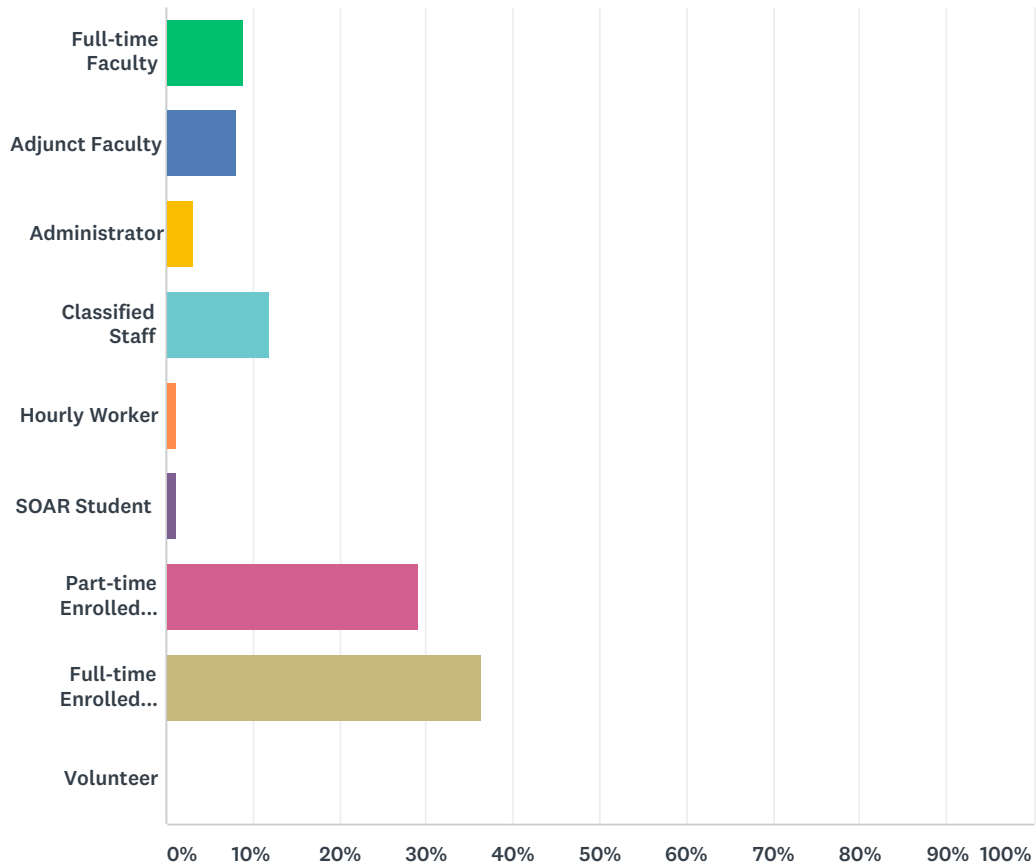


Q1 1. Which best describes your role at AVC?

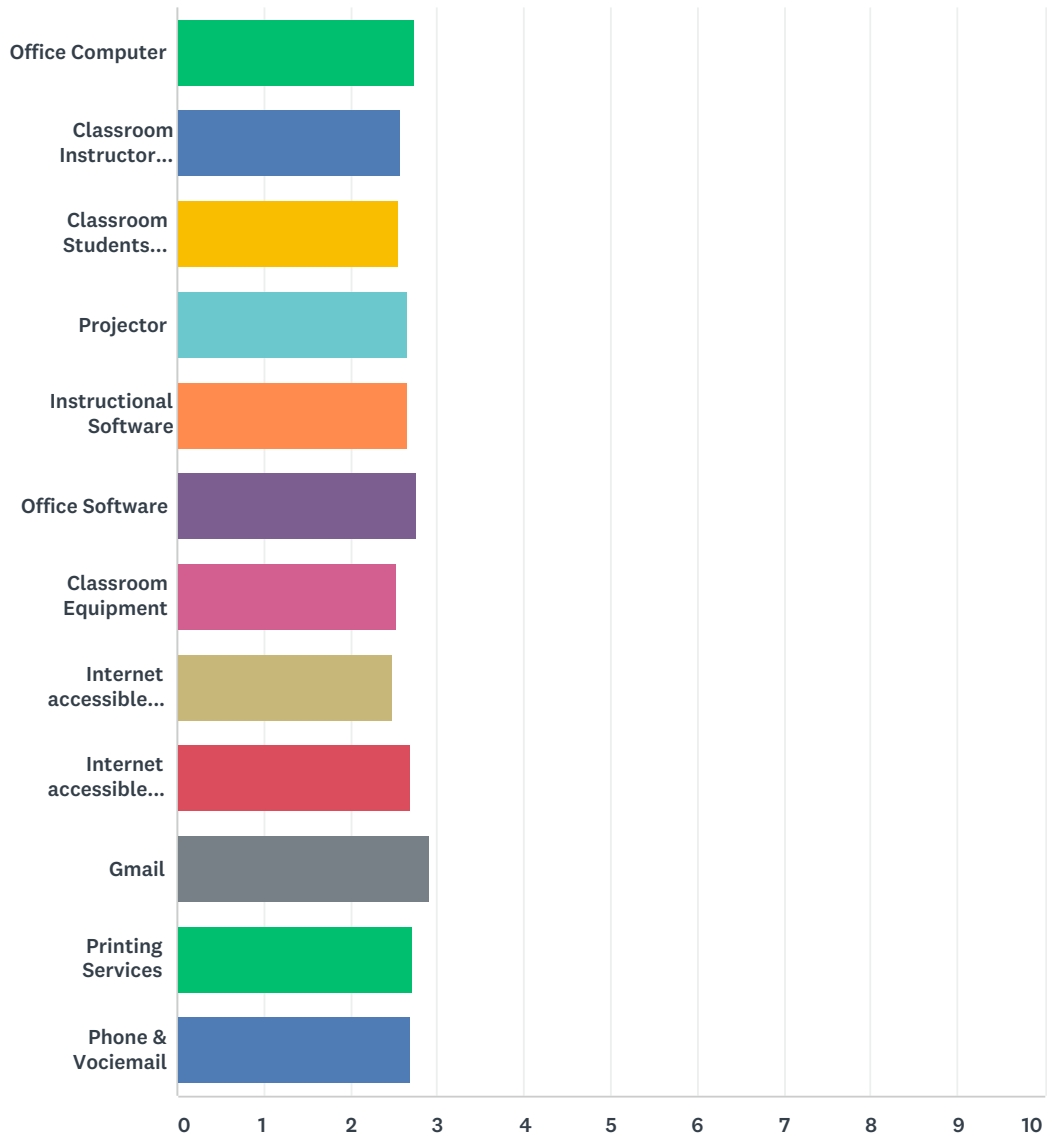
Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
Full-time Faculty	8.89%	37
Adjunct Faculty	8.17%	34
Administrator	3.13%	13
Classified Staff	12.02%	50
Hourly Worker	1.20%	5
SOAR Student	1.20%	5
Part-time Enrolled Student (less than 12 units)	29.09%	121
Full-time Enrolled Student (12 units or more)	36.30%	151
Volunteer	0.00%	0
TOTAL		416

Q2 2. Does the technology available to you on campus meet your needs?

Answered: 416 Skipped: 0



	YES	SOMEWHAT	NO	TOTAL	WEIGHTED AVERAGE
Office Computer	76.95% 247	20.56% 66	2.49% 8	321	2.74
Classroom Instructor Computer	67.86% 171	22.62% 57	9.52% 24	252	2.58
Classroom Students Computer	65.88% 168	23.14% 59	10.98% 28	255	2.55
Projector	72.15% 228	21.52% 68	6.33% 20	316	2.66
Instructional Software	70.04% 180	25.29% 65	4.67% 12	257	2.65
Office Software	79.35% 219	17.39% 48	3.26% 9	276	2.76

Information Technology Services (ITS) Spring 2018 Survey

Classroom Equipment	62.07% 198	30.09% 96	7.84% 25	319	2.54
Internet accessible services in classrooms/labs	60.56% 215	29.30% 104	10.14% 36	355	2.50
Internet accessible services in office	73.65% 218	21.62% 64	4.73% 14	296	2.69
Gmail	91.46% 375	7.32% 30	1.22% 5	410	2.90
Printing Services	78.14% 286	16.94% 62	4.92% 18	366	2.73
Phone & Vociemail	77.70% 223	14.98% 43	7.32% 21	287	2.70

Q3 3. If you answered "No" to any of the above areas of technology, please explain the deficiency:

Answered: 100 Skipped: 316

#	RESPONSES	DATE
1	Equipment is old and takes too long to start up.	3/30/2018 11:37 PM
2	Computer are very slow to do anything in class...must turn computer on and wait 6min to start assignment. Slow internet at first then speeds up. Not all programs are available for my cis classes. So why use AVC computer when I got my own. Computer at avc are useless when it comes to cis classes. All classroom needs a major update on computer to helps the student and professor to keep the class proactive instead of just having a walk through one assignment, we could do more but these computers makes it so slow that not worth it. Instead we look at what professors has when we should be all trying the activities being taught.	3/30/2018 9:11 PM
3	I have my own computer	3/30/2018 7:23 PM
4	There are some software that i cannot use in my office. i woul also like video capability in the classroom (camera). gmail cannot be used with mail programs - oUTLOOK, THUNDERBIRD Etc...	3/30/2018 6:43 PM
5	In science labs, we have the working Extron system with projector and document camera but no computer. The system accepts a laptop, but not all adjunct faculty carry laptops around. In HS 173, the document camera is not properly connected to the Extron. A work around is to use the VGA connector. Minor hassle when needing to use VGA with older laptop (has specific software) and doc camera in same lecture.	3/30/2018 5:20 PM
6	The connection of the campus Wi-Fi is very faulty and I'm always having to constantly reconnect. It just does not feel secure. Nono	3/30/2018 4:17 PM
7	In my Physical Science lab the internet is never working on our lab computer. It slows down the whole process and makes it super hard to finish. Also, the computers are so old and run so slow that it takes a really long time to process the simulators and such.	3/30/2018 12:56 PM
8	The internet is very hard to join and run the system that you are on. I have found that I can't get on my phone or lap top if I'm in the cafeteria or in the areas where the class rooms are. This is the main issues that I have with the it's dept. in my classrooms the computer has issues and works half the time!! The teacher has called on it but no one showed or fixed it!!	3/30/2018 12:25 PM
9	WiFi too slow. Disconnects frequently	3/30/2018 12:05 PM
10	We need computers for each student in our classrooms. We've been asking and continue to ask and are hopeful that this will happen someday. Much of our curriculum, textbooks, homework platforms and supporting resources are online or on computers, so students without their own laptops and/or without the needed software are at a disadvantage every class. Every student needs access to a computer during class.	3/30/2018 11:40 AM
11	Wifi is very difficult to reach in some areas of campus or it's very slow.	3/30/2018 11:02 AM
12	besides the emails being "hacked" by immature kids the emails are a good source of information.	3/30/2018 10:46 AM
13	We don't have enough computers for the students and often components of the software don't work and with all the upgrades in the microsoft software, it bogs down the processor so the computers don't work as well anymore.	3/30/2018 10:37 AM
14	WIRELESS INTERNET NEVER WORKS	3/30/2018 10:27 AM
15	We do not have a heavy duty printer in the upstairs near our offices. Nor does the college provide one in our office. If we are with students and need to print something, we need to ask our students to leave our office to go and pick up the printed paper in a different room.	3/30/2018 10:08 AM
16	Wireless network weak, very slow in Fine Arts buildings.	3/30/2018 10:05 AM
17	Computer is unable to handle the spreadsheets I use on a regular basis; needs to be rebooted quite frequently; long pauses when switching between programs; takes upwards of 30 minutes to install OS updates. More RAM and an SSD would go a long ways towards correcting most issues.	3/30/2018 10:03 AM

