

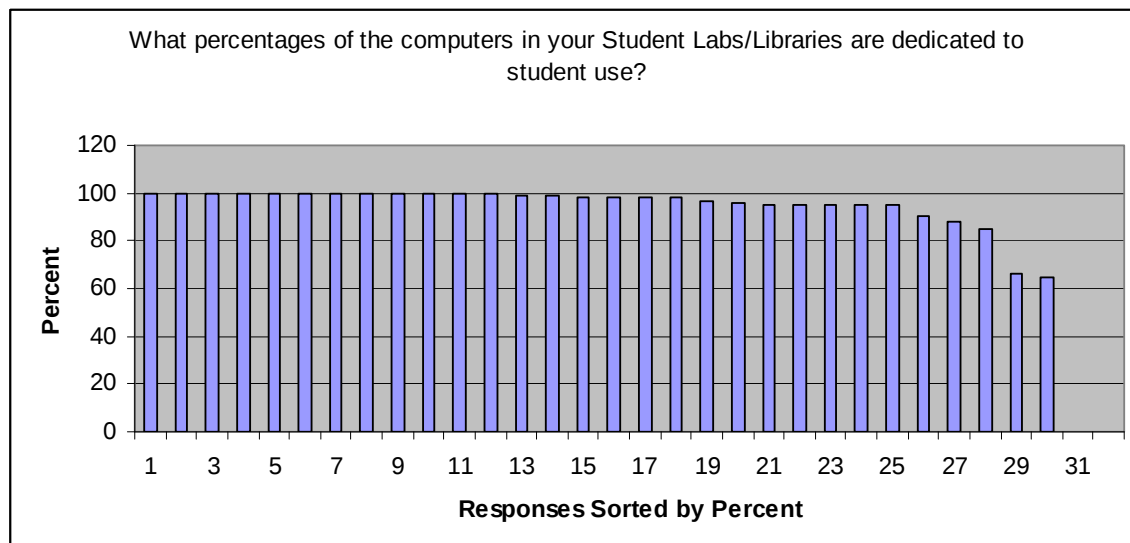
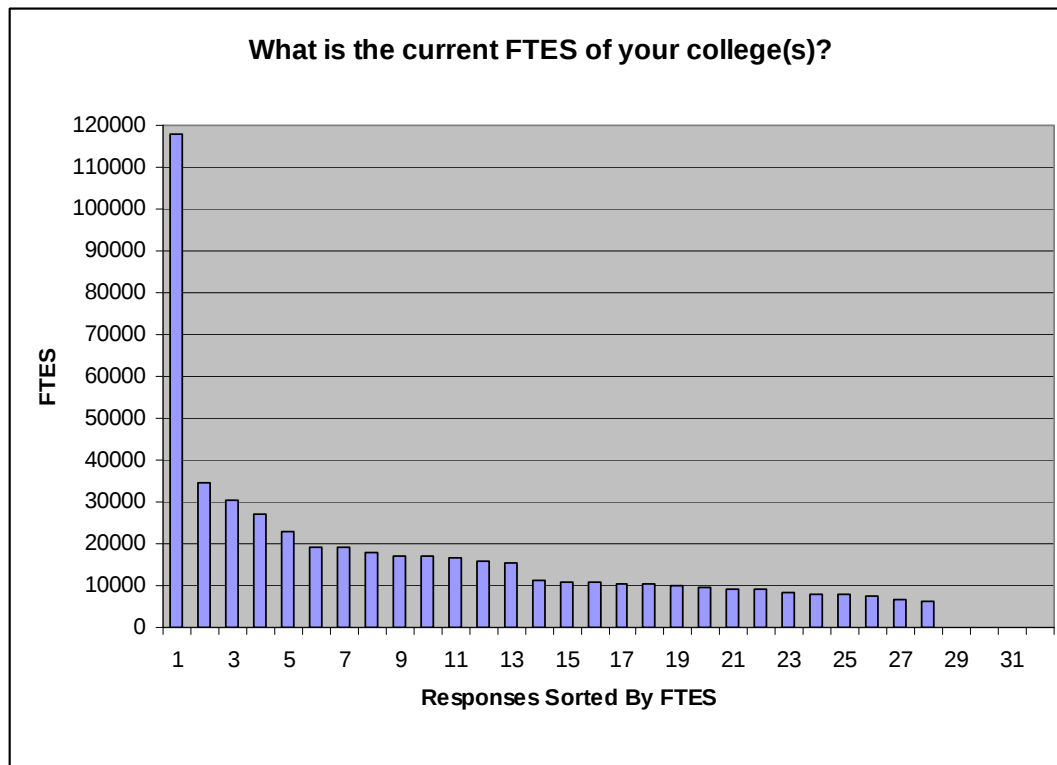
TCO Survey Results May 13th 2009

