Technology Survey (Staff) 2022

58
Responses

09:35
Average time to complete

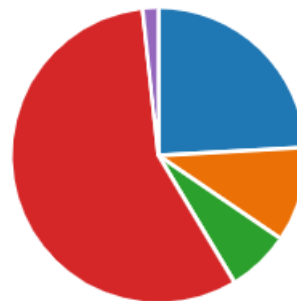**Active**
Status

---

1. What is your work status?

🔵 Full-time	48
🟠 Part-time	10

---

2. Select your department.

🔵 Academic Affairs	14
🟠 Business Services	6
🟢 Planning & Development (form…	4
🔴 Student Services	33
🟣 President's Office	1

3. What type of technology do you primarily use for your work?

🔵	District computer	53
🟠	Personal computer or laptop	1
🟢	Borrowed laptop from Norco Co...	3
🔴	District tablet	0
🟣	Personal tablet	0
🟤	District cellphone/smartphone	1
🟣	Personal smartphone	0
⚫	Other	0
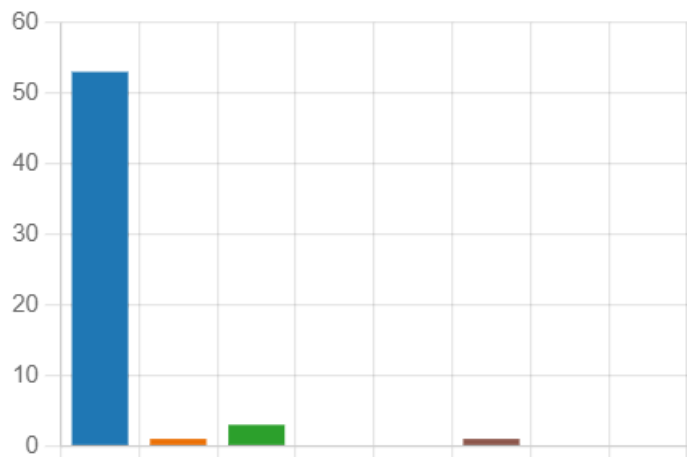
4. Do you use Canvas for your department?

🔵	Yes	9
🟠	No	49

5. If you answered Yes to Question 4, how satisfied are you with Canvas?

🔵	Very satisfied	4
🟠	Somewhat satisfied	6
🟢	Somewhat dissatisfied	0
🔴	Very dissatisfied	0

6. Are you using the Office 365 apps through myapplications.microsoft.com (formerly GO.RCCD.EDU)?

🔵	Yes	55
🟠	No	3

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

🔵	I didn't know about Office 365	1
🟠	I don't have a need to use Offic...	0
🟢	I don't know how to access or u...	2
🔴	I'm using something else (such ...	1

8. How do you store your work files?

🔵	Cloud drive (i.e., Microsoft One...	37
🟠	External drive (i.e., flash drive, U...	9
🟢	College computer hard drive	28
🔴	Personal computer	6
🟣	Server (i.e., file-shares)	18
🟤	Norco College website	0
🩷	Other	1
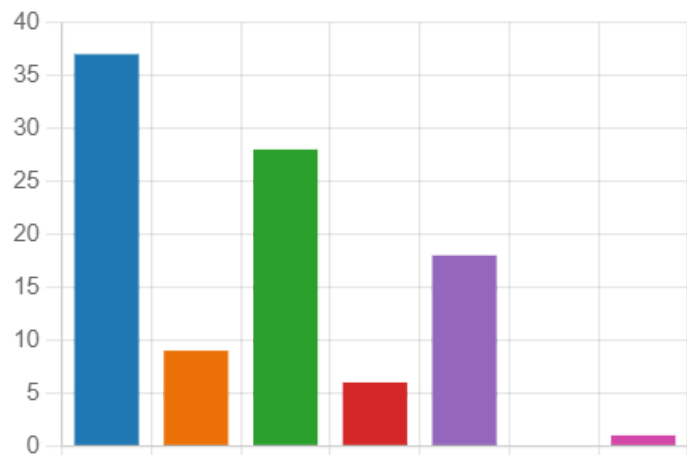
9. Are you using VDI (Virtual Desktop Infrastructure) to access certain programs or file-shares?

- 🔵 Yes   26
- 🟠 No   32

10. If you answered Yes to Question 9, do you have any questions or can you specify any issues regarding VDI?

11
Responses

Latest Responses

"*No* "

"*I do not have any questions, though when I was working remo...*"

6 respondents (**55**%) answered **VDI** for this question.

pdf-docs **not used the VDI** district files official tran
additional files **unable** files **cloud** VDI is not access su
OnBase system shared drive **VDI** **access** direct ac
n't have access **work remotely** VDI performance
files or program **program files**

11. How satisfied are you with the performance of your district-provided computer?

- 🔵 Very satisfied   14
- 🟠 Satisfied   32
- 🟢 Dissatisfied   10
- 🔴 Very dissatisfied   2
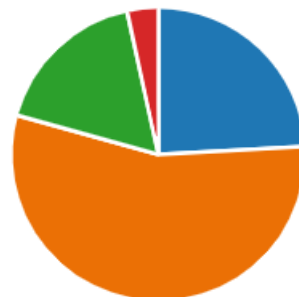
12. If you answered Dissatisfied or Very dissatisfied to Question 11, why are you dissatisfied? Are you experiencing problems with it or is it outdated for your needs?

<table>
<tr><td>13
Responses</td><td>Latest Responses
"N/A"</td></tr>
</table>

5 respondents (**38**%) answered **needs** for this question.

slow needs **comp**

work

13. How satisfied are you with the speed/access to the College network (either on WiFi or wired)?

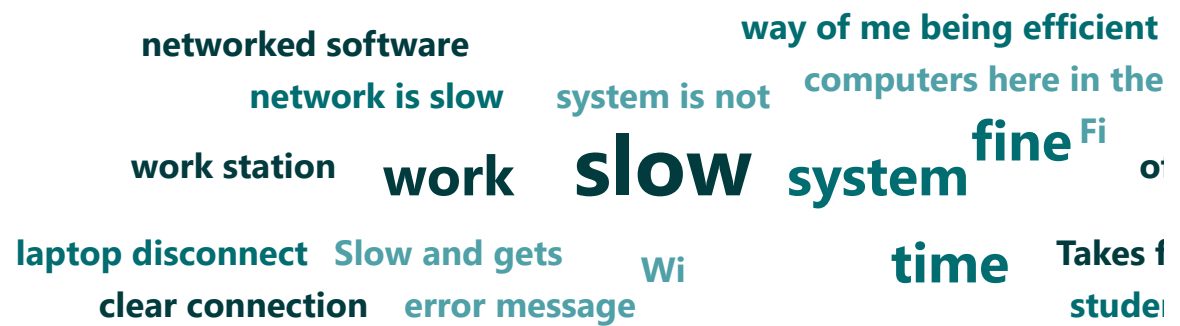|		
🔵 Very satisfied	8
🟠 Satisfied	42
🟢 Dissatisfied	6
🔴 Very dissatisfied	2

14. If you answered Dissatisfied or Very dissatisfied to Question 13, why were you dissatisfied? Please specify.
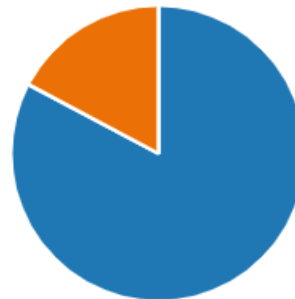
8

Responses

Latest Responses

3 respondents (**38**%) answered **slow** for this question.

networked software | way of me being efficient

network is slow | system is not | computers here in the

work station | work | slow | system | fine | Fi | o

laptop disconnect | Slow and gets | Wi | time | Takes 1

clear connection | error message | stude

15. Does Norco College provide sufficient technical support?

🔵 Yes	48
🟠 No	10

16. What would enhance technical support services?

🔵 Need an onsite help desk for tro...	35
🟠 Need more human resources or...	27
🟢 Need better catalog of equipme...	11
🔴 Other	12

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

	Category	Count
🔵	Adobe Creative Cloud (includes ...	10
🟠	Canvas	7
🟢	Concur	13
🔴	EduNav	1
🟣	etrieve	17
🟤	Galaxy	13
🟣	LinkedIn Learning	9
⚪	Office 365 (includes Excel, Word...	12
🟡	SharePoint Server (for web page...	7
🔵	VDI	5
🔵	Zoom	7
🟠	Other	16
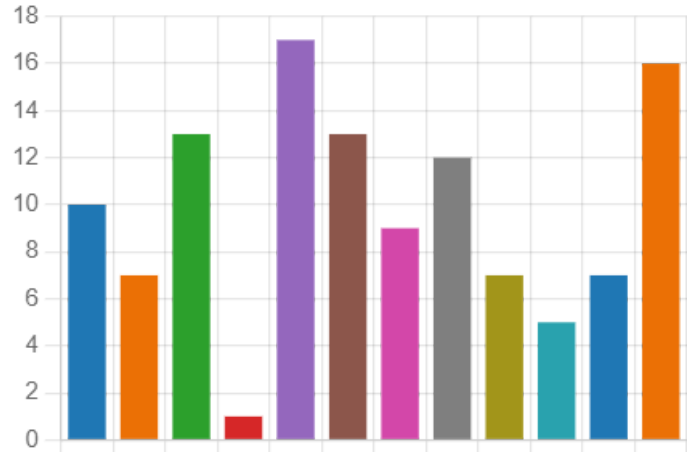
18. Which technology workshops would you be interested in attending?

🔵	Adobe Creative Cloud (includes ...	27
🟠	Canvas	11
🟢	Concur	15
🔴	Colleague (Datatel)	15
🟣	EduNav	12
🟤	etrieve	7
🩷	Galaxy	16
⚪	LinkedIn Learning	6
🟡	Mediasite	3
🔵	Office 365 (includes Excel, Word...	21
🔵	PathMaker	4
🟠	ServiceDesk	7
🟢	SharePoint Server (for web page...	15
🔴	25Live	13
🟣	Other	5
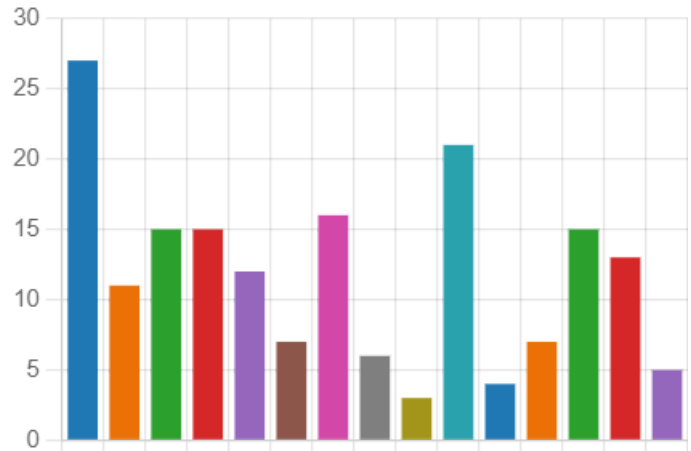
19. Which Office 365 app would you be interested in attending training?

🔵	Excel	25
🟠	Forms	24
🟢	OneNote	12
🔴	Outlook	9
🟣	PowerPoint	4
🟤	SharePoint (document sharing/...	27
🩷	Teams	16
⚪	Word	2
🟡	Other	5
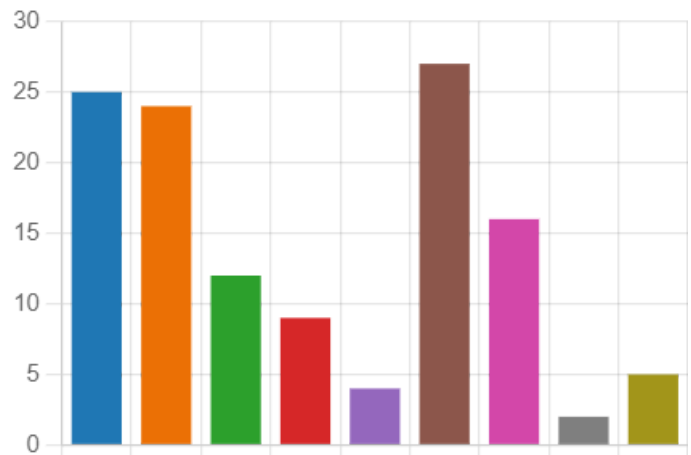
20. How satisfied are you with the Norco College website?

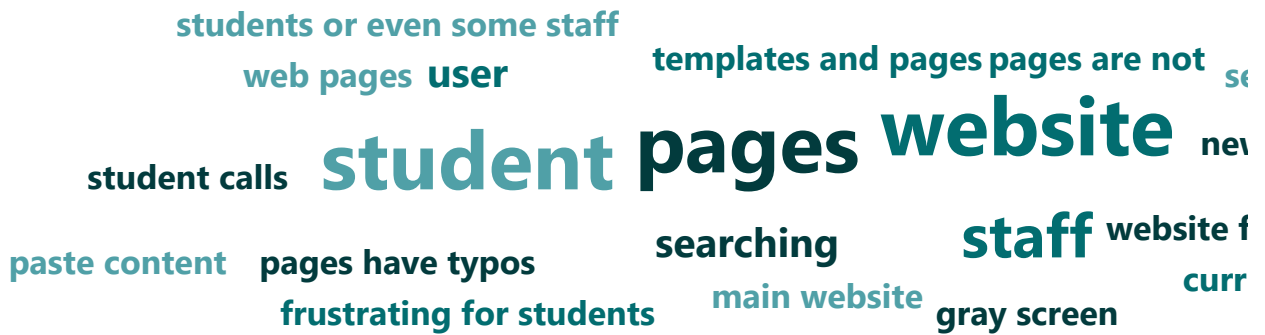|		
🔵	Very satisfied	10
🟠	Satisfied	40
🟢	Dissatisfied	6
🔴	Very dissatisfied	2

21. If you answered Dissatisfied or Very dissatisfied to Question 20, why were you dissatisfied? Please specify.

10
Responses

Latest Responses
"Many pages still lead to broken links. "

"N/A"

4 respondents (**40**%) answered **pages** for this question.

students or even some staff
web pages user
templates and pages pages are not s
student calls student pages website nev
paste content pages have typos searching staff website f
frustrating for students main website gray screen curr

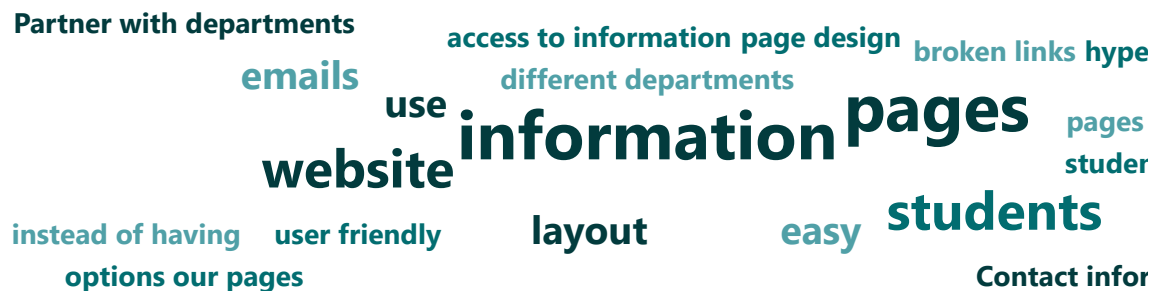22. What changes would you make to enhance the Norco College website?

22
Responses

Latest Responses

"*Fix all broken links. Regular website reviews to verify all infor...*"

"*None at this time, thanks*"

5 respondents (**23**%) answered **information** for this question.

Partner with departments
access to information page design
broken links hype
emails
different departments
use
information **pages**
pages
website
studer
instead of having
user friendly
layout
easy
students
options our pages
Contact infor

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

11
Responses

Latest Responses

"*Thank you for sending this survey, its very helpful.*"

3 respondents (**27**%) answered **college** for this question.

refresher courses advanced courses
lot of people   website/pre
app versions
courses to be very helpful
clearer
college software
department
web ap
things v
staff and faculty   use of Teams
technology courses **Question**
technolo
resources and training
wiki/confluence
limitations to my