Information Technology Services (ITS) Spring 2018 Survey

18	Internet is slow and laggy.	3/30/2018 9:48 AM
19	Internet access is Horrible. It's awful especially considering its on campus n can't get internet services in class etc.	3/30/2018 8:40 AM
20	Infrastructure is NOT equip with the current product needs. Definitely, they need to have an upgrade.	3/30/2018 8:26 AM
21	i don't have an office to answer this question.	3/30/2018 8:26 AM
22	I can never connect to WiFi on the campus and there should be more printers around campus for a speedy print job. They should accept cash/coins too	3/30/2018 8:22 AM
23	The welding instructional equipment is old.	3/30/2018 8:16 AM
24	N/A	3/30/2018 7:40 AM
25	I want that in my history class (doctor Braks) have a new history maps... we have there maps very old, and it's a lot of thing since that time changes.... history as Science have been changed too... thank you!!!	3/30/2018 7:27 AM
26	Some areas have low service with wifi while the palmdale computer lab should have its printers available for students who have 8:00am classes	3/30/2018 7:21 AM
27	Wifi logs us in and out constantly even while doing the most basic task, software like logger pro and other scientific tools are not the best and it is hard to find files that we need or they aren't there at all when they should be.	3/30/2018 7:09 AM
28	On the track, in the stadium the Wi-Fi is not functioning well. We like to use video to model some things and we cannot download everything. Sometimes we need to use streaming and the wifi signal is weak out there.	3/30/2018 6:12 AM
29	The projectors are always broken, faculty has problems with the computers all the time. There is always something that doesn't doesn't work. It messes with efficiently teaching a class. The internet wi-fi runs really slow and kicks you off after 5 minutes of being on it. The Technology is horrible at this school.	3/30/2018 4:33 AM
30	If I have my laptop and I'm asking my professor for help on a problem the internet will give out on me and I have to restart the whole process over again.	3/30/2018 2:45 AM
31	The phones are always busy	3/30/2018 1:57 AM
32	Poor internet connection in classrooms/labs.	3/30/2018 1:20 AM
33	I have taught in 15 or 20 rooms, and each time, I solve a new set of problems over again. NOT ONE ROOM IS READY TO GO. We have DVD decks with no remotes, computers that are slow and buggy, projectors that don't project or need to be "coaxed" into mirroring the instructor's monitor on the room's projector. If you call the help desk they can explain it (sometimes), but the phone is nowhere near the computer. Why should I need to know how to find the mirroring function inside the computer, though? Why can't it be ready to go, day 1? And since my courses run until 10 pm, God help me if things go bad at 8:01 pm. For me, I still have 66% of my instructional period yet to go, and we might not be doing PowerPoint or video clip in the first hour---maybe there was a quiz or guest speaker or some reason that I don't turn on the equipment until later. Just maddening, and at times, instruction just stops: there is no way to show the PowerPoint and if other rooms are busy or locked, no place to move to.	3/29/2018 9:38 PM
34	I haven't experience that area	3/28/2018 2:24 PM
35	Gmail - I can not get my email into Outlook like I do with all my other email. This makes email a PITA. Classroom Instructor Computer - I do not have the rights I need to complete instructional tasks. Internet accessible services in classrooms/labs - The college WiFi is not dependable.	3/28/2018 12:54 PM
36	Adjunct Office computer in FA2 is archaic and takes quite a bit of time to turn on and to effectively and productively complete tasks. There is no access to a phone in the office therefore we have to use personal phones to do AVC business.	3/28/2018 10:48 AM
37	Wi-Fi doesn't reach back to all the offices in our building.	3/28/2018 9:47 AM
38	Tutor	3/27/2018 9:14 PM
39	The projector in LC 104 is not always reliable. Also, the computer in that room needs to be replaced with a new one.	3/27/2018 9:39 AM

Information Technology Services (ITS) Spring 2018 Survey

40	Adjunct cannot use phones normally because they do not have a phone number to transfer to the phone, our voicemail number doesn't work that way. So no one can call me directly when I am in a room without a specific phone number for people to call already.	3/26/2018 6:18 PM
41	The instructors do not allow students to use teacher computers, access to wifi is not always available. Printing service is expensive, and no phone or voicemail service is offered	3/26/2018 4:24 PM
42	We need our office computers upgraded in the BE building as well as the classroom computers for the instructors and students. We also need more classrooms with computers for all students.	3/26/2018 2:11 PM
43	classroom technology is not up to date with our online resources and the internet does not extend everywhere.	3/26/2018 12:44 PM
44	With a Mac, shoretel rarely works.	3/26/2018 10:56 AM
45	The instructor's lap top in APL 103 and LSI 130 are so incredibly slow. This is a problem everyday.	3/26/2018 9:22 AM
46	I don't really like gmail, but it works...	3/26/2018 9:00 AM
47	There is no instructional software currently available for my classes. Would love to get some. I am rarely on campus as an adjunct so I use my mobile number exclusively. Forwarding services would be useful.	3/26/2018 8:46 AM
48	There should be more software available to the students to encourage more academic growth	3/26/2018 7:46 AM
49	Anatomy equipment, and specimens, old warn, and torn apart	3/26/2018 12:39 AM
50	Paper gets printed with less ink so it leaves lines occasionally across my paper. The software I want, like CAD, isn't available in all computers. For the most part everything important is there.	3/25/2018 6:58 PM
51	Areas of the campus experience slow to no net service	3/25/2018 7:59 AM
52	Canvas is not technically software, but is close enough to it that my response says somewhat. Some instructors have extreme difficulty with it and therefore students have issues with it. As a student worker, Accusql has presented a lot of problems.	3/24/2018 11:40 PM
53	The WiFi keeps resetting every 5 minutes.	3/24/2018 7:42 PM
54	The internet cuts out in the middle of work or projects.	3/24/2018 5:21 PM
55	wi-fi needs to be better	3/24/2018 11:51 AM
56	Printing machine does not accept cash and the process of the printing is difficult at times	3/23/2018 11:21 PM
57	I use a Mac at home, and I couldn't even request for a Mac computer for my office. A lot of the computers in classrooms in APL 102 and 109 (even if considered newer) are slow and freeze up. At times, it takes me at least 5 minutes before I could get started.	3/23/2018 5:54 PM
58	Automotive classrooms have only 7 computers available to students. The wireless internet only works in the back half of the classroom.	3/23/2018 5:26 PM
59	The wi fi rarely works for my students in the classroom nor in my office. This is a problem because I use an free online textbook; my students have trouble accessing it during class.	3/23/2018 5:02 PM
60	there is sometimes interference when laptops are simultaneously being used in nursing skills lab	3/23/2018 4:32 PM
61	The Fine Art building lacks updated computers and projectors which do not work properly on a regular basis, and interrupt class time in order to assess problems with the equipment. This has resulted in multiple episodes of class disruption and even class dismissal because equipment is not working. This outdated equipment is not provided with timely software updates and does not work within the larger avc tech environment. In classrooms outside of FA1, I've experienced fewer problems per course than in this building, and it would be great if the tech updates were addressed at this building site to equate it to other buildings on campus with newer equipment that tied into tech and educational goals.	3/23/2018 3:59 PM
62	Internet is very poor in TE building making it difficult to keep up with Professor. Classroom Computers are available but never connect to internet making the programs we use inaccessible. Phones are not available in TE building	3/23/2018 3:03 PM
63	Gmail. Cutting off external email clients is a real hassle for me. I need to remember to log in and check. Having it delivered to me client with my other personal emails was much easier.	3/23/2018 11:46 AM

Information Technology Services (ITS) Spring 2018 Survey

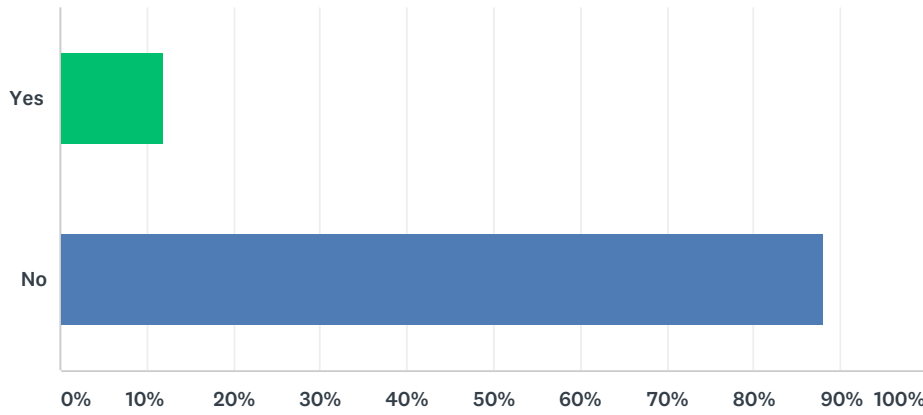
64	The timeout for the projector should be set to last the duration of the class, in my classes, that is 2 hours and the system times out with and to restart it takes several minutes. A pain. I am completely frustrated with the Google set of office ware. I would seem to be normal practice to train folks. I'm in the Palmdale center and I do not have access to colored print, only black and white. I don't print must, but to have the ability would be great.	3/23/2018 11:46 AM
65	The amount of time it takes for the computers to complete the boot-up process is unacceptably slow. Additionally, while the world continues to use dual-monitor setups, we are stuck with small and inadequate single monitors. Access to the USB ports on the student computers is pathetic; remove the metal barrier!	3/23/2018 10:03 AM
66	Wifi service for the students is very bad the connection cuts off and its weak. The technology in the student center is old.	3/23/2018 8:52 AM
67	The WiFi hardly ever works, especially in the music building	3/23/2018 8:51 AM
68	We have many issues/complaints about computers and speakers in the classroom.	3/23/2018 8:35 AM
69	Windows not updated. Takes 5-10mn just to log in computer run slow. Accounting class that rquires all online access this semester has no computers student share old lap tops.	3/23/2018 8:25 AM
70	N/A	3/23/2018 8:17 AM
71	are we able to plug our tablets in and show the material on the screen or monitor. if so what adapters do we need to make it work ,if possible	3/23/2018 7:04 AM
72	The projector bulb in the Anthropology Lab needs to be replaced. (HS 223)	3/23/2018 6:40 AM
73	We need access to better and more printing services.	3/23/2018 5:23 AM
74	Wi-Fi is only strong in some parts of campus. Some classrooms are old and need to be updated.	3/23/2018 5:18 AM
75	If we want to print we must go the the library.	3/23/2018 5:09 AM
76	There's deficiency in speed on internet it's very slow probably because the many people using it but it would speed up during lecture times. Internet is accessible but you have to long back in every 35 minuets if your using you own device which is practical for a student that's in the library or in class for 1-2 hours. The tech is outdated, could use more up to date processors and a touch screen compatibility white board would be nice as well.?	3/23/2018 12:49 AM
77	Need to open menu, quickly that has the list of all the apps.	3/23/2018 12:05 AM
78	Some areas on campus have no signal for data or wifi	3/22/2018 11:57 PM
79	It doesn't let me airdrop or Bluetooth projects to the projector	3/22/2018 10:51 PM
80	I do not get internet or cell service in certain buildings. It is very irritating especially when teachers want us to look something up on our phones.	3/22/2018 9:23 PM
81	internet access is terrible making exams via canvas hard and inconvenient for the students. Also school work cannot be done with no internet access. The internet is very spotty and sometimes cannot connect for hours	3/22/2018 9:21 PM
82	Terrible wi-fi at AVC.	3/22/2018 9:09 PM
83	The WiFi is very unreliable, even in the same physical locations, depending on the day.	3/22/2018 8:44 PM
84	No	3/22/2018 8:33 PM
85	I have noticed when connecting to WiFi, I have trouble staying on the network and it isn't very fast.	3/22/2018 8:32 PM
86	why does the internet need to be reset every 30 minutes, such a pain to have to re log into it all the time	3/22/2018 8:32 PM
87	The phone technology just doesn't work for my needs.	3/22/2018 8:30 PM
88	There's not much classroom equipment, and not only that but it's all outdated. The professors need better technology that they and their students can understand to help improve the time spent in classrooms and better get through content for that course	3/22/2018 8:24 PM
89	-Computers outside of HS have an average loading time of 5-8 minutes, freeze at random intervals for over 10 minutes, sometimes becoming useless during lessons. Instructors regularly struggle with them. -Privatized printing stations -the sometimes slowness of Vista makes using Google Docs more convenient than using the installed program, indicating that the program's expense (if it isn't free) is a waste of money if the operating system and hardware aren't updated.	3/22/2018 8:02 PM

Information Technology Services (ITS) Spring 2018 Survey

90	Many classrooms in the campus, mostly the classrooms towards the outer edge of the campus, completely lack WIFI capability.	3/22/2018 7:51 PM
91	Internet doesn't stay on long enough.	3/22/2018 7:48 PM
92	The computers are really old, in almost every area on campus.	3/22/2018 7:47 PM
93	Wi-Fi does not connect in many parts of the campus especially if the library.	3/22/2018 7:41 PM
94	Often times the mac computers used for instruction do not use the network passwords the we are assigned as faculty and do not have the username or passwords written anywhere near to use, so logging on and using them can be difficult and/or impossible. The student computer in the computer labs of the BE building are very slow at loading and performing even the simplest of tasks, like web browsing. The projector in FA3 162 needs to be stronger and better equipped for the long throw required in the space. Teaching audio, Pro Tools and audio plug-in packs are essential and our campus does not have a license for the software. I also attempted to get Guitar Pro approved for a student discount and free installation on our computers, but was never granted approval. The projector screen in FA4 190 won't roll up and down correctly. The speakers in the cieling of FA4 190 making odd humming sounds and only seem to play in mono instead of stereo sound. Any music examples I play where instruments have been panned hard to the side that isn't present are completely lost. The wi-fi in the FA Quad is not reliable. I would like to request our campus acquire a VPN service so that some of the campus only services such as Argos/Ad Astra etc. can be accessed off-campus through the school VPN (CSUN had this type of system).	3/22/2018 6:47 PM
95	The resolution and brightness of the classroom projectors in the H&S building are marginal and require all the lights to be off, especially when projecting photographs, videos and images other than large font text,	3/22/2018 6:30 PM
96	Sometimes Gmail does not keep a copy of the email that I send.	3/22/2018 6:29 PM
97	would REALLY like to have a speaker phone	3/22/2018 6:22 PM
98	We no longer have access to a printer in the OF1 building. Sometimes the wifi network goes out on the laptop I use in my office in the OF1 building.	3/22/2018 5:57 PM
99	My office phone doesn't signal new voice messages.	3/22/2018 5:33 PM
100	the screen in rm 160 palmdale still rolls up at exactly 10:00 am EVERY time I teach there!!! In the middle of a lecture!	3/22/2018 5:26 PM

Q4 4. Do you have technical training needs?

Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	12.02%	50
No	87.98%	366
TOTAL		416

Q5 5. If you answered “Yes” to having technical training needs, please explain your needs.

Answered: 47 Skipped: 369

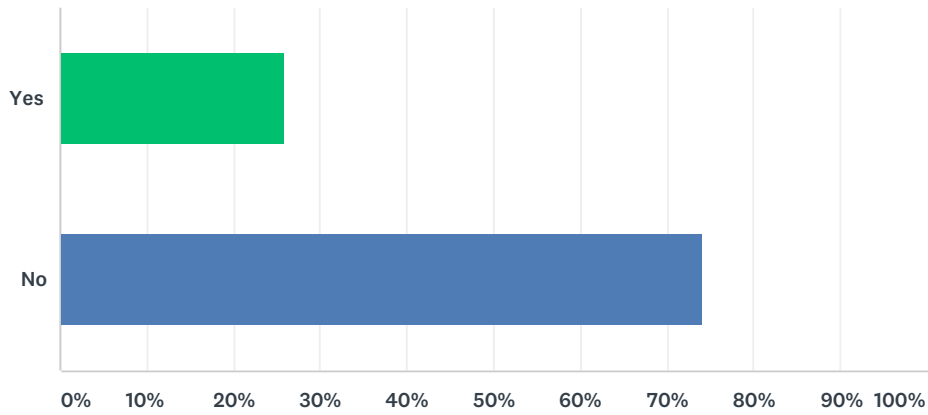
#	RESPONSES	DATE
1	I am not very computer savy. I had to gave someone teach me how to yse powerpoint yesterday.	3/30/2018 11:37 PM
2	I am always behind in technology. I should take more time to stay updated with the workshops that are offered.	3/30/2018 8:18 PM
3	Canvas use. Also i can use training for powerpoint online. Lastly need to learn how to put subtitles nay videos mp3st, youtube videos, and powerpoint presentations with videos.	3/30/2018 6:43 PM
4	Canvas gradebook is a beast. Learned some workarounds in the workshops I attended, but I need more help. ELumen.	3/30/2018 5:20 PM
5	I would like to learn more about Canvas. Unfortunately, each of the FPD events about using Canvas this term conflicted with my schedule. I am wondering if there is video on using Canvas that I might be able to access?	3/30/2018 2:48 PM
6	Occasional training and troubleshooting on software. Training and assistance is always provided timely uppn request.	3/30/2018 12:30 PM
7	Programs needed to complete my class	3/30/2018 11:28 AM
8	NEEDS TRAINING FOR SOLIDWORKS AND CATIA V4,V5,V6	3/30/2018 11:26 AM
9	Closed captioning for videos. Tricks with Canvas and some of its functions would be nice.	3/30/2018 10:37 AM
10	Excel	3/30/2018 10:08 AM
11	Word, Google Docs,Keyboarding	3/30/2018 8:27 AM
12	canvas	3/30/2018 8:26 AM
13	In canvas	3/30/2018 7:49 AM
14	More training on how to use myAVC groups features across campus. P	3/30/2018 7:42 AM
15	Banner. but more than just the little 30 minute Q&A sessions that are given. I need in depth understanding of what we can do with Banner. Astra Scheduling is also a cumbersome confusing program that I still don't really understand how to use.	3/30/2018 7:41 AM
16	Banner, Argos	3/30/2018 7:40 AM
17	I need to get out there and do it, that's all. Ed Beyer is an excellent trainer.	3/30/2018 7:20 AM
18	I would like to know video editing so I can do my own clips excerpted from DVDs, and also how to insert my own Closed Captions into an existing media product. One "mega" computer (preferably an Apple project) for my area would be fine.	3/29/2018 9:38 PM
19	Training on Marketer.	3/28/2018 12:29 PM
20	Ongoing Canvas options for basics	3/28/2018 10:48 AM
21	We already have the training required scheduled with Mr. Greg Krynen.	3/28/2018 9:47 AM
22	computer	3/27/2018 5:59 PM
23	Would be helpful for Greg to put out a list of subjects he teaches from basic, which I need, to more advanced. Then better able to schedule with him time for learning.	3/27/2018 2:57 PM
24	Use of Canvas for gradebook and other features. I do ask for and receive help from Greg K. who is always patient with me.	3/27/2018 9:39 AM
25	When I have needs, I contact the technical trainer for AVC or attend sessions he has scheduled.	3/26/2018 6:18 PM
26	navigation the avc website, its not user friendly	3/26/2018 4:24 PM

Information Technology Services (ITS) Spring 2018 Survey

27	Windows 10	3/26/2018 2:11 PM
28	Archibus (I believe it is spelled this way)	3/26/2018 8:41 AM
29	May be the new stuff, which our school require.	3/26/2018 8:27 AM
30	More equipment and technical training in the A&P program	3/26/2018 7:46 AM
31	Several refreshers with google and excell	3/26/2018 7:28 AM
32	In Canvas!	3/23/2018 11:52 PM
33	Canvas; MS 10; google docs	3/23/2018 10:26 PM
34	account administration	3/23/2018 9:26 PM
35	Canvas and microsoft office maybe Greg could do.	3/23/2018 4:32 PM
36	Not enough time can be allotted to computer lab due to high demand	3/23/2018 3:03 PM
37	More Canvas training (so far so good!) and maybe some training on the computer lab at the Palmdale campus. I figured it out but might be missing something.	3/23/2018 11:46 AM
38	Google office stuff. I generally do not like it, prefer MS Office.	3/23/2018 11:46 AM
39	I would like more training on EduNav	3/23/2018 9:51 AM
40	how to hook external equipment in for visual use	3/23/2018 7:04 AM
41	Studying Computer Applications	3/23/2018 12:51 AM
42	Dental Hygiene we need	3/22/2018 11:29 PM
43	Microsoft Office Skills	3/22/2018 10:58 PM
44	need access outside of class to engineering programs on computers and student lounge only has 6 engineering computers with proper programming so it is difficult to match the open hours and to hope a computer is available	3/22/2018 8:32 PM
45	I think it would be a great idea to have a typing program. To help me as a student to type so that I can get t8ask done faster. Such a research papers and outlines and projects.	3/22/2018 8:18 PM
46	Afab	3/22/2018 7:38 PM
47	help with micro soft office and adobe- (eg, how to create adobe forms) and also more ADVANCED canvas techniques rather than just the basics	3/22/2018 6:22 PM

Q6 6. Are you aware that Professional Learning Network for Lynda.com and other professional development opportunities is available through myAVC? (faculty/staff only)

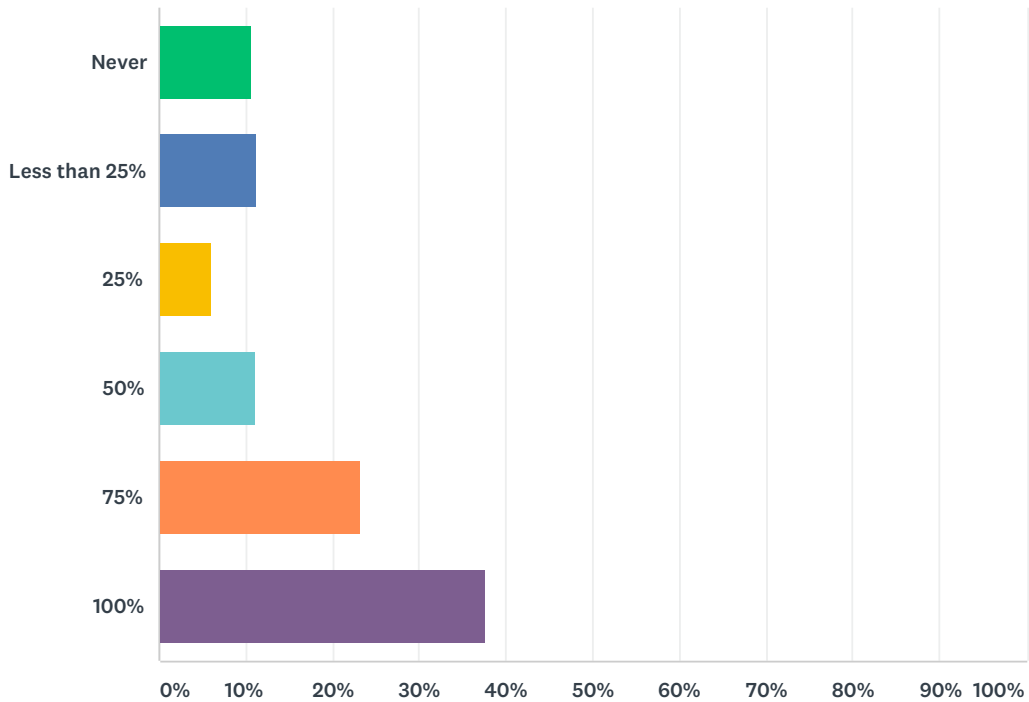
Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	25.96%	108
No	74.04%	308
TOTAL		416

Q7 7. How frequently do you have need of a 'Smart Classroom' (i.e., a classroom with instructor's station, projector, internet access, speakers, and multi-media capacity)?

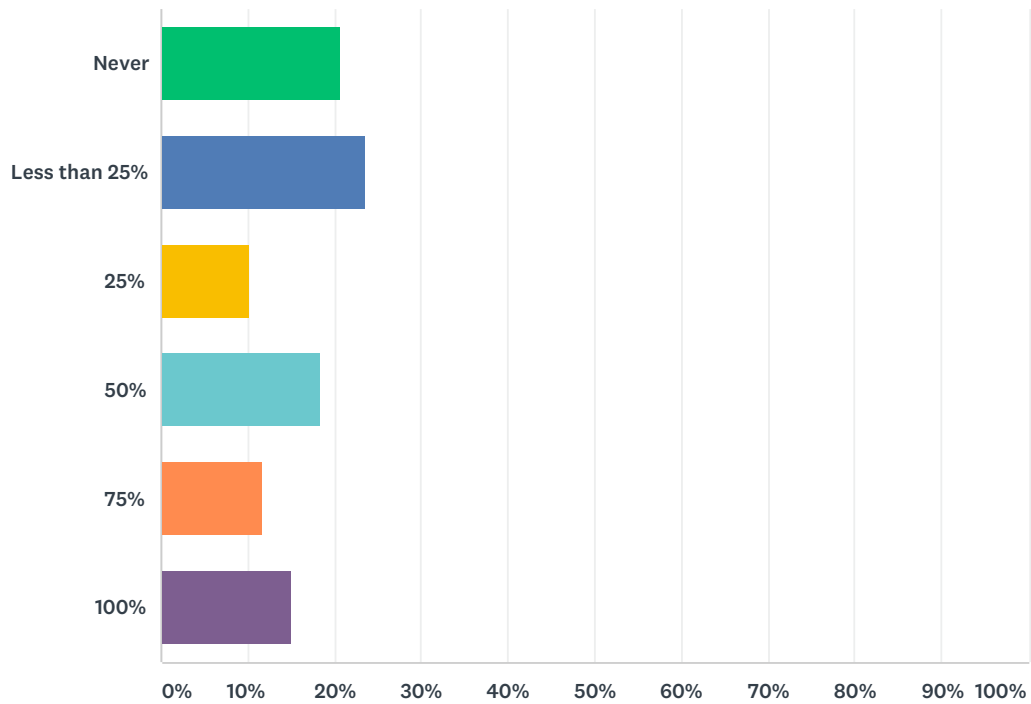
Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	10.68%	30
Less than 25%	11.39%	32
25%	6.05%	17
50%	11.03%	31
75%	23.13%	65
100%	37.72%	106
TOTAL		281

Q8 8. How frequently do you need a computer lab as your classroom (i.e., a computer station for every student)?