32 surveys completed

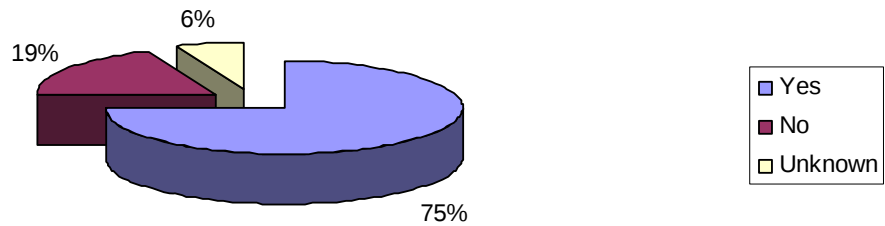
**Your survey answers may represent more than one college in your District.
How many colleges are you answering for?**

Count Answer

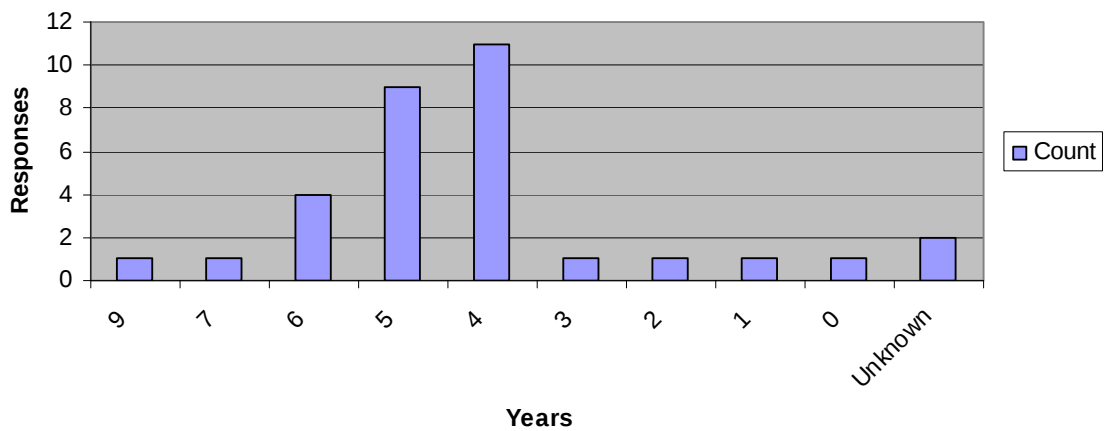
27	1 College
3	2 Colleges
1	3 Colleges
1	ELAC



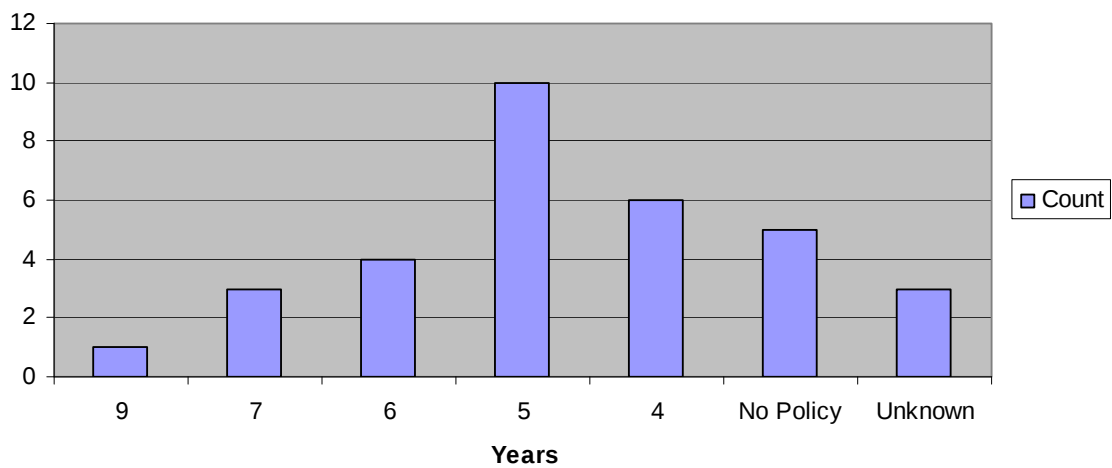
Does your college provide (to all students) personal electronic communications accounts (such as email, chat, text, etc) to facilitate college-to-student, faculty-to-student, and student-to-student communication?



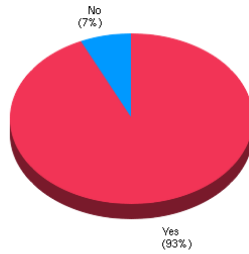
How long is your refresh cycle for student lab computers (in number of years)?



Concerning your policy for refresh rate of Classified Staff computers, how many years elapse before computers are refreshed?



Does your college provide each full-time faculty member with a PC?



Item	Count	Percent %
Yes	27	93%
No	2	7%

Total responses to this question: 29

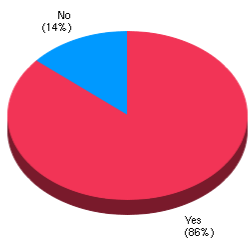
Does your college provide each part-time faculty member with a PC?



Item	Count	Percent %
No	27	93%
Yes	2	7%

Total responses to this question: 29

Does your college provide PCs for all permanent administrative and classified staff?



Item	Count	Percent %
Yes	25	86%
No	4	14%

Total responses to this question: 29

If not, what percentage of your permanent staff have PCs provided to them?

Item	Count	Percent %
95%	2	50%
87%	1	25%
93	1	25%

Total responses to this question: 4

Computer Technician:

*** Installs, configures, repairs, and maintains computer hardware, including portable and handheld devices (laptops, PDAs, etc.) and software including servers, peripherals (excluding labs) and assistive technologies. Maintains network connectivity and provides staff and faculty support.**

*** 1 / 100 computers (for all college / district computers, excluding labs)**

Item	Count	Percent %
1	28	90%
2	3	10%

Total responses to this question: 31

Average: 1.10

Computer lab/classroom technical assistant:

*** Provides simple technology maintenance and assists faculty and students during and out of class with technology issues.**

*** 1 / 75 computers (for all computers in labs, smart classrooms, and classrooms, including mobile labs)**

Item	Count	Percent %
1	21	68%
2	9	29%
3	1	3%

Total responses to this question: 31

Average: 1.35

Network Engineer / Technician:

*** Designs, installs, configures, repairs, and maintains campus backbone(s), wired and wireless networks, WANs, and telecommunications systems (e.g. VOIP) and wiring.**

*** 1 / 3000 FTES**

Item	Count	Percent %
1	22	73%
2	8	27%

Total responses to this question: 30

Average: 1.27

Webmaster / Web Administrator / Web Designer :

*** Designs and maintains the district's/college's Web software infrastructure and Web site.**

*** 2 per District or Institution plus 1 for each additional site**

Item	Count	Percent %
1	24	83%
2	5	17%

Total responses to this question: 29

Average: 1.17

Instructional Designer/Technology Specialist :

- * Assists faculty with integrating content, using technology, into curriculum
- * 1/100 FTE faculty (PT & FT)

Item	Count	Percent %
1	28	97%
2	1	3%

Total responses to this question: 29
Average: 1.03

Technical Training Specialist :

- * Trains staff and faculty. May run a technology training center.
- * 1/300 FTE faculty & staff (PT & FT)

Item	Count	Percent %
1	27	96%
2	1	4%

Total responses to this question: 28
Average: 1.04

Broadcast Technician :

- * Installs, configures, repairs, and maintains broadcasting equipment, including IP and broadcast HD .
- * 1/300 FTE faculty (PT & FT)

Item	Count	Percent %
1	27	93%
2	2	7%

Total responses to this question: 29
Average: 1.07

Multi-media Production Specialist :

- * Supports faculty with multi-media production, delivery, and operations.
- * 1/200 FTE faculty (PT & FT)

Item	Count	Percent %
1	20	71%
2	7	25%
3	1	4%

Total responses to this question: 28
Average: 1.32

Instructional Application Developer/Administrator :

- * Designs, installs, configures, repairs, and maintains software applications to support instruction (e.g. systems analyst, programmer, systems administrator roles) to include support for library systems, course management software, list serves, and newsfeeds.
- * 1/3000 FTES (PT & FT)

Item	Count	Percent %
1	24	83%
2	5	17%

Total responses to this question: 29
Average: 1.17

Helpdesk Technician (Skill set equivalent to S1) :

*** Provides a central point of contact to receive reports of technical problems from students, faculty, and staff. Provides technical answers and solutions.**

*** 1/3,000 FTES**

Item	Count	Percent %
1	25	86%
2	4	14%

Total responses to this question: 29

Average: 1.14

Technical Manager :

*** Manages technical personnel and sub-functions.**

*** 1/10 technical staff**

Item	Count	Percent %
1	16	55%
2	13	45%

Total responses to this question: 29

Average: 1.45

12. Director or higher-level manager who supports instructional systems :

*** Manages overall instructional technology function. Acts as liaison with academic administration.**

*** 1**

Item	Count	Percent %
2	22	76%
1	6	21%
3	1	3%

Total responses to this question: 29

Average: 1.83