●	Server (i.e., file-shares)	12
●	Other	12



11. Are you using VDI (Virtual Desktop Infrastructure) to access certain programs or file-shares? *(Programs such as Colleague, Galaxy, ServiceDesk, and SharePoint Server for web editing, require VDI or VPN.)*

●	Yes	65
●	No	15



12. If you answered Yes to Question 11, do you have any questions or can you specify any issues regarding VDI?

41

Responses

1. Connection issues, difficult to download files, difficult to process forms and save and do not have access to favorites on my internet favorites as with Remote Desktop. HATE VDI!
2. N/A
3. Logs me out so many times throughout the day. Sometimes I will be working on something and when I go back it logs me out. It becomes frustrating when I am on a call with a student and I have to make them wait just to log in.
4. VDI is definitely requires more workarounds, but once you get used to it, it becomes second nature.
5. It's difficult to go back and forth between screens. It is not reliable and kicks me off often.
6. High rate of disconnection during work period.

7. Nope!
8. Accessing usb thumb drive to save work while using VDI without uploading to OneDrive as a mid-point
9. VDI will randomly disconnect. Have to log back in. Cannot save files. Doesn't save any history or login. Takes time to set up every day.
10. The VDI screen is multiple screens within a screen, which shrinks the screen making it difficult to see. Inability to print from the VDI system. Moving from one screen to another in VDI can be challenging.
11. The VDI has a lag. It is also difficult to use because of the size. I have a good size desktop at home but with the VDI my screen size is reduced by about 2 inches. This makes it difficult to spend long periods of time on VDI.
12. Colleague and Galaxy does not fill up the entire screen. I can't explain it but I only get to see part of the program and it makes it difficult to navigate through it because I can't see the information. Most of the time I'm guessing to select what I want it to do.
13. Access can be spotty at times
14. Can you make it so we can copy and paste out of VDI onto our outlook app from our regular desktop? Or can you make it so that we can email students directly from colleague on VDI. This feature was disabled when we were forced to switch from VPN to VDI.
15. There have been various occasions when it was down or I could not access it.
16. No. All Good.
17. We need the ability to copy out of VDI and paste into our normal computer and desktop. For example, needing to copy student information such as an email, ID number out of colleague, or a document saved onto the share drive, and then be able to paste it into our email in the outlook app. Or if we could please make the outlook app available within the VDI. We cannot access our department email UNLESS logged in through the outlook app. Logging into our email through the browser with the VDI will not allow us to access it. This makes responding to department emails extremely difficult and tedious when we need to share documents only accessible in the share drive.
18. None so far
19. no ty
20. Just about to receive access, so can update later my response.
21. No questions
22. I am having issues with Galaxy while using the VDI. I need to copy and paste spreadsheets that the online version of Galaxy produces but I am unable to unless I have another spreadsheet open on the VDI as well. I then have to email myself a copy of the copied spreadsheet to myself to be able to work with it and upload it to my department's shared drive. VDI has also crashed on me multiple times while trying to complete the spreadsheet and it has me start from scratch every time.
23. VDI always crashes and signs me out often when working.
24. VPN worked much easier to save/access documents. Too many steps with VDI to save documents/upload. VDI also kicks you out too often. I don't like that we have to do everything through VDI ex. cut and paste only through programs on VDI and not able to go between regular apps and VDI apps.
25. In order to access the shared drive, I have to log in and type in the name of the drive every time. It would be nice to save a shortcut on the desk top that allows you access after logging in the VDI.
26. In the office, often used copy/paste for Excel and Galaxy, which I can no longer do using VDI. For Excel, I have to save every file to OneDrive, then open in my desktop and copy paste what I need. In Galaxy, can no longer copy/paste or print screen and I can't access Galaxy Web without using VDI.