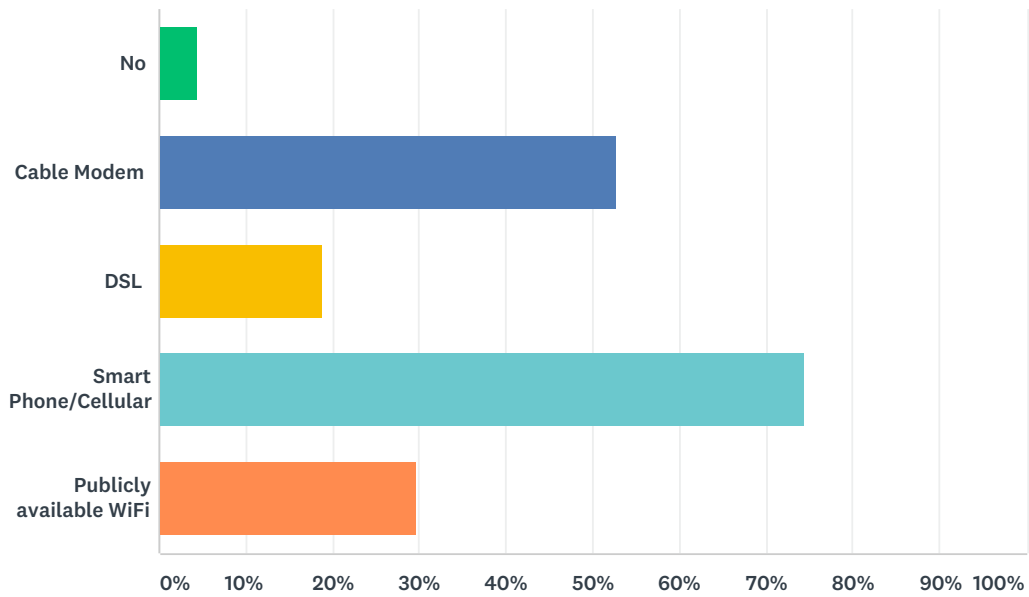
Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
Never	20.66%	56
Less than 25%	23.62%	64
25%	10.33%	28
50%	18.45%	50
75%	11.81%	32
100%	15.13%	41
TOTAL		271

Q9 9. Do you have internet access off campus? If so, please select all that apply:

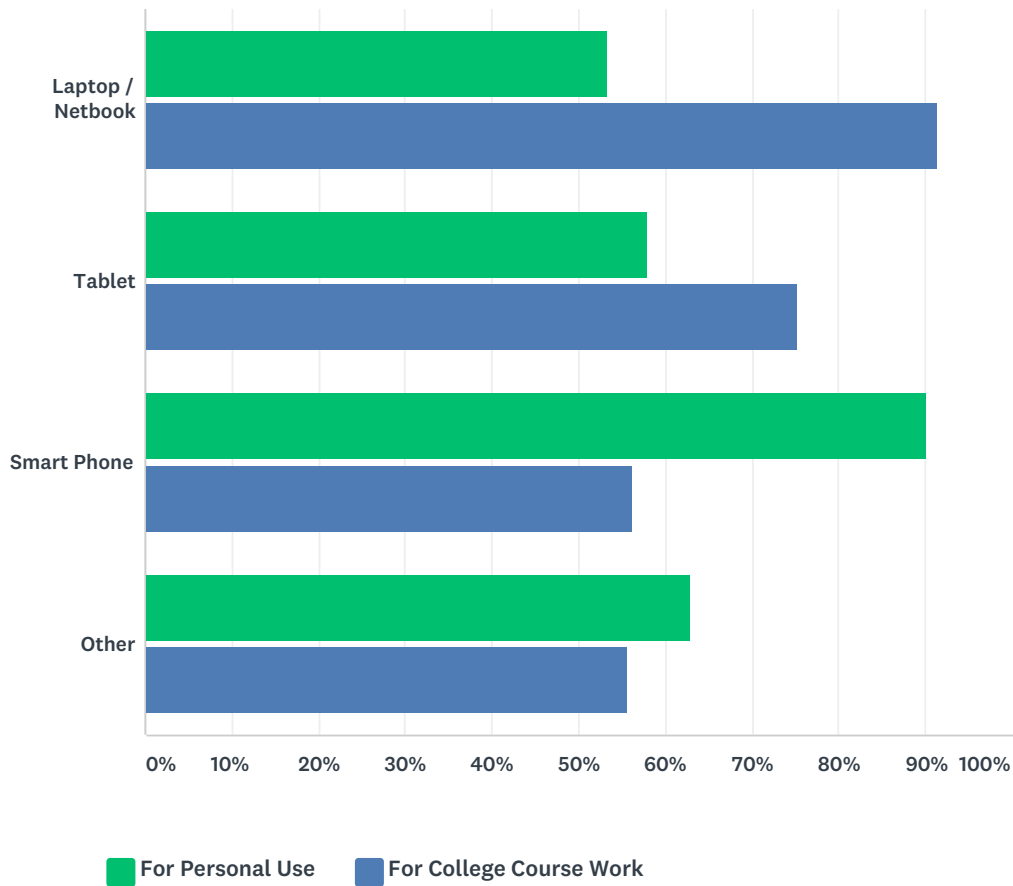
Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
No	4.33%	18
Cable Modem	52.64%	219
DSL	18.75%	78
Smart Phone/Cellular	74.52%	310
Publicly available WiFi	29.81%	124
Total Respondents: 416		

Q10 10. Do you bring any personal computing devices to campus (check all that apply)?

Answered: 399 Skipped: 17



	FOR PERSONAL USE	FOR COLLEGE COURSE WORK	TOTAL RESPONDENTS
Laptop / Netbook	53.31% 129	91.32% 221	242
Tablet	57.94% 73	75.40% 95	126
Smart Phone	90.16% 348	56.22% 217	386
Other	62.96% 17	55.56% 15	27

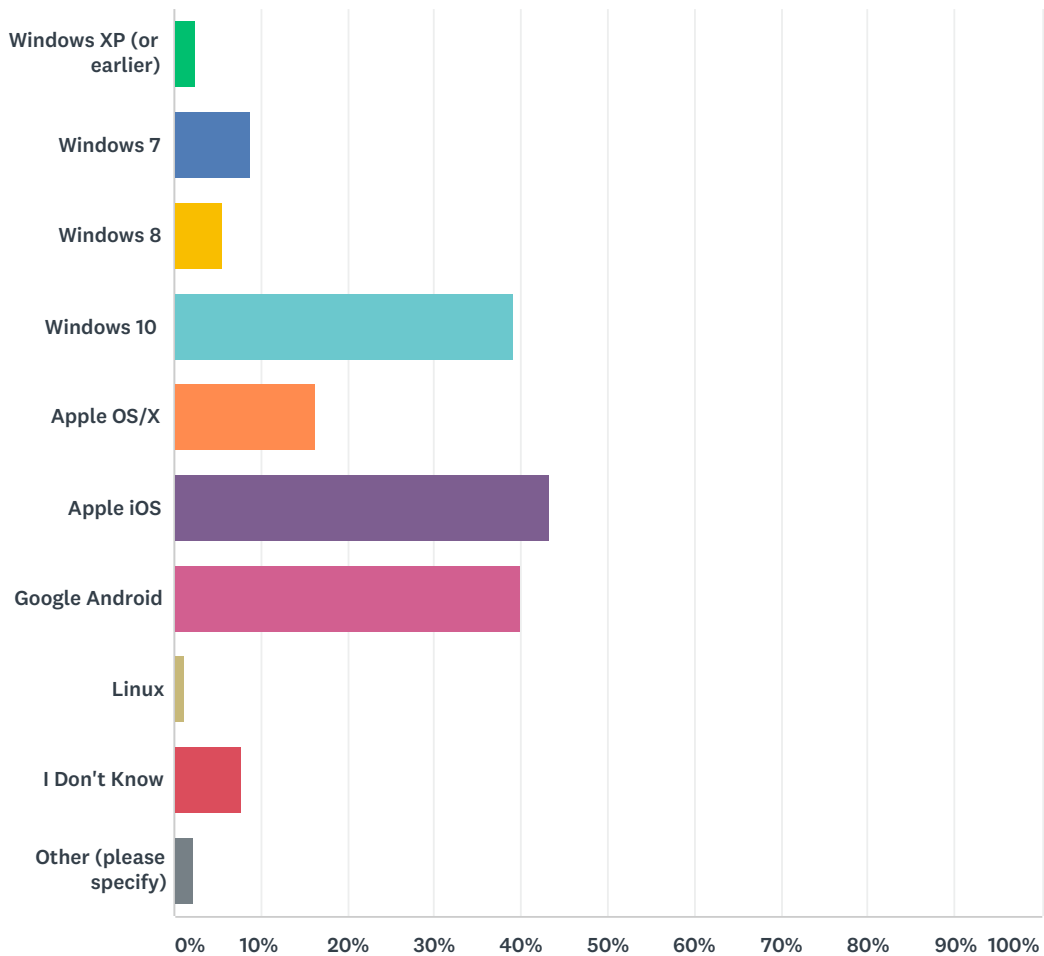
#	IF YOU SELECTED OTHER, PLEASE SPECIFY:	DATE
1	Phone for music	3/30/2018 9:59 PM
2	Second Laptop	3/30/2018 11:44 AM
3	Graphing calcutor and other equipment to help students learn.	3/30/2018 8:26 AM
4	iPod for music to help focus when near a loud group of students	3/30/2018 2:45 AM
5	Gmail and work requests	3/30/2018 1:45 AM
6	The scanner in my office is broken; I use my own.	3/29/2018 9:38 PM

Information Technology Services (ITS) Spring 2018 Survey

7	WiFi Router - the college WiFi is not reliable.	3/28/2018 12:54 PM
8	projector	3/23/2018 3:59 PM
9	I bring nothing	3/23/2018 8:48 AM
10	presentation projectors	3/23/2018 7:04 AM
11	iPod to listen to music	3/23/2018 12:49 AM
12	Scientific graphing calculator	3/22/2018 11:12 PM
13	Desktop	3/22/2018 9:33 PM
14	Calculator	3/22/2018 8:16 PM

Q11 11. With regard to your personal devices, what operating systems do they use (check all that apply)?

Answered: 402 Skipped: 14



ANSWER CHOICES	RESPONSES	
Windows XP (or earlier)	2.49%	10
Windows 7	8.71%	35
Windows 8	5.72%	23
Windows 10	39.05%	157
Apple OS/X	16.42%	66
Apple iOS	43.28%	174
Google Android	40.05%	161
Linux	1.24%	5
I Don't Know	7.71%	31
Other (please specify)	2.24%	9

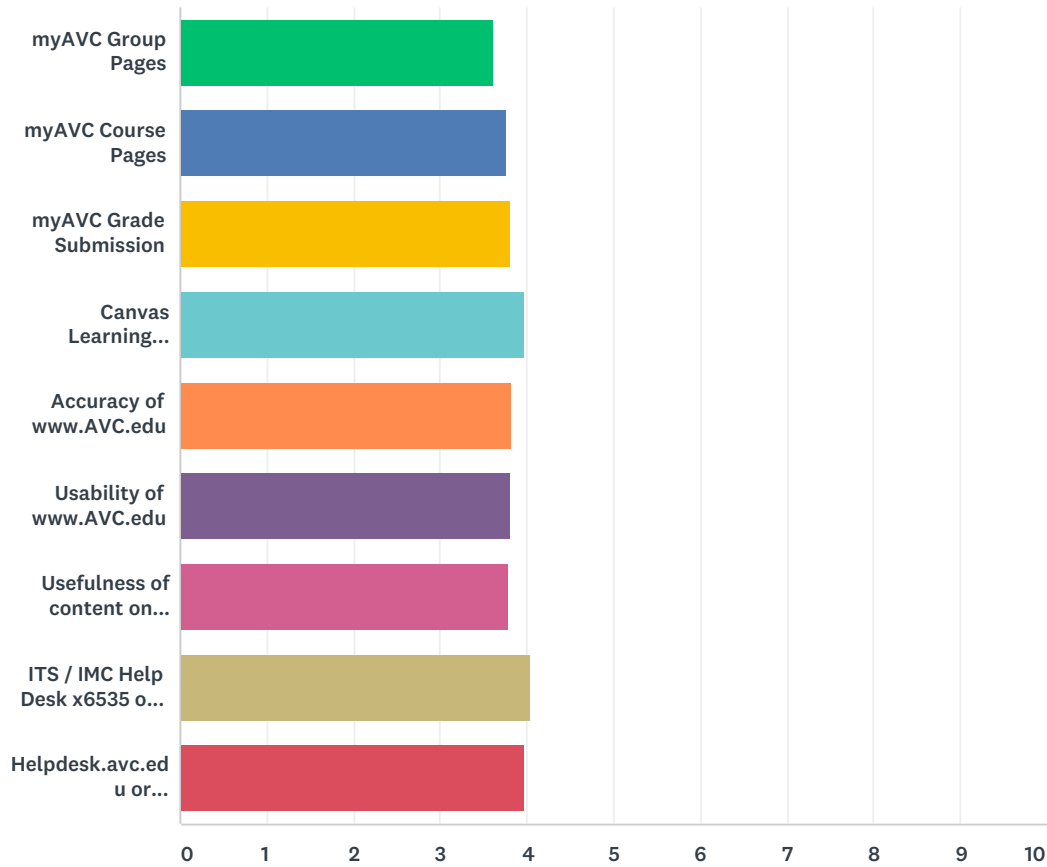
Information Technology Services (ITS) Spring 2018 Survey

Total Respondents: 402

#	OTHER (PLEASE SPECIFY)	DATE
1	Google ChromeOS	3/30/2018 12:08 PM
2	word 16	3/30/2018 9:57 AM
3	Just a cell phone and I have my own WiFi	3/30/2018 7:40 AM
4	Chrome	3/30/2018 7:37 AM
5	Chromebook	3/26/2018 8:27 AM
6	Don't particularly like Windows 10. How do I get rid of the colorful face of Windows and just give me the basic interface.	3/23/2018 11:46 AM
7	iPhone 8 Plus	3/22/2018 10:25 PM
8	Chrome book	3/22/2018 8:30 PM
9	Chrome OS	3/22/2018 8:26 PM

Q12 12. Please rate the following services:

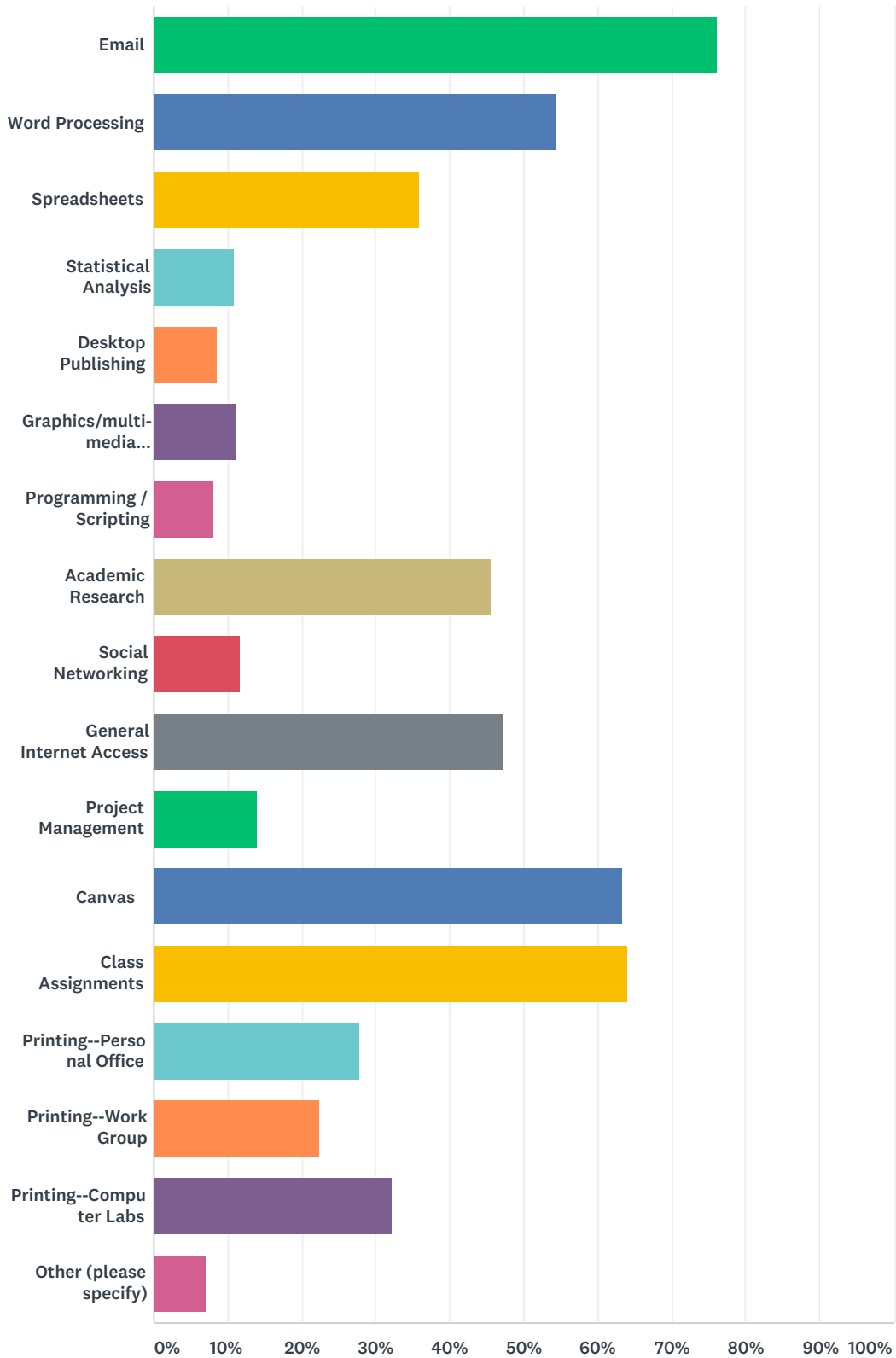
Answered: 416 Skipped: 0



	VERY DISSATISFIED	DISSATISFIED	NEUTRAL	SATISFIED	VERY SATISFIED	TOTAL	WEIGHTED AVERAGE
myAVC Group Pages	5.33% 13	5.74% 14	35.25% 86	29.51% 72	24.18% 59	244	3.61
myAVC Course Pages	4.78% 15	6.37% 20	22.29% 70	41.40% 130	25.16% 79	314	3.76
myAVC Grade Submission	5.44% 16	6.80% 20	17.35% 51	42.52% 125	27.89% 82	294	3.81
Canvas Learning Management System	4.79% 15	3.19% 10	18.21% 57	36.42% 114	37.38% 117	313	3.98
Accuracy of www.AVC.edu	4.21% 17	7.18% 29	19.06% 77	41.34% 167	28.22% 114	404	3.82
Usability of www.AVC.edu	4.49% 18	7.48% 30	19.45% 78	41.15% 165	27.43% 110	401	3.80
Usefulness of content on www.AVC.edu	2.75% 11	9.50% 38	20.25% 81	40.75% 163	26.75% 107	400	3.79
ITS / IMC Help Desk x6535 or x6605	4.40% 11	2.00% 5	20.40% 51	31.60% 79	41.60% 104	250	4.04
Helpdesk.avc.edu or help@avc.edu	4.28% 11	4.28% 11	19.07% 49	33.85% 87	38.52% 99	257	3.98

Q13 13. How do you use the college's computers (select all that apply)?

Answered: 416 Skipped: 0



Information Technology Services (ITS) Spring 2018 Survey

Email	76.20%	317
Word Processing	54.33%	226
Spreadsheets	36.06%	150
Statistical Analysis	10.82%	45
Desktop Publishing	8.65%	36
Graphics/multi-media development	11.30%	47
Programming / Scripting	8.17%	34
Academic Research	45.67%	190
Social Networking	11.78%	49
General Internet Access	47.36%	197
Project Management	13.94%	58
Canvas	63.46%	264
Class Assignments	63.94%	266
Printing--Personal Office	27.88%	116
Printing--Work Group	22.36%	93
Printing--Computer Labs	32.21%	134
Other (please specify)	7.21%	30
Total Respondents: 416		

#	OTHER (PLEASE SPECIFY)	DATE
1	I dont	3/30/2018 9:53 PM
2	powerpoint for class lectures 75% of classes	3/30/2018 8:18 PM
3	My own computer	3/30/2018 7:23 PM
4	computational modeling; running lab instrumentation	3/30/2018 5:20 PM
5	Printing-other locations	3/30/2018 4:58 PM
6	Don't use	3/30/2018 10:53 AM
7	I don't	3/30/2018 7:46 AM
8	I'm not using them	3/30/2018 7:27 AM
9	B	3/30/2018 7:08 AM
10	Recruiting	3/30/2018 6:12 AM
11	slide scanning, document scanning	3/29/2018 9:38 PM
12	QC'ing multi-media for exhibition in PAT	3/28/2018 9:47 AM
13	Webinars	3/27/2018 9:39 AM
14	I haven't used them	3/26/2018 11:20 PM
15	i dont	3/24/2018 11:51 AM
16	I have not used them yet.	3/23/2018 11:03 PM
17	Access to automotive information resources - internet based.	3/23/2018 5:26 PM
18	Lectures	3/23/2018 3:59 PM

Information Technology Services (ITS) Spring 2018 Survey

19	Not applicable	3/23/2018 1:51 PM
20	I don't	3/23/2018 9:56 AM
21	Banner, Banner Finance, Argos, SARS Grid	3/23/2018 8:17 AM
22	Counseling related	3/23/2018 7:50 AM
23	Quick book	3/23/2018 12:49 AM
24	Thumb drive with class material for lecture	3/22/2018 9:26 PM
25	Word for taking notes	3/22/2018 7:59 PM
26	I	3/22/2018 7:54 PM
27	Math 001	3/22/2018 7:43 PM
28	I don't	3/22/2018 7:38 PM
29	career assessments	3/22/2018 5:57 PM
30	powerpoint, lectures	3/22/2018 5:26 PM

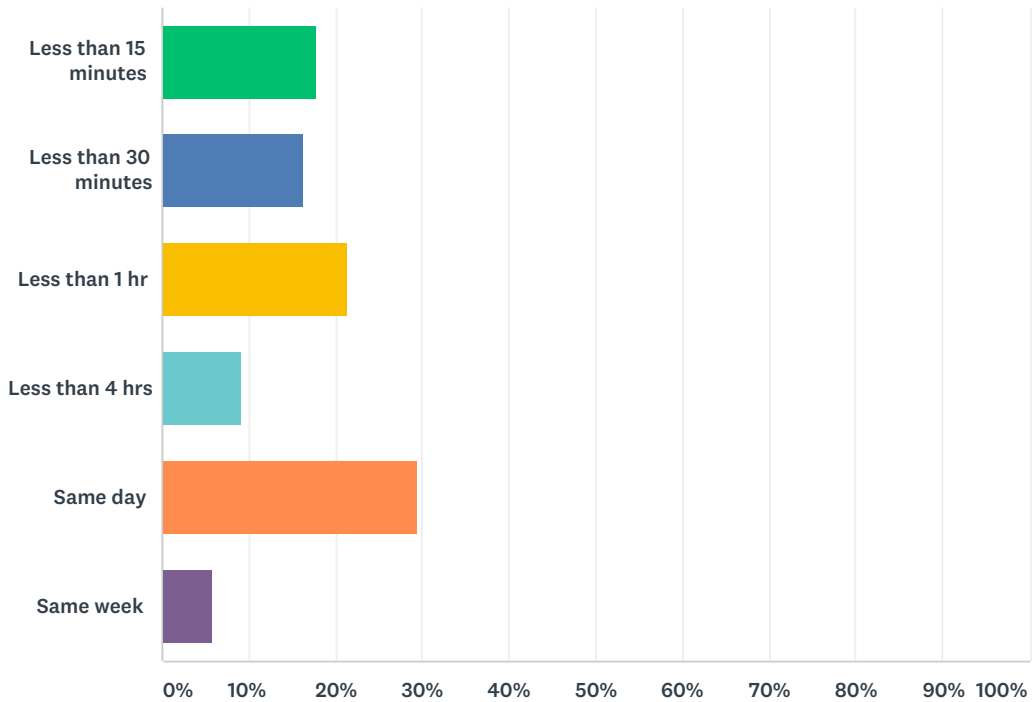
Q14 14. If you answered "Other" to "How do you use the college's computers", please explain:

Answered: 21 Skipped: 395

#	RESPONSES	DATE
1	I dont	3/30/2018 9:53 PM
2	I don't use college computers	3/30/2018 7:23 PM
3	Some lab computers have Spartan, a computational chemistry program. Students in some classes and occasionally honors students, use it to visualize bonding, shapes, molecular interactions, etc. We also have software on some lab laptops that controls specific lab instruments (UV-vis spectrometer, IR spectrometer, and atomic emission camers)	3/30/2018 5:20 PM
4	I print papers in many locations on campus besides the 3 options listed above. I ***do*** wish we had at least one WEPA kiosk in each building if that is somehow possible.	3/30/2018 4:58 PM
5	I haven't used any at this point	3/30/2018 10:53 AM
6	I dont	3/30/2018 7:46 AM
7	Per above.	3/29/2018 9:38 PM
8	QC'ing multi-media for exhibition in PAT	3/28/2018 9:47 AM
9	Webinars	3/27/2018 9:39 AM
10	i dont use the college computers	3/24/2018 11:51 AM
11	PowerPoint, youtube	3/23/2018 3:59 PM
12	complete labs and assignments	3/23/2018 3:42 PM
13	I dont use the college computers due to having my own readily available	3/23/2018 1:51 PM
14	I would very much like to see the course enrollments in a downloadable format for Excel.	3/23/2018 11:46 AM
15	Banner - Database Information and Input Banner Finance - Budgeting Argos - Reports SARS Grid - Appointments, Running Reports	3/23/2018 8:17 AM
16	Banner Sars	3/23/2018 7:50 AM
17	I use it for Accounting, which is beneficial to my class work.	3/23/2018 12:49 AM
18	Thumb drive with class materials for lecture. You-Tube for assistance in demonstrating clinical procedures. Resource so students can hear heart & lung sounds. Also to show recent studies/information regarding medical/psychiatric issues, medications & etc.	3/22/2018 9:26 PM
19	Taking notes in class	3/22/2018 7:59 PM
20	I don't	3/22/2018 7:38 PM
21	I review online career assessment results with students.	3/22/2018 5:57 PM

Q15 15. In general, what is a reasonable amount of time it should take to hear back from ITS Support Staff after leaving a routine “Help Call” message?

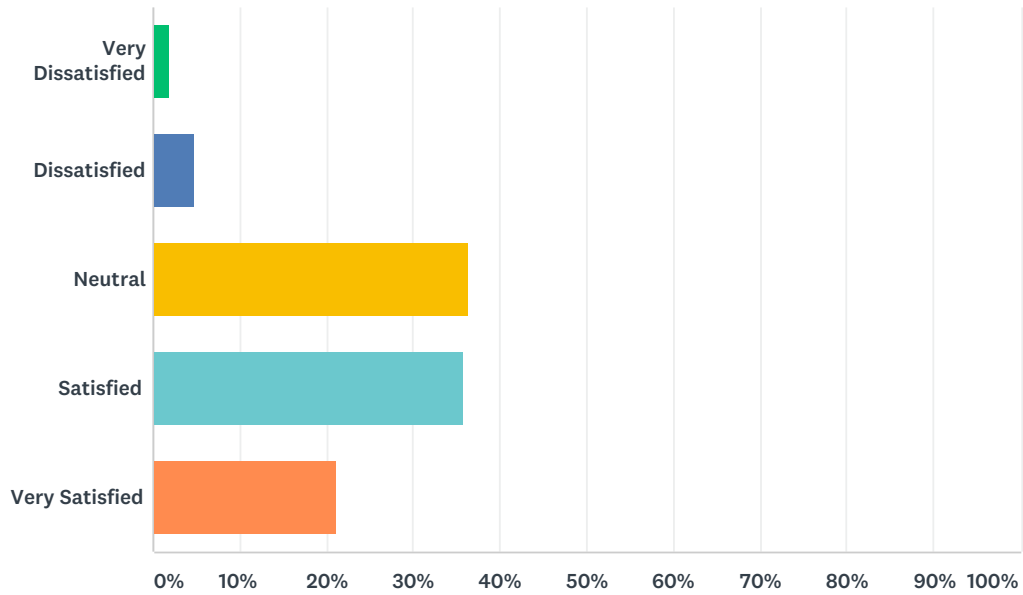
Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
Less than 15 minutes	17.79%	74
Less than 30 minutes	16.35%	68
Less than 1 hr	21.39%	89
Less than 4 hrs	9.13%	38
Same day	29.57%	123
Same week	5.77%	24
TOTAL		416

Q16 16. What is your overall satisfaction with services from ITS?

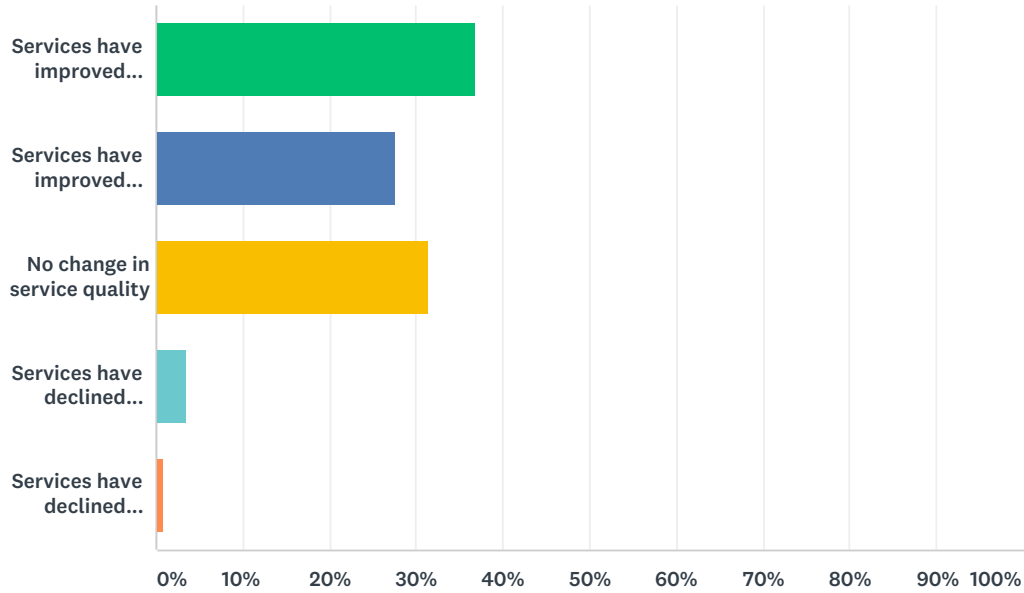
Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Dissatisfied	1.92%	8
Dissatisfied	4.81%	20
Neutral	36.30%	151
Satisfied	35.82%	149
Very Satisfied	21.15%	88
TOTAL		416

Q17 17. With regard to overall services delivered by ITS, would you say:

Answered: 416 Skipped: 0



ANSWER CHOICES	RESPONSES	
Services have improved substantially	36.82%	95
Services have improved marginally	27.52%	71
No change in service quality	31.40%	81
Services have declined marginally	3.49%	9
Services have declined substantially	0.78%	2
TOTAL		258

#	ADDITIONAL COMMENTS:	DATE
1	I am only referring to the wifi part of ITS. Its slower, harder to link up to it, it keeps logging me off and tgat is very annoying. It interferes where i cant use my iwn data or phone service and the pidvast sttem need ls to be fixed asap.	3/30/2018 11:37 PM
2	None	3/30/2018 9:11 PM
3	The service is quick. The only time the it is less than great is the the problem occurs in a classroom just before a class starts.	3/30/2018 6:43 PM
4	Was thrilled to get new office computer! ITS responded in a reasonable time to request to load new software on lab computers.	3/30/2018 5:20 PM
5	The last few years have been much improved. I think there is still more to do to bring AVC into the 21st century but we ***are*** getting there.	3/30/2018 4:58 PM
6	I think I would be satisfied with ITS services if their estimates for assistance was more accurate. I'm sure the ITS department is doing as much as they can to support the campus, and perhaps this has already been attempted, but for me, it would help if they provided a conservative estimate of when the work could be completed. Then, if it's done sooner, I would be pleasantly surprised. Also, more communication regarding the status of the work would be helpful.	3/30/2018 2:48 PM
7	Have always been satisfied with service	3/30/2018 12:30 PM

Information Technology Services (ITS) Spring 2018 Survey

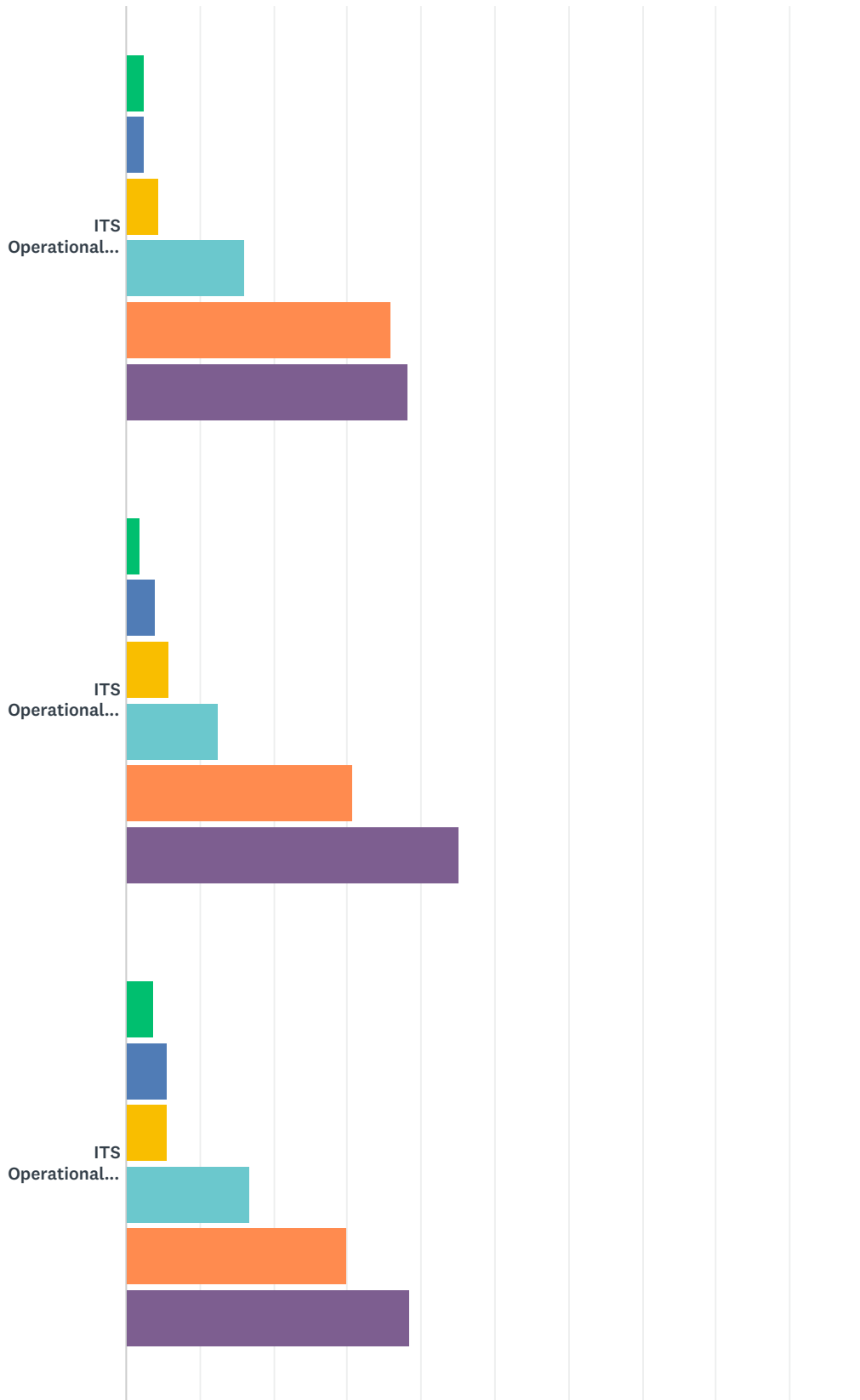
8	I made a couple of calls into the ITS department and it was completed on the first call!	3/30/2018 11:44 AM
9	The help desk has improved substantially, but we still have hardware / software needs in our department that don't get addressed. Academics and curriculum should be guiding ITS decisions, and unfortunately we often feel that ITS decisions drive our curriculum decisions because we don't have the computers and software that we need to move forward.	3/30/2018 11:40 AM
10	The techs have been helpful in resolving problems as they come up. The website is horrible. It's difficult to find things on the website and the search within the site is useless. It's easier to find things on the website with an external search engine.	3/30/2018 10:37 AM
11	It is obvious that Rick Shaw and his team are building a world class ITS department. They need more help to cover the vision and need.	3/30/2018 10:33 AM
12	Have not used ITS to date.	3/30/2018 10:05 AM
13	No need for a band aid job. Need to find a permanent solution to complete the job as needed.	3/30/2018 8:26 AM
14	This is an improvement over a few years.	3/30/2018 7:20 AM
15	I'm new	3/30/2018 6:12 AM
16	The computer tech Richard Lott or Rick Lott is really good	3/30/2018 1:57 AM
17	I want to be cordial and respectful, but am baffled why things are such an impossibility --- this includes Flex talks in the Board Room. Why can't that equipment be more clearly labeled and routinely checked? Whoever is last person on duty Friday, book 30 min into her or his day to be sure all the weekend events are well supported. Remotes, if they are present in rooms, often have dead batteries...an easy thing to fix but a hard thing to diagnose, esp in the middle of a presentation.	3/29/2018 9:38 PM
18	Math computers need to be faster and fixed some of them, the mouse is not working, the computers are out of service very often.	3/28/2018 2:24 PM
19	The help desk staff are often very friendly and helpful and patient. The relationship with ITS and IMC and close captioning is still a bit unclear and has been unhelpful to try and get our materials up to standard for close captioning.	3/28/2018 10:48 AM
20	Since my term of service at AVC began, ITS has been rock-solid and johnny-on-the-spot every time I've needed them! Thank you!	3/28/2018 9:47 AM
21	It is good	3/27/2018 2:57 PM
22	Overall, trouble calls are responded to quickly by ITS staff members.	3/27/2018 9:39 AM
23	We need Rick Lott back	3/26/2018 2:11 PM
24	ITS staff is always very prompt to reply to my questions and needs.	3/26/2018 10:13 AM
25	Love Brian, he is always willing to help even when I don't put in a request. Jana is amazing, she is really on top of things.	3/26/2018 9:00 AM
26	I have always received excellent service from the IT department	3/25/2018 8:41 PM
27	I'm guessing that they are always busy so they can't get to everyone right away	3/25/2018 6:58 PM
28	If passwords need to be changed, it should be done during the beginning of the semester.	3/25/2018 7:59 AM
29	If and when something is not working in the classroom, especially when absolutely necessary like a projector or speaker not working, it would be nice if someone could check it out right away. Otherwise, I can't do anything much for my class that day. I'd worked in other institutions in which tech support could come literally during my class time to address the problem rather than after or later in the week.	3/23/2018 5:54 PM
30	The young man that responds to the nursing skills lab is pleasant quick and knowledgeable.	3/23/2018 4:32 PM
31	Help emails are taking longer for a response	3/23/2018 11:38 AM
32	I have always received outstanding services from the IT department!!!	3/23/2018 11:00 AM
33	Rhonda, and now Jana, are always pleasant and professional. I have had, and still have, great customer service from these two ladies. I always receive a prompt response from ITS when I have a trouble call or question. I have been very satisfied.	3/23/2018 8:17 AM

Information Technology Services (ITS) Spring 2018 Survey

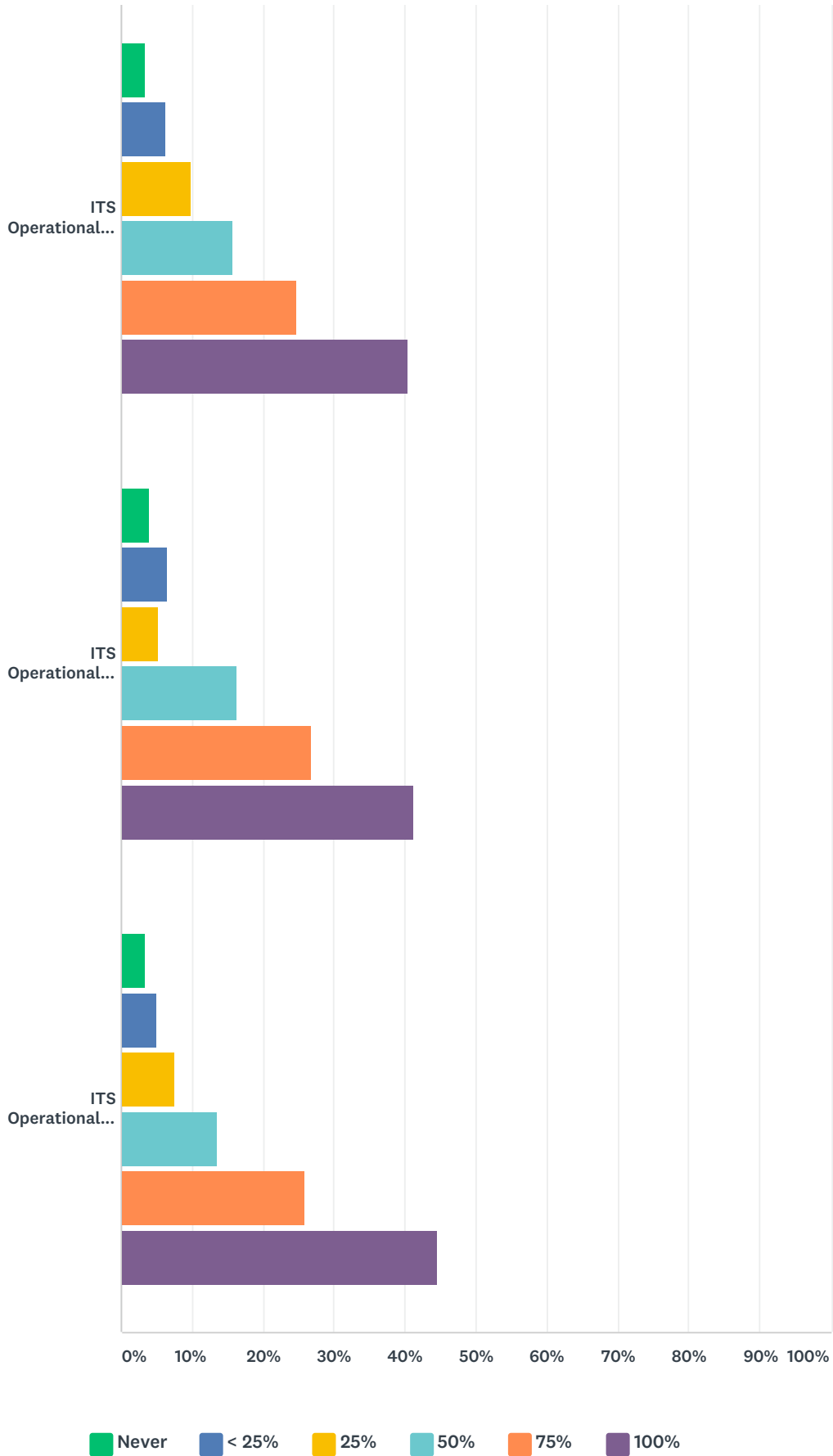
34	I thought services were already good but have continued to improve. IMC service seems to have a slower technician reaction time than ITS service.	3/23/2018 7:59 AM
35	Service have always been outstanding!	3/23/2018 7:51 AM
36	Palmdale ITS guy is lazy never helps w wepa or printing problems..has a grouchy attitude.Does not look approachable	3/22/2018 11:57 PM
37	The addition of canvas is really great!	3/22/2018 10:49 PM
38	I have no complaints. Sometimes class is near done but I usually find a way to get things to done.	3/22/2018 9:26 PM
39	Me. Jana Crawford is amazing	3/22/2018 8:37 PM
40	Thank you.	3/22/2018 7:33 PM
41	I think our IT staff is great to work with, I think they may just lack the funding (and more staff) for equipment, software and maintenance/setup that would help our campus more.	3/22/2018 6:47 PM
42	IMS services are good except for AV services in classrooms, i.e attention to projectors and audio equipment	3/22/2018 6:30 PM
43	RICK SHAW is AWESOME!!! Since he has come on board I get either immediate help when I call or someone gets back to me ASAP and things get done/fixed quickly-- I really appreciate the quick turn around and everyone is so willing to help and with a good attitude!	3/22/2018 6:22 PM
44	Generally really good service, as has been the case for the last year or two :)	3/22/2018 5:54 PM

Q18 18. Please estimate the percent of which you feel ITS is meeting the following goals:

Answered: 416 Skipped: 0



Information Technology Services (ITS) Spring 2018 Survey



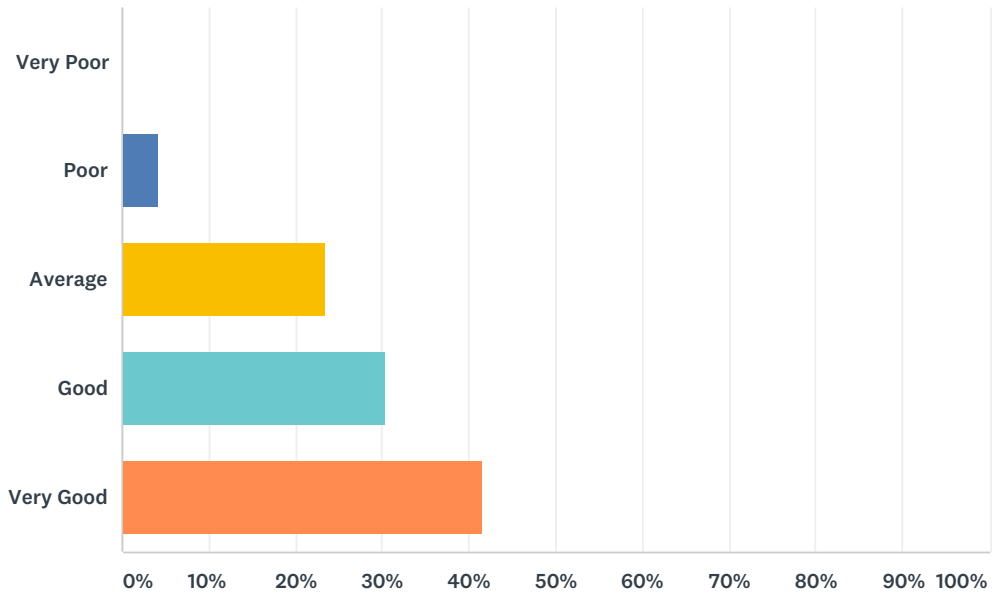
NEVER	< 25%	25%	50%	75%	100%	TOTAL
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Information Technology Services (ITS) Spring 2018 Survey

ITS Operational Outcome 1: Ensure transparent reliability of IT infrastructure, district IT equipment, information systems and telecommunications resources.	2.57% 7	2.57% 7	4.41% 12	16.18% 44	36.03% 98	38.24% 104	272
ITS Operational Outcome 2: Facilitate secure access to district computers, information systems, telecommunications and other information technology resources.	1.81% 5	3.97% 11	5.78% 16	12.64% 35	30.69% 85	45.13% 125	277
ITS Operational Outcome 3: Provide quality technical training and assistance to students, employees, alumni and community members.	3.73% 10	5.60% 15	5.60% 15	16.79% 45	29.85% 80	38.43% 103	268
ITS Operational Outcome 4: Proactively collaborate with others to implement emerging IT solutions to meet the district's instructional and operational needs.	3.29% 8	6.17% 15	9.88% 24	15.64% 38	24.69% 60	40.33% 98	243
ITS Operational Outcome 5: Collaborate with others to encourage appropriate use and comprehensive standardization of IT resources.	4.00% 10	6.40% 16	5.20% 13	16.40% 41	26.80% 67	41.20% 103	250
ITS Operational Outcome 6: Respond to district needs by continuously improving the processes and procedures that facilitate effectiveness in all IT services.	3.31% 8	4.96% 12	7.44% 18	13.64% 33	26.03% 63	44.63% 108	242

Q19 19. Rank the availability of technical help.

Answered: 414 Skipped: 2



ANSWER CHOICES	RESPONSES	
Very Poor	0.30%	1
Poor	4.26%	14
Average	23.40%	77
Good	30.40%	100
Very Good	41.64%	137
TOTAL		329

Q20 20. Is there anything you would like to share or comment on with regard to technology or support services at AVC?

Answered: 96 Skipped: 320

#	RESPONSES	DATE
1	Some services need to be fixed and people need to be made aware if other services do exist.	3/30/2018 11:37 PM
2	You guys are doing great! Keep up the good work! :)	3/30/2018 10:19 PM
3	Help ITS by funding their department and hiring more staff. Help students understand what they do in the AVC announcement and not just for password rest, and maybe do a meet and greet with them... could happen right after the "Coffee chat with the president" ? This brings engagement and transparency.	3/30/2018 9:11 PM
4	Whether I am working in my home office or in the classroom, if I need IT and place a call, someone calls me back within minutes or comes into my classroom. Help is always a phone call away during routine business hours. And I sincerely appreciate this service.	3/30/2018 8:18 PM
5	#9--I have satellite internet #15--for ROUTINE calls. Emergency requests (like at a presentation or in classroom) should be handled much faster. I appreciate technical training oriented presentations/workshops. They are excellent to include in Welcome Back day schedules.	3/30/2018 5:20 PM
6	IDEAS: (1) More printing kiosks in more buildings across campus, for students who are trying to finish on a deadline. (2) Low-cost rentable tablets that are ***locked*** for use at AVC only (to help lower textbook expenses and to use with Canvas). (3) Low-cost "dumb" tablets affixed to the wall just outside every classroom to use as a "marquee" for announcements relative to that classroom (get rid of those ugly scraps of paper when classes move or are cancelled) as well as general campus announcements relative to today's events.	3/30/2018 4:58 PM
7	Invest in better Wi-Fi services and we can always use more computers.	3/30/2018 4:17 PM
8	I know that the ITS department is short-handed, which probably contributes to my low ratings. I will say that when I have been in contact with ITS, the staff have always been so nice, and I can tell that they want to help as quickly as possible.	3/30/2018 2:48 PM
9	N/A	3/30/2018 1:19 PM
10	Academics and curriculum should be guiding ITS decisions, and unfortunately we often feel that ITS decisions drive our curriculum decisions because we don't have the computers and software that we need to move forward.	3/30/2018 11:40 AM
11	NONE	3/30/2018 11:26 AM
12	N/A	3/30/2018 11:04 AM
13	Your service techs are willing and helpful, especially Katia and Byron	3/30/2018 10:53 AM
14	The website is terrible. Microsoft Windows 10 is not nearly as useful as Windows 7. The new computer in my office doesn't work as well as the old one. I have had more problems with it. The computer is so so, and the newer software is not nearly as user friendly.	3/30/2018 10:37 AM
15	YES FIX THE WIFI	3/30/2018 10:27 AM
16	I called ITS to help adjust the screen brightness settings because it did not work, and the brightness was straining my eyes and giving me a headache at school. So thank you for the help, I appreciate it.	3/30/2018 10:19 AM
17	In my admittedly limited experience, AVC ITS is transparent (a high compliment). The services that I use are always up and accessible. Only issue is with wireless services in FA buildings.	3/30/2018 10:05 AM
18	It didn't specifically state it, but of the personal devices I bring to work, I often use them to supplement work devices, e.g. having an additional monitor or a device with software not otherwise available that will help me complete my work assignments.	3/30/2018 10:03 AM

Information Technology Services (ITS) Spring 2018 Survey

19	I don't understand why when I use my laptop at school, I tend to get kicked out of my program then have to log back in again. This happens constantly with in an hour. I have to keep going back to avc.edu to get access	3/30/2018 9:57 AM
20	No	3/30/2018 8:40 AM
21	Your team does its very best to help on all levels!	3/30/2018 8:28 AM
22	Some of the update from Google or FireFox, I am strongly suggested ITS should let faculty/Staff to update for new version if they are needed.	3/30/2018 8:26 AM
23	Compared to other colleges' websites, ours is cumbersome and awkward. Links go to outdated or inaccurate material. Dates referenced online are sometime old, passed dates.	3/30/2018 8:22 AM
24	The technology services have improved over the years. My suggestion would be to continue to upgrade classrooms and labs with the up-to-date technologies (not necessarily costly top of the line). All classrooms should have the same resources students and faculty need, not just some areas. Lastly, the ITS staff is extremely helpful and patient everytime we need them. Everytime! Thank you!	3/30/2018 7:42 AM
25	I would like to see a hands-on training session given to every new faculty and staff member on the programs and applications they will be required to use to fulfill their job functions. There are also areas that could use improvement... I wind up having to do extra work simply because there are not workflows in processes that cross the purchasing and accounting departments in business services. I would like to see improved processes that fit our technology needs in a more efficient manner.	3/30/2018 7:41 AM
26	Sometimes the wait time to be service takes to long.	3/30/2018 7:40 AM
27	N/A	3/30/2018 7:21 AM
28	No	3/30/2018 7:08 AM
29	They should make sure everyone knows how to use Canvas I am using it for the first time as an older person and it has been a struggle most of the semester.	3/30/2018 6:41 AM
30	This is specifically in regards to our sports information desk. They work too slowly! This is 2018 we forward information it gets uploaded two weeks later if that, we request a reasonable change to the sports webpage no response. Not sufficient.	3/30/2018 6:12 AM
31	2 More computers in the student lounge	3/30/2018 2:45 AM
32	It's really good at the college and everyone that is employed is very good but the only thing is I would like to see them maybe having a class for the employees to be taught a few standard things	3/30/2018 1:57 AM
33	I am not computer illiterate but even after contacting staff, I often am not sure how things got fixed or what to do next time, or if I have learned a work-around in room x, odds are, I won't be in that room ever again. There's a problem here not of ITS's making, in that we have a huge quantity of equipment, much of it seriously out of date, and it's being used by some people who are just plain inconsiderate (or else are ninnies), so they unplug wires and don't reconnect, or they walk off with remotes and never return them. When I had access to one room fulltime, I wired the remotes to the desk, and I changed batteries every six months. Since it's now the "hop scotch" game, I never know what to expect. If I am on a Windows 10 machine, that's fine, but then I go to Windows 7 and have to puzzle out the differences. As a native Apple user, I hate Windows platforms anyway, but I really want us just to pick one platform and stick with it. And as we go from Windows 7 to Windows 10, a basic laminated cheat sheet of the differences or common issues would be great. Each computer I turn on (and more than ever, now that I am on Palmdale Campus too) is the big surprise: where do they hide Word on THIS machine, or, "Why won't it recognize my USB drive?" Tech issues are the single biggest problem I face in my working life here. It can't just be me: my own laptop is up to date, stable, and nearly flawless. That's why I bring it to work every single day... so that no matter what happens, I know I can DO some work, even if my office computer has crashed yet again.	3/29/2018 9:38 PM
34	NO	3/28/2018 2:12 PM
35	The AVC website is the hardest website I've ever had to navigate as a staff member. It seems that extra steps are needed for anything I'm looking for. The search bar is not intuitive at all. If I were a prospective student looking for specific information on specific programs, it would be very hard to find information. The website for certain academics is out of date and unhelpful. Who is responsible for the material and content for programs?	3/28/2018 10:48 AM

Information Technology Services (ITS) Spring 2018 Survey

36	I think ITS does a terrific job. They've rode in like the cavalry and rescued me every time I needed help. Please keep up the great work! And thanks!	3/28/2018 9:47 AM
37	Mathew at avc Learning center 1-5 Monday and Tuesday is very helpful he helps with ca103	3/27/2018 5:59 PM
38	Add more basic program training	3/27/2018 2:57 PM
39	Help from Copy Center staff and Jayme Star is exceptional, as is technical help from Greg Krynen. I have not attended Canvas events led by Ed Beyer and probably won't for reasons I decline to state. ITS staff members assigned to the Learning Center (Ed A. and Dan) are very helpful. The Palmdale Tutoring and Learning Center now has equipment to enhance instruction, thanks to Bill Carlson. I have experienced the use of older equipment in ME and was not happy with it, but I assume that by now that equipment has been updated. I thank Scott Tuss and Rick Reffner for assisting me with Smarthinking over the years. Rick Lott is great about helping me with equipment in Palmdale. ITS as a team has my utmost appreciation.	3/27/2018 9:39 AM
40	When we are teaching in a computer lab and we need assistance, we need it immediately. We can't submit a ticket and wait when we are in the middle of teaching a class. Rick Lott was awesome about this; if we were teaching and needed help he would help us immediately.	3/26/2018 2:11 PM
41	You all are doing a fantastic job, keep up the good work.	3/26/2018 9:00 AM
42	Great department.	3/26/2018 7:28 AM
43	It is very helpful to have them available, especially on days when I would forget to bring my own devices to campus.	3/25/2018 11:27 PM
44	The myAVC stuff is terrible. I know it recently got a UI change, but that only made things more confusing, and it didn't seem to make it _work_ better, just _look_ nicer.	3/25/2018 11:54 AM
45	Provide a modem in every classroom	3/25/2018 7:59 AM
46	Please figure out a way to have Canvas not be confusing to instructors.	3/24/2018 11:40 PM
47	No!	3/23/2018 11:52 PM
48	The Help Desk staff were prompt and helpful in identifying some emails that were most likely phishing.	3/23/2018 11:33 PM
49	I appreciate getting my call answered when I call, but at times it is necessary to have someone check out the classroom tech issue right away. The AVC website needs to be modernized. It looks so old and outdated--not appealing at all. ITS or whatever department in charge of the college website must work with each division on campus to help modernize the divisional webpages to make them appealing and accessible. College of the Canyon's website, for example, looks so much better than ours.	3/23/2018 5:54 PM
50	It services have improved during the last few years. I have worked here 18 years. The help desk is sometimes difficult to access. We use a lot of direct numbers. does anyone routinely make rounds and talk with staff either one on one or at meetings? Are the charge stations for devices in common areas?	3/23/2018 4:32 PM
51	Please have someone to check in students at the Palmdale learning Center. Anyone can walk in and use the computers without supervision. This leads to non students playing videos out loud, and being disruptive to those trying to learn. And possibly damaging the computers. Additionally, for those of us who work, it would be nice if the computer labs were open later in the evening. As there are classes in the BE building until 10 PM. (Lancaster location)	3/23/2018 3:42 PM
52	It needs to get together with staff to ensure we (students) have access to units that connect to the internet so we can do our class loads. In regards to bringing a laptop to assist one it's pointless if we can't connect or stay connected to complete our assignments/classwork	3/23/2018 3:03 PM
53	ITS staff are great. Recent issue with computer being removed and returned was odd.	3/23/2018 2:00 PM
54	We need to upgrade to Windows 10.	3/23/2018 1:18 PM
55	I would like to see more functional interchange between faculty grading and attendance reporting and the banner System. Seems to be too much manual processes, let's automate.	3/23/2018 11:46 AM
56	Overall things are good but help calls are taking longer to get a response on.	3/23/2018 11:38 AM
57	Feedback from the ticket system needs attention, especially when a ticket sits unattended for several weeks.	3/23/2018 10:03 AM

Information Technology Services (ITS) Spring 2018 Survey

58	Better interbet coverage if possible, and remove the need to reconnect to the internet every 10 minutes. One connection to the caption portal a day unless you leave the wifi zone and return... its annoying to be searching stuff and be randomly disconnected from it	3/23/2018 9:59 AM
59	I should be able to unsubscribe from AVC emails. I only use this email because you guys make us. I should be able to not have my inbox cluttered with nonsense EVERYDAY. I use it to communicate with my teachers and fellow students. If I can't block/unsubscribe from you guys then I should be able to use my own email.	3/23/2018 9:56 AM
60	Better WiFi, and updated school page.	3/23/2018 9:40 AM
61	Website should be kept updated with information primarily events.	3/23/2018 8:35 AM
62	I have been very satisfied with the help and support I have received from each person I have interacted with in ITS.	3/23/2018 8:17 AM
63	www.avc.edu could be more accurate if all areas would update information on a regular basis.	3/23/2018 7:59 AM
64	No.	3/23/2018 7:58 AM
65	Great Job!	3/23/2018 7:51 AM
66	All in all IT provides good service for the size of the network it has to maintain. Surprised lately when faculty tab in Nyack account and Banner went down	3/23/2018 7:50 AM
67	training users so that they do not have to keep calling about common mistakes users make during normal use	3/23/2018 7:04 AM
68	For tech i would say add more/better wifi coverage in the cafeteria area. it sucks to have bad to no wifi in the main place where you can eat more days... if i was able to i'd prefer to eat in the library as there wifi is good but i cant do that.	3/23/2018 12:34 AM
69	They can reply are very good	3/23/2018 12:05 AM
70	Palmdale campus needs more ITS help	3/22/2018 11:57 PM
71	Add Dental Hygiene	3/22/2018 11:29 PM
72	I work on Fridays and sometimes timely support is slow because of the AVC's 11:30 end of day. I will say that Mr. Shaw has been very responsive even on "days off"! Also, computer access for the students would be a plus since patient care & etc. is mainly done via computers in the majority of medical settings.	3/22/2018 9:26 PM
73	I am not very satisfied with Canvas for several reasons: -Lack of class chatroom -Inability to change quiz items to random order -Inability to color code student's view of menu enrolled courses	3/22/2018 9:01 PM
74	They've been very helpful.	3/22/2018 9:01 PM
75	My major complain, and complain I have heard from others, is the need to constantly accept the terms and conditions to use the internet. In other words, I always get kicked off the service. There was a time where when I accepted the terms I would stay connected to AVC's wifi until I am outside the campus.	3/22/2018 8:49 PM
76	Make the WiFi more reliable	3/22/2018 8:44 PM
77	Ms.Jana Crawford always gets me taken care of.	3/22/2018 8:37 PM
78	N/A	3/22/2018 8:33 PM
79	we had issues with computers in Engineering class for several weeks before anyone bothered to attempt a resolution. Very frustrating	3/22/2018 8:32 PM
80	Website needs work	3/22/2018 8:26 PM
81	I think that we have great technology on campus	3/22/2018 8:18 PM
82	They need to come quixker.	3/22/2018 8:16 PM
83	No	3/22/2018 8:04 PM
84	Seems rather odd that the Maurader Bookstore has user passwords stored in clear text.	3/22/2018 7:51 PM
85	Have the staff be more friendly.	3/22/2018 7:40 PM
86	I personally don't use many of theses resources, if any.	3/22/2018 7:38 PM

Information Technology Services (ITS) Spring 2018 Survey

87	Excellent response to my recent problem. Totally satisfied with response time and fixing of problem.	3/22/2018 7:20 PM
88	Keep up the good work.	3/22/2018 6:59 PM
89	I think our IT staff are doing a great job with what they have, but they need more resources (equipment/software and staff) to adequately cover our campus needs.	3/22/2018 6:47 PM
90	Upgrading classroom projectors to a level where classroom lights need not be turned off	3/22/2018 6:30 PM
91	THANK YOU!!	3/22/2018 6:29 PM
92	I so appreciate you all! Rick Shