

**Glendale Community College
IT Program Review Survey of Faculty and Staff
Spring 2009**

The IT program review survey for faculty and staff was conducted between Monday, April 20, 2009 and Monday, April 27, 2009. A total of 171 employees responded to the online survey.

1. What is your primary role at GCC?

Role	Number of Respondents	Percent of Respondents
Full-time faculty	58	33%
Adjunct faculty	26	15%
Classified staff	56	31%
Administrator/manager	20	11%
Other	4	2%
Missing	14	8%
Total Respondents	178	100%

2. Please indicate whether you agree or disagree with each statement about the Information Technology department at GCC.

The percentages in the table below are the percentages of the group responding "Strongly Agree" or "Agree." Only respondents with an opinion (i.e., those not responding "I Don't Know/Not Familiar with Topic") are counted.

	Agreement Rate				
	All	FT Faculty	Adj. Faculty	Class. Staff	Admin./ Mgr.
IT has a sufficient number of employees to support technology at GCC.	61%	55%	50%	71%	53%
The Help Desk is easy to reach at convenient times.	66%	68%	59%	64%	68%
Help Desk employees schedule support calls at convenient times.	72%	71%	73%	67%	71%
Help Desk employees communicate effectively.	71%	71%	78%	72%	50%
Help Desk employees solve my technology problems.	77%	76%	71%	77%	83%
Help Desk employees solve problems in a timely manner.	64%	58%	65%	62%	67%
The computer equipment I use is adequate.	71%	61%	60%	84%	74%
The computer equipment I use is current.	61%	50%	63%	67%	65%
The classroom equipment I use, including TVs, DVD players, projectors, etc., is adequate.	71%	75%	54%	79%	70%
The implementation of technology solutions in the classroom is effective.	71%	69%	64%	85%	50%
The implementation of technology solutions for administrative purposes such as financial management system, human resources management system and student services system is effective.	46%	35%	63%	49%	60%
The college network and the internet is reliable and fast.	78%	75%	68%	80%	85%

3. Please evaluate how well the IT department provides each service.

The percentages in the table below are percentages of the group responding "Excellent" or "Good." Only respondents with an opinion (i.e., those not responding "I Don't Know/Not Familiar with Topic") are counted.

	% Excellent or Good				
	All	FT Faculty	Adj. Faculty	Class. Staff	Admin./ Mgr.
Support for non-instructional technology	66%	54%	50%	73%	72%
Support for Windows PCs	73%	68%	54%	79%	75%
Support for Macintosh computers	34%	13%	20%	47%	57%
Support for telephone system	79%	78%	45%	84%	75%
Support for email system	81%	80%	74%	77%	85%
Support for requests for new software	48%	36%	40%	55%	67%
Assistance collecting data and presenting information via reports	70%	68%	71%	68%	81%
Network security	81%	81%	71%	80%	83%
Assistance purchasing computers/other technology	54%	39%	25%	58%	81%
Assistance setting up computers/other technology	73%	63%	64%	79%	72%
Assistance setting up online/hybrid classes	66%	71%	64%	59%	75%
Assistance in using software or applications	60%	54%	58%	64%	62%

4. Do you have Internet access at home?

Response	All	FT Faculty	Adj. Faculty	Class. Staff	Admin./ Mgr.
No	5%	2%	0%	7%	5%
Yes - I have dial-up Internet access at home	6%	7%	12%	7%	0%
Yes - I have DSL Internet access at home	45%	50%	42%	39%	55%
Yes - I have Internet access but I don't know what type	2%	2%	0%	4%	0%
Yes - I have Internet access by cable modem at home	42%	40%	46%	43%	40%
Percent with any Internet access	95%	98%	100%	93%	95%
Total Respondents	176	58	26	54	20

5. What kinds of computers and devices do you own or use at work?

The percentages in the table are the number of respondents indicating they own or use each device divided by the total number of survey respondents in the employee category.

Computers and Devices Owned:

<i>Computer/Device</i>	All	FT Faculty	Adj. Faculty	Class. Staff	Admin./ Mgr.
Desktop Computer - Windows Vista	15%	17%	19%	14%	10%
Desktop Computer - Windows XP	48%	48%	46%	52%	35%
Desktop Computer - Windows (other)	12%	12%	12%	11%	20%
Desktop Computer - Macintosh	14%	17%	35%	5%	10%
Desktop Computer - Other (e.g., Linux)	3%	2%	0%	4%	10%
Laptop Computer - Windows Vista	23%	24%	19%	20%	20%
Laptop Computer - Windows XP	22%	17%	23%	21%	35%
Laptop Computer - Windows (other)	4%	0%	8%	7%	10%
Laptop Computer - Macintosh	11%	12%	27%	2%	20%
Laptop Computer - Other (e.g., Linux)	1%	2%	0%	0%	0%
BlackBerry	12%	10%	19%	7%	25%
iPhone	10%	12%	19%	5%	10%
Other Internet-enabled phone	12%	10%	8%	9%	25%
iPod	34%	29%	46%	30%	55%
Other music player	19%	14%	12%	27%	15%
Own any Windows computer	72%	72%	62%	73%	75%
Own any Macintosh computer	19%	21%	50%	7%	20%
Own any Internet-enabled phone	33%	33%	46%	21%	55%
Own any music player	45%	40%	50%	45%	60%

Computers and Devices Used at Work:

<i>Computer/Device</i>	All	FT Faculty	Adj. Faculty	Class. Staff	Admin./ Mgr.
Desktop Computer - Windows Vista	12%	9%	15%	14%	10%
Desktop Computer - Windows XP	63%	67%	35%	66%	70%
Desktop Computer - Windows (other)	16%	19%	8%	13%	30%
Desktop Computer - Macintosh	17%	21%	27%	13%	15%
Desktop Computer - Other (e.g., Linux)	2%	2%	0%	2%	5%
Laptop Computer - Windows Vista	3%	7%	0%	2%	5%
Laptop Computer - Windows XP	12%	12%	12%	13%	10%
Laptop Computer - Windows (other)	2%	2%	4%	2%	5%
Laptop Computer - Macintosh	6%	7%	4%	4%	5%
Laptop Computer - Other (e.g., Linux)	0%	0%	0%	0%	0%
BlackBerry	2%	2%	0%	2%	5%
iPhone	2%	2%	4%	2%	0%
Other Internet-enabled phone	2%	2%	0%	2%	5%
iPod	2%	5%	0%	2%	0%
Other music player	2%	2%	0%	5%	0%
Use any Windows computer at work	81%	83%	58%	84%	95%
Use any Macintosh computer at work	19%	21%	31%	14%	15%
Use any Internet-enabled phone at work	4%	5%	4%	4%	10%
Use any music player at work	4%	7%	0%	5%	0%

6. What kinds of electronic communication do you use? Please check all that you use.

	All	FT Faculty	Adj. Faculty	Class. Staff	Admin./ Mgr.
Email	99%	98%	100%	95%	100%
Text messaging	54%	48%	54%	57%	60%
Social networking sites (MySpace, Facebook, etc.)	34%	29%	42%	34%	30%
Other	6%	7%	4%	7%	0%

Others (from comments): Cell phone, instant messenger, LinkedIn, Alumni Association messaging, Skype, Twitter

7. The college uses email as its primary method of communicating with employees. Do you use it?

	All	FT Faculty	Adj. Faculty	Class. Staff	Admin./ Mgr.
Yes	100%	100%	100%	100%	100%
No	0%	0%	0%	0%	0%

Note: The discrepancy between the email responses to items 6 and 7 is due to the fact that 2 respondents did not answer item 7.

8. What are your most important technology training needs?

- *personalized* blackboard and turnitin instruction so that i can set up classes how i want to
- ?Often get out of date software messages. Maybe IT should update regularly rather than wait for us to ask for it.
- Advanced web design
- At the moment, I need to learn about virtualization. IT training needs to be a constant, ongoing thing as it changes constantly.
- Basic Training classes. What the use of having a computer when the college won't provide training.
- Being updated on different softwares such as Microsoft Office
- Blackboard
- blackboard
- Blackboard kurzweil
- Blackboard or other system for classes
- Blackboard, Respondus
- Computer up dates and safety.
- Creating a useful WebCt and Hybrid Class
- current business software
- Currently, none (until PeopleSoft implementation begins)
- database management
- Developing our website on a MAC (we don't have a website at the moment).
- digitization of archival materials
- emailing -need met a few years ago with help from GCC
- Excel for MAC
- Excel training would be good.
- General training in recent IT developments
- Having Flash installed on my computer.
- How to make hybrid/on-line classes accessible to students with disabilities.
- I and my students need an overview talk to become familiar with VHS recording equipment.
- I believe there should be more training on the newere software for our college staff to be updated.
- I just have small problems occasionally in handling email and in with file maker issues. I usually can get them answered by colleagues. BUt Tom Starr is wonderful in providing help when needed.
- I need to be able to make very large PowerPoint files available and easily accessible to my students for review. I tried setting up an account using the school system but it did not offer enough memory. Currently I am using an independent file storage service.
- I need to make a referral system for private employment postings so I can give students printouts of current job listings without making xerox copies. I also need a scanner hooked up. I would also like to have our copier hooked up to the network, so our office can make use of all the functions.

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- I would like to learn how to add things to my classroom computer without having to get permission from IT. There used to be no security and now I can't add a single thing without first setting up an appointment with IT. There ought to be a middle ground.
- Internet
- It would be great if the Help Desk was trained on Outlook, so if and when there are any questions, they can help us with it. At this point we are on our own!
- Maintaining GCC based websites.
- Making sure that the technology in the classrooms are easily available to all instructors using that classroom. This means I can use the computer and projector that are in the room, not bringing my own because the ones in the room are locked up, and are only for the use of certain select instructors.
- Microsoft trainings (outlook, word, excel)
- More Blackboard courses - maybe a "drop in" day for one on one instruction for simple questions and how to's.
- network security
- new computer, I have the same one given to me 6 years ago when I arrived; it was not new then but used; there is no cd read/write even
- New or updated programs that we use at work. E-mail programs.
- Not trying to be disrespectful, but the equipment on campus is in poor shape and out of date. There is much useful technology where training would be appropriate. I can't use campus computers for much of the useful technology. The training for software that I have attended on campus has mostly (not all) been

9. Is there any software at GCC that IT should support, but currently does not?

- A voice recognition and transcription software would be of help to administrative assistants taking minutes at meetings.
- Absolutely, but again, the foundation (hardware) needs to be addressed before software. On another note, I often see the folks in IT reading magazines, chit-chatting with each other, and having some good laughs. That's great that things are so laid back there. It says a lot about Glendale College and those in charge of this department. So much could be done to "clean up" the computers on campus in order to make them faster. I also see a few of them developing computer projects for specific instructors. I don't see the logic in that when these people could be improving the systems we have and supporting ALL faculty instead of a selected few. I have received help from IT before, and I appreciate it. But the feeling was that I was bothering them.
- Adobe?
- Any open source OS and software (e.g. Linux, Open Office etc)
- blackbeery to outlook
- Can't think of one right now.
- don't know
- Don't know.
- foreign language fonts with explanations for all foreign language teachers and students
- Fundraising software
- I am not familiar with this technology.
- I hope that we move forward and tha all employees shoudl have training with computers specially departments like cafeteria and facilities. We should be united in all aspects as an institution. I am sorry to say this there should be mandatory staff training of Oracle Sick Leave/Vacation district wide.
- is there an online grading system that's less "clunky" than turnitin?
- it should be easier to load commonplace programs (e.g., Firefox) on classroom pcs without having to get special administrative privileges
- IT support staff should master applications currently available while collaborating with Staff Development to research, promote and provide training for new technologies & applications.
- Iwork, Keynote
- Keynote for MAC
- Mac - more support
- Mac OS X licensing, iLife, iWorks
- MINDJET, visio, project,
- moodle
- Mozilla Firefox
- MS Outlook
- Not at this time, but IT management does not provide training for their staff to improve their skills and they need to hire more techs.
- Not in my area
- not in my opinion
- NOt that I know of
- Site licenses for software that coincide with texts we're using in the classroom may be a good idea.
- Software that lets administrators at the Garfield campus have the same flexibility the rest of the college has when it comes to on-line registration. As it is now, returning students who come regularly are not allowed to register before new students who are less likely to stay in our program. Classes fill, returning students are put on waiting lists and they go elsewhere. We are turning away students who have proven they are serious about their studies. Further, these kinds of students bring in more ADA.
- Some sort of master scheduling program - where we can see what room is available and when, and a distribution list to notify everyone (facilities, campus police, President's office) that needs to be notified when events are being held on campus. I know something was being developed, but I don't know what stage it's at now.
- the blackboard tech support does not appear o be very effective in solving problems - perhaps in house would be better
- The college does not support any MAC software.
- This is not about software, but I have had difficulties with my classroom computer refusing to open a DVD that I wanted to show my class (one of the class geeks was able to work around the glitch) and accessing the internet. I want to be able to pick up internet sources through imbedded links in my PowerPoints but

10. What software packages or systems do you think IT should implement in the future?

- a better system at Payroll tracking employee times (V, I, PN) all on one screen, per employee, per fiscal year. Payroll employees have to go from screen to screen to track an employee's overall time, its very time consuming.
- A more userfriendly applicant tracking system.
- Accessible web site builders: on March 5, 2009 San Jose State Univ. rolled out a program called Website Builder (similar to one used by Warwick Univ. in the UK - <http://www2.warwick.ac.uk/services/its/servicessupport/web/sitebuilder2/>) that provides faculty with an easy way to design pages that meet accessibility guidelines!!! Here's info. on the SJSU site: <http://www.sjsu.edu/webservices/services/websitebuilder/join/>
- Adobe Pro
- At Garfield, a year or two ago, we were given new cabinets for the computers with no input from us. Faculty should always be consulted when there is a large amount of money to be used for tech related items. The old cabinets were much better than the new; most of us hate the new because they're more difficult to use and seem to be a waste of money.
- At this point any MAC support (like servers for users) would be appreciated.
- Can't think of one right now.
- Don't know.
- Don't know. Not sure what question is asking for.
- Edocumentation and eforms GO paperless
- Having a site license for a new version of Scientific Notebook would be nice. We have an older version, but it does not operate on Vista or XP.
- How about, at the very least, investing in 20 modern laptops that can be checked out from IT to use in classrooms. To my knowledge IT has 2 old, quite useless laptops currently. I don't have to tell you the practicability of computers (desktops) in most classrooms. There are folks with MA's and PhD's running this place right? Where is the intelligence being focused? It appears the focus is on maintaining the status quo, keeping the paychecks rolling in, without much regard for progression. Please don't give the "we have no money" response. So much could be done with what we have. We need leadership!
- I am forced to often use the GCC Webmail. A better, more usable web-based system would be very helpful. (Something more like Yahoo webmail.) Thanks.
- I am not familiar with this technology.
- I don't know.
- I feel that access to internet is important but having full access without restrictions is not correct for an educational environment. I would like to see more internet security blockage to inappropriate websites; I have work at other colleges where there is better internet security then the one being provided at GCC.
- I own and pay for all Blackberry costs because it is integral to communication and I am primarily using it for work but receive no compensation. No one has been able to assist me in connecting it to the desktop or use it to assist me in scheduling.
- IT needs to tell me what is available that would be useful in my office work.
- It would be nice if when IT gets new software licensed for the campus, that they send out announcements so that we know what software is available for us to use.
- Iwork, Keynote, Photoshop, Calendar Creator (for syllabus), Illustrator
- Joomla, drupal or other CMS for use by divisions and departments.
- Microsoft seems still to be the most useful but I don't have much information on other types of business software that is available
- More coordination of software-more user friendly software. Why do we have Oracle, then PeopleSoft and....
- More open source software as opposed to proprietary, especially considering current budget and also network security concerns.
- Mozilla Firefox
- new computers for all faculty; these are provided for students but we use outdated equipment for years at a time
- No clue
- None at this time
- none I can name, but thanks for organizing this survey.
- None known
- Not sure yet.