- 27. The current VDI does not allow me to access the department email since we cannot save anything. So I currently can't access the inbox on my own computer.
- 28. Connectivity issues/constant refresh error message/random dumps/cannot cascade multiple screens effectively
- 29. Not able to print documents when using the VDI.
- 30. No question. Takes some time to get used to multiple steps.
- 31. How can I simply print reports from UI? I run academic reports to send to the dept. chair and the sending process is lengthy. Even I just want to print a report, it does not allow me to print from UI.
- 32. N/A
- 33. No issues.
- 34. No.
- 35. It kicks me out randomly & its slow
- 36. I do not have any questions at this time. I attended the VDI training, last month and it was incredible helpful & organized, thank you
- 37. VDI is not reliable and often stops working. I prefer VPN because I have access to my desktop and files.
- 38. NO
- 39. It is very slow when opening pages and responding to information entered.
- 40. No
- 41. Not at the moment

13. If you are using a district-owned computer at home (or when you were using your office computer on campus), how satisfied are or were you with the performance of the computer?

●	Very satisfied	25
●	Satisfied	52
●	Dissatisfied	3
●	Very dissatisfied	0



14. If you answered Dissatisfied or Very dissatisfied to Question 13, why are or were you dissatisfied? Please specify.

4

Responses

1. The first laptop I got started going to blue screen within a month, so I got another. The second laptop had problems installing the Outlook app, but that has been resolved by IT. Working on a laptop sacrifices efficiency as compared to the desktop at work, but I am grateful to have been given the loaner in any case.
2. Answered satisfied, however, wanted to add that at home, am using my district issued Surface Pro, but the keyboard and screen were making my neck, back, hands and eyes strain. I was able to connect a spare monitor, full keyboard and mouse we had from home. The computer itself is great, however, the access to certain programs as mentioned above and the small size (corrected now) are reasons for this comment.
3. I send timesheets to counselors. When I receive the time sheet back about 30% of the time I cannot save the document they send me. I have to reconfigure the time sheet in order to save it in my files.
4. The computer is slow and doesn't have enough space to store all the required documents. The battery runs out really quick.

15. If you are (or were) using a district-owned computer (whether at home or on campus), have you experienced problems with it or is it outdated for your needs?

●	Yes	14
●	No	66



16. If you answered Yes to Question 15, please specify.





15

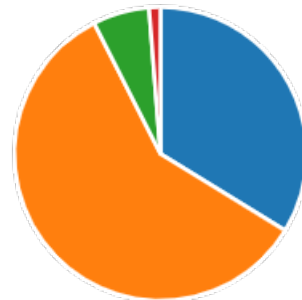
Responses

1. Certificates became out of date.
2. The district laptop I have at home I received prior to the work at home order. It is very slow and the battery life is not good.
3. See above

4. My computer in the office is very slow. Startup takes over 10 minutes. I run a lot of things at once, but it is just unbelievably slow. The surface pro that I have through the office is extremely fast and has no problems whatsoever. It is the device I am using Working from home.
5. The surface pro that I'm on, gets really hot and the screen starts flickering up and down. It makes me dizzy. I'm not sure if it's because it's old or because I'm working on it for 10+ hours on it.
6. I have windows 7 still on my computer
7. Runs very slow
8. The speakers don't work.
9. For office computer, I answered satisfied above, however, it is an older model and I can no longer open Adobe Creative Cloud. Just prior to the closing, discussed with my supervisor and was going to look into making a computer purchase, most likely was to be received before June 30.
10. The school-issued laptop has outdated window programs and frequent update requests but it needs to be done by IT but they have directed me to VDI instead. Frustrating that I will have to access VDI to use Adobe. Especially for a time-consuming task with bad VDI connection.
11. Programs do not seem match all devices (laptop and office computer).
12. I am unable to use the camera option on the college laptop issued to me; so I have to use my personal computer to participate in staff Zoom meetings.
13. It's out of warranty and cannot update software.
14. The computer is slow and doesn't have enough space to store all the required documents. The battery runs out really quick
15. Being to access programs like excel and word on local laptop. Having issues with authentication.

17. When you were on campus, how satisfied were you with the speed/access to the College WiFi network?

	Very satisfied	27
	Satisfied	47
	Dissatisfied	5
	Very dissatisfied	1



18. If you answered Dissatisfied or Very dissatisfied to Question 17, why were you dissatisfied? Please specify.

7

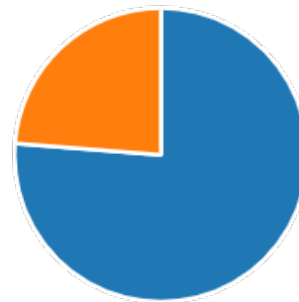
Responses

1. 10 Mbps at best, and there are a lot of times it is super slow. We should be running 100 Gigabit backbones and at least 100 Mbps to each network drop point.

