

Technology Survey (Staff) 2021

66
Responses

17:02
Average time to complete

Active
Status

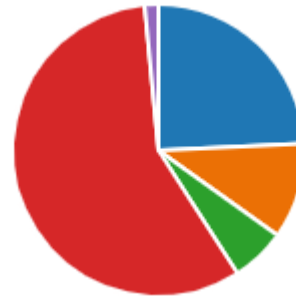
1. What is your work status?

● Full-time	54
● Part-time	12



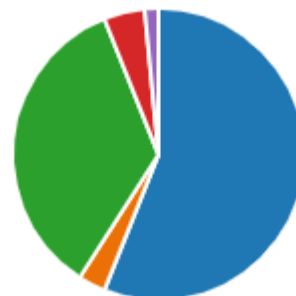
2. Select your department.

● Academic Affairs	16
● Business Services	7
● Planning & Development (for...)	4
● Student Services	38
● President's Office	1



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

● Own a computer	37
● Share a computer	2
● Borrowing a computer	23
● Use another technology devic...	3
● Do not have access to a comp...	1



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

● Yes	66
● No	0



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

● I can't afford WiFi	0
● I'm using something else (suc...	0
● My area doesn't have coverag...	1



6. Did you borrow a laptop and/or desktop computer from Norco College while working remotely?

● Yes	58
● No	8



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

● I already have a computer to ...	8
● I didn't know that computers ...	0
● I was unable to get to campus...	0
● I didn't know where to go to g...	0



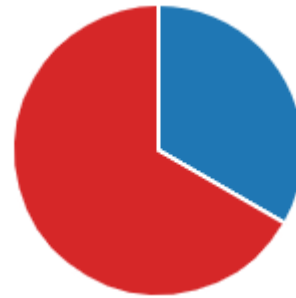
8. Are you using the Office 365 online or desktop apps through myapplications.microsoft.com (formerly GO.RCCD.EDU)?

● Yes	63
● No	3



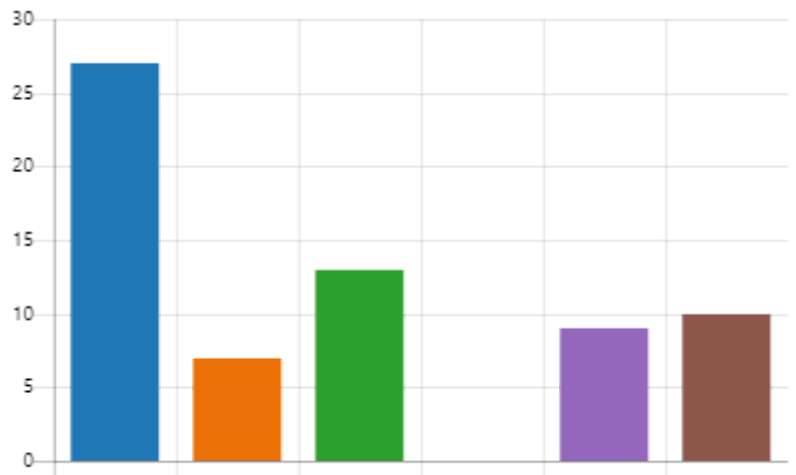
9. If you answered No to Question 8, what was the reason?

● I didn't know about Office 365	1
● I don't have a need to use Offi...	0
● I don't know how to access or ...	0
● I'm using something else (suc...	2



10. How do you store your work assignments?

● Cloud drive (i.e., Microsoft On...	27
● External drive (i.e., flash drive, ...	7
● College computer hard drive	13
● Personal computer	0
● Server (i.e., file-shares)	9
● Other	10



11. Are you using VDI (Virtual Desktop Infrastructure) to access certain programs or file-shares?

● Yes	49
● No	17



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

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Latest Responses

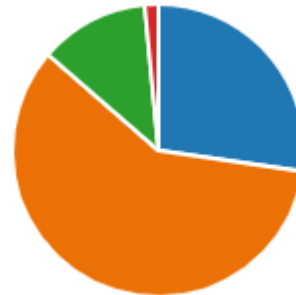
"No"

"Slow"

"System does not allow for copy and paste, and is incredibly slow."

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	18
Satisfied	39
Dissatisfied	8
Very dissatisfied	1



14. If you answered Dissatisfied or Very dissatisfied to Question 13, why are or were you dissatisfied? Please specify with information such as computer make and model.

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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	23
No	43



16. If you answered Yes to Question 15, please specify with information such as computer make and model.

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Responses

Latest Responses

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

Very satisfied	19
Satisfied	39
Dissatisfied	8
Very dissatisfied	0



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

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19. Does Norco College provide sufficient technical support?

Yes	57
No	9



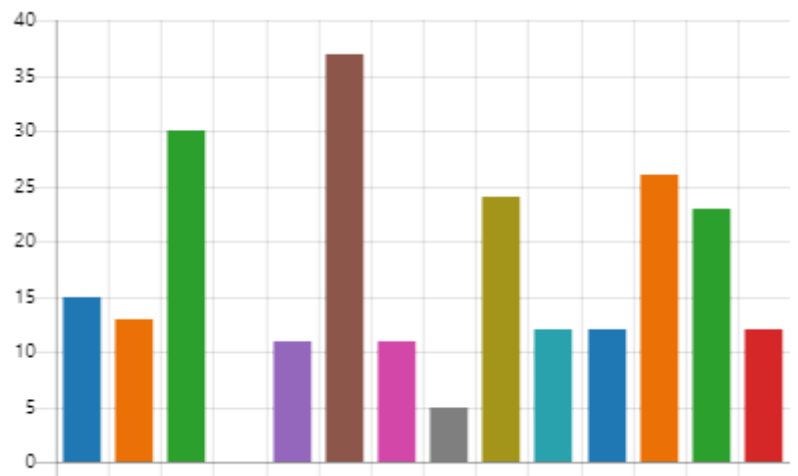
20. What would enhance technical support services?

● Need an onsite help desk for t...	40
● Need more human resources ...	31
● Need better catalog of equip...	13
● Other	13



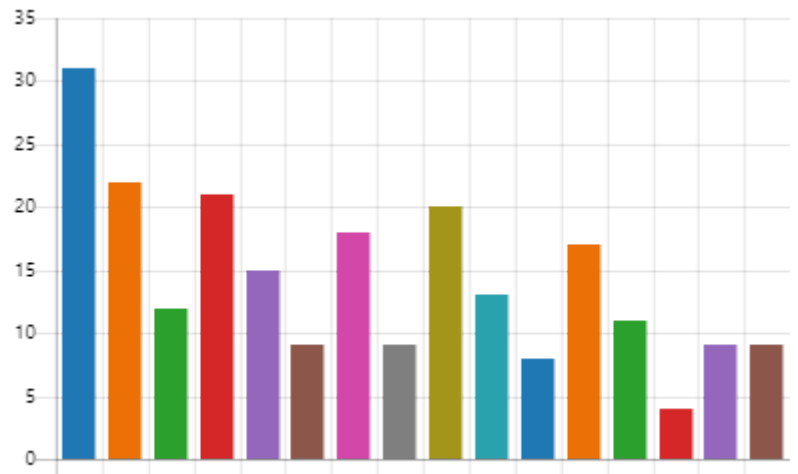
21. What type of technology training have you received within this academic year?

● Adobe Creative Cloud (include...	15
● Canvas	13
● Concur	30
● ConexED/Cranium Cafe	0
● EduNav	11
● etrieve	37
● Galaxy	11
● LinkedIn Learning	5
● Office 365 (includes Excel, Wo...	24
● Setting up your home office	12
● SharePoint Server (for web pa...	12
● VDI	26
● Zoom	23
● Other	12



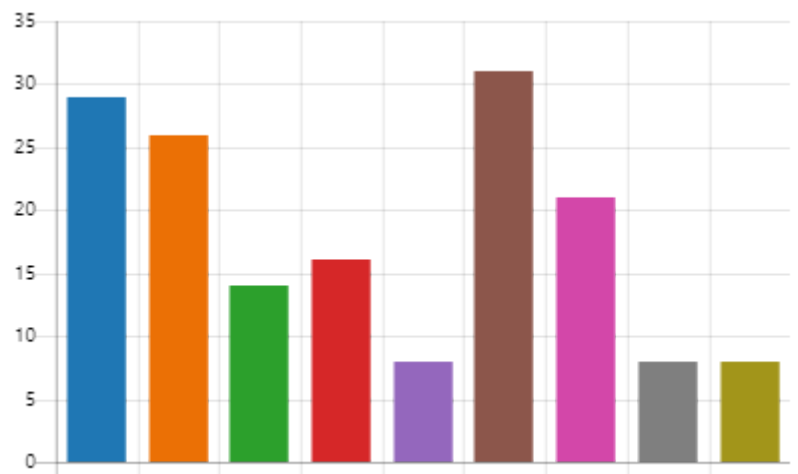
22. Which technology webinars would you be interested in attending?

Adobe Creative Cloud (include...	31
Canvas	22
Concur	12
Colleague (Datatel)	21
EduNav	15
etrieve	9
Galaxy	18
LinkedIn Learning	9
Office 365 (includes Excel, Wo...	20
ServiceDesk	13
Setting up your home office	8
SharePoint Server (for web pa...	17
Windows 10 Basics	11
Zoom	4
25Live	9
Other	9



23. Which Office 365 app would you be interested in attending training?

Excel	29
Forms	26
OneNote	14
Outlook	16
PowerPoint	8
SharePoint (document sharing...)	31
Teams	21
Word	8
Other	8



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

Very satisfied	12
Satisfied	44
Dissatisfied	7
Very dissatisfied	3



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

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

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""

"Record all the trainings and maybe make hands on assignments "

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

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"Please make practical assignments to each training."