2. It seems like the capacity of the WiFi was not capable of sustaining the number of individuals needing to use it. For students, the login process did not always work.
3. Very slow.
4. Many of our students rely on the guest WiFi to use the phones, mobile devices and personal laptops to complete work. They often have to borrow our office laptops because their devices won't connect at all and when it does, it's VERY slow.
5. Sometimes you cannot connect or is super slow.
6. There are places on campus where you can't get WiFi or that it is tough getting a good signal, such as the amphitheater, outside seating areas, soccer field that would benefit from more access points for outside areas.
7. I cannot answer this as I never worked on campus; started working remotely during the start of the campus closure.

19. Does Norco College provide sufficient technical support?

●	Yes	61
●	No	19



20. What would enhance technical support services? (Check all that apply.)

●	Need an onsite help desk for troubleshooting issues	35
●	Need more human resources or technical staff	44
●	Need better catalog of equipment and software licenses	22
●	Other	14



14

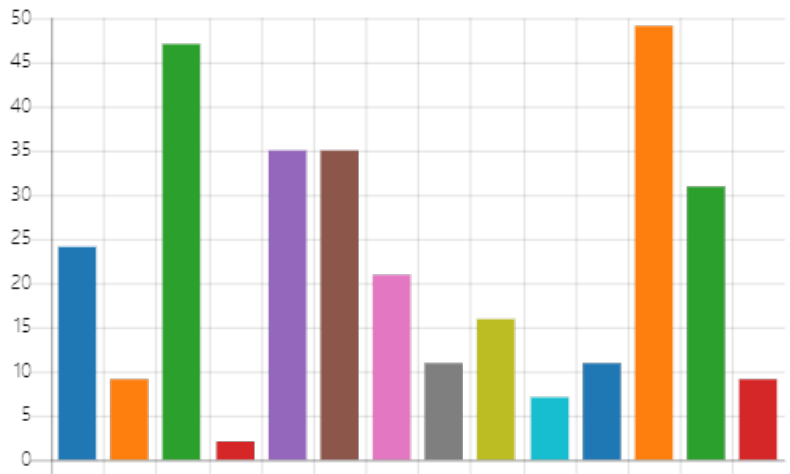
Responses

1. Purchasing and Accounts Payable staff; Need more human resources or technical staff; Need better catalog of equipment and software licenses
2. More onsite help for troubleshooting;
3. Need tech support to make sure specific systems (printer setup or other access) is up and just not install the computer and walk away. Or tell us we have to put in another work order for that task. They have made Tech Support like the DMV and not being as helpful as they could be. Need an onsite help desk for troubleshooting issues; Need more human resources or technical staff; Need better catalog of equipment and software licenses.

4. N/A
5. None
6. Unsure
7. I am new to Norco College. So far it has been good.
8. I am a janitor, I do not know.
9. N/A
10. Help desk for Norco only; tired of having requests "prioritized." Need an onsite help desk for troubleshooting issues;
11. If possible a direct-line to speak with a Norco College - IT tech over the phone.
12. To hire technical support specialists to each department at least.
13. I don't have enough experience to have an answer.
14. Don't know as of yet

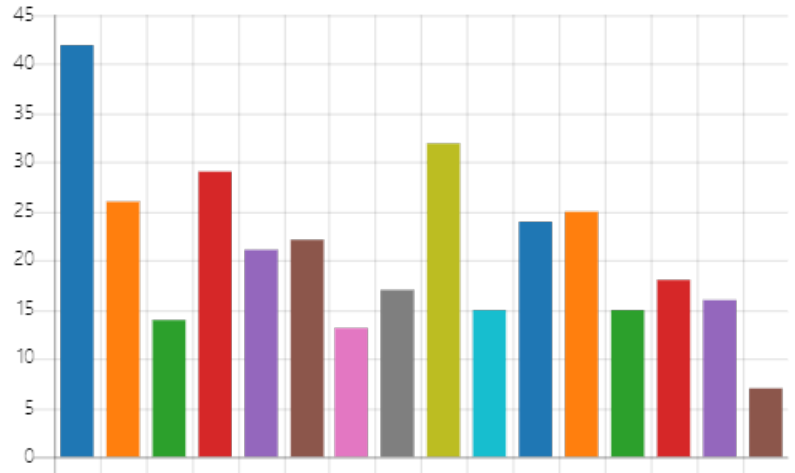
21. What type of technology training have you received within this academic year?
(Check all that apply.)

●	Adobe Creative Cloud (includes Photoshop, Illustrator, InDesign, Premiere, Spark, Acrobat, etc.)	24
●	Canvas	9
●	Concur	47
●	ConexED/Cranium Cafe	2
●	EduNav	35
●	etrieve	35
●	Galaxy	21
●	LinkedIn Learning	11
●	Office 365 (includes Excel, Word, Outlook, PowerPoint, OneDrive, OneNote, Teams, etc.)	16
●	Setting up your home office	7
●	SharePoint Server (for web page editing)	11
●	VDI	49
●	Zoom	31
●	Other	9



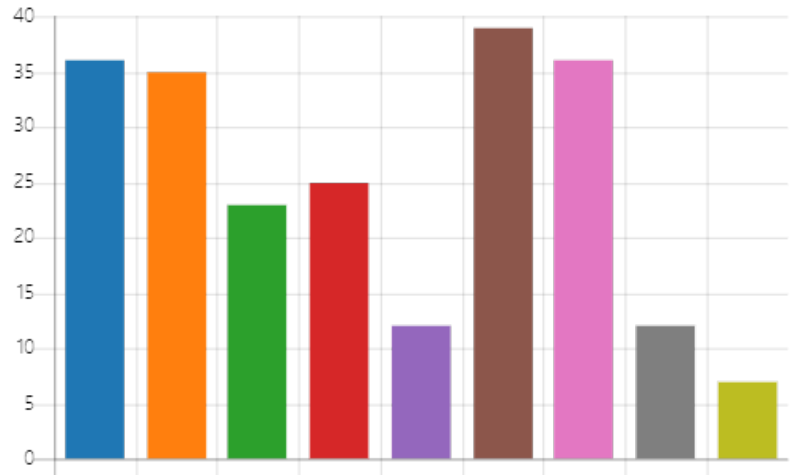
22. Which technology webinars would you be interested in attending? (Check all that apply.)

●	Adobe Creative Cloud (includes Photoshop, Illustrator, InDesign, Premiere, Spark, Acrobat, etc.)	42
●	Canvas	26
●	Concur	14
●	Colleague (Datatel)	29
●	EduNav	21
●	etrieve	22
●	Galaxy	13
●	LinkedIn Learning	17
●	Office 365 (includes Excel, Word, Outlook, PowerPoint, OneDrive, OneNote, Teams, etc.)	32
●	ServiceDesk	15
●	Setting up your home office	24
●	SharePoint Server (for web page editing)	25
●	Windows 10 Basics	15
●	Zoom	18
●	25Live	16
●	Other	7



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

●	Excel	36
●	Forms	35
●	OneNote	23
●	Outlook	25
●	PowerPoint	12
●	SharePoint (document sharing/management, not to be confused with SharePoint Server)	39
●	Teams	36
●	Word	12
●	Other	7



24. How satisfied are you with the Norco College website?

●	Very satisfied	12
●	Satisfied	45
●	Dissatisfied	19
●	Very dissatisfied	4



25. If you answered Dissatisfied or Very dissatisfied to Question 24, why were you dissatisfied? Please specify.

25

Responses

1. It needs to be simpler. Before, it was easy to find tabs to resources and now that capability is gone. It is difficult for people to know that they have to use the A-Z tab to find a resource they are looking for. I think bringing back the side bar that had the department links would be practical.
2. Organization of departments and referencing departments with the same link to one another. For example online learning During COVID not being consistent with the departments main page information
3. New but basic, very limited as to how to find things. It's all uniform no page stands out.
4. Given the current circumstance, changes have been made that make it difficult to navigate for our students and staff.
5. The banner that goes across half the page and stays there and freezes your screen until it goes away is beyond frustrating. It has to go! The information isn't any more accessible than the old website.

Technology Survey (Staff) 2020

6. The website is not updated to the current settings. I know that the college set up a separate "Online" Norco College Website, within the website, but the students don't understand it. It's awkward and hard to navigate. The "online" website doesn't have enough information and the actual website has outdated and incorrect information for the current situation.
7. Very difficult to navigate as a staff member....I can't imagine what it must be looking at the website as a student.
8. It is not very employee-friendly and that pop-up chat is always in the way!
9. It's too busy. Not easy to search for things. There was nothing wrong with the old one. It was simple, easy to use and navigate through. It's just messy to me.
10. Potential students have to click multiple times or dig for information
11. Many links unavailable, though I understand that can be up to the department providing updated information when the website underwent updates.
12. Very difficult to find anything without having to use the Search feature.
13. It's not easy to access the information that you need going through the A-Z list.
14. Quick links would be helpful on the homepage
15. Not Accessible! Too many nested pages/superfluous videos and no ease of navigation tabs/scroll to the bottom always/shouldn't be attached to an administrators resume :O(((
16. Very difficult to navigate, have to go to A-Z if I want to find something. I hesitate to send students too, not so student friendly.
17. It's not easy for students to find the support programs they are eligible for.
18. I find it a bit challenging to navigate therefore it is hard to explain where to search for information, forms etc.
19. The drop down menu gets in the way when trying to read the webpage. It's hard to navigate. It needs to have clear wording for the students (it uses our language not theirs) and should have a portal for employees where we can easily find things. The livechat box is distracting and it would be better if you had to click it instead of having to close it. I use google now instead of bothering with the A-Z. Couldn't we minimize some of the wording with "Read more" where more of the paragraph shows up?
20. It is very difficult to find basically everything.
21. Still disorganized and dead links
22. We need to have students' feedback on the LRC website - Permanent videos (links) for students on the high demand subjects that gives the LRC apportionment when student watch it and also give them credit for their class.
23. I feel it's really hard to find special funded programs on the website. I liked the old format where many special funded programs were under a tab of Programs and students can navigate the drop down section. Students

don't necessarily know which programs are programs unless if they click on it and read it. If there was a tab specifically for special funded programs it would make finding programs much easier for students instead of them letting us know we didn't exist.

24. I think it can tricky to find stuff, or specifically it is sometimes difficult to successfully navigate through the website. I've also found the search option doesn't work the greatest.

25. It is, at times, difficult to navigate the site.

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

39

Responses

1. Easier access to department links.
2. Right now, the website is FILLED with information. Sometimes, too much information overwhelms the students and they do not read any of it. I think having clear, concise, condensed information is key, and if they want additional information about a specific program/service, they can visit the page of that program. Having information in a check-list or steps guide format always works best for me.
3. I think it needs to be a little more organized so that it's easier for students and staff to find events/resources/general useful information for students
4. Make the one time passcode accessible for my portal accessibility
5. More page plugins, templates and allow for some customization like I frames.
6. Many students access the website from their phones, many of the features are not easy to find on the phone compared to your computer. Information should not be overwhelming to students. There should be a better way to communicate with the people visiting our website.
7. N/A
8. I would look at other college's websites and copy their best features.
9. Being that we are going to be in this online format for an extended period of time, we need to update our current website, and not have a separate Online Norco College page.
10. Clean, easy to reach options focused on the needs of students (schedule, application, troubleshoot, appointment links, etc.) and not the accomplishments of the school.
11. Make the pop-up chat a selected feature.
12. Remove the rotating pictures, remove some pictures (I think it has too many), too many scrolls to get to the bottom, too many clicks to find what I'm looking for.
13. Have a newsworthy item take up the majority of the screen and have special events just below. Currently, to find those items we have to scroll to the bottom. Tabs for Students, Faculty, Staff
14. Make it easier for students to locate thing such as scheduling counselor appointment.
15. Easier to find and access things, keep it up to date

16. Mobile friendly.
17. I would love to see the historical information accessible again.
18. Lenny does a great job!
19. Cleaner layout.
20. Less busy & easier to find resources
21. Right now, it is confusing for registration for summer. On the webpage for Summer, <https://www.norcocollege.edu/scheduleapp/Pages/index.aspx...> The Register Now hyperlink takes you to the The Webadvisor page <https://wa.rccd.edu/RCCD/RCCD?TYPE=M&PID=CORE-WBMAIN&TOKENIDX=6476377713i>. Which is confusing and doesn't make it straightforward on how to apply for summer classes and register.
22. Better design to simplify, and be able to locate information more easily.
23. Better home page based on what students access most.
24. Not at this time.
25. I would make the icons similar to the apps we have on our phones.
26. scrap it and start over
27. More links to important items directly on the first page.
28. But a Special Programs/Support Services Tab on the top of the main page so students can easily find our programs.
29. Simplify
30. At times it is still difficult to find things but then I just end up going to A-Z. Also, I would say the chat box on the site has been extremely helpful during COVID-19.
31. I appreciate the helpfulness of having the option to communicate with someone live but the Norco College webpage pop-up (live questions) window is a little distracting because it automatically pops-up rather than having the option to open up the window if I have a question. I prefer to read the webpage content without that pop-up window, automatically surfacing.
32. I think the new changes improved the website and make it easier to navigate.
33. I think it needs to have a different site for students and employees. Make it easier for students to enter if you're a new student or a current student so that they begin with different main screens that lead them directly to what they need. New student - how to enroll, apply for financial aid, set up their educational plan, and register for classes. We can include the short things to do in between but this leads them to the big items. For current students - register for classes, make an appointment with a counselor, financial aid, Schools, etc. We need to have the website align with Guided Pathways to guide and nurture the students in their educational journey.
34. Better search results, better menus, better homepage. Maybe we should make a landing page for students and a landing page for employees.
35. There really needs to be an easier way to search some items other than the A_Z function or to look them up directly. Why isn't there a better directory on the home page?
36. Better indexing on search function and the ability to turn off online help box.

37. Get students' feedback. Get requests from the staff by putting a link you can upload all the training so staff can watch and sign to these training electronically. Have an advertisement bar to post all the events. 24/7 Chat if possible.
38. Maybe we can add some testimonials about past and current Norco College students. I know other CC's do it.
39. Make it more user friendly, especially to computer illiterate students/ viewers.

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

25

Responses

1. Is it possible to record the trainings and have them stored to refer back to or rewatch when needed?
2. N/A
3. Keep up the great work! Lenny has been a huge asset to our DRC office and has provided excellent support!
4. Thank you ! for everything
5. N/A
6. The technology staff we have are amazing and do a great job!
7. We need staff to do this work, new staff! Adding additional work to an already overworked staff member is not the answer.
8. Thanks Tech Team.
9. A license for Canva, Adobe Spark or other info-graphic platform would be helpful with the need/want of Info-graphics and visuals.
10. Thank you for all the great work you all do.
11. Thank you :)
12. Lenny is great and technical assistance seems to be timely.
13. None at this time.
14. Thank you for creating this survey and meaningful questions.
15. Tech staff and committee rock...college executive staff should leave the professionals alone to do their job
16. No thank you! This is a great survey! Lenny is the Best! Give him a raise!
17. I appreciate you.
18. Thanks for always answering my questions Lenny!
19. I appreciate the amazing work of Mr. Lenny Riley, the help desk and am grateful for Norco College technology resources. Everyone is very patient, knowledgeable and are genuinely interested in resolving IT issues; so our work goes uninterrupted and we can meet our work-related deadlines.
20. We have too many issues with VDI not working or kicking us out so it is a barrier to working from home. Everything takes longer to do. VPN was much better.

Technology Survey (Staff) 2020

21. I think we need to look at more e-technology and working virtually to save resources and work more efficiently.
22. Technology Support Services works very hard to support the college. They need at least one more person.
23. Professional training for each department about the programs that they use Intervention Crisis Team to see what each department needs and how to improve the quality of the work. Access to the campus programs, according to the job description. A system to message students with all the services that we have. For example, we can message students on their phones like RCCD Alerts that we receive to update us. Crisis training like we do when we have a drill to assign everyone role within the department.
24. N/A
25. Thank you for all you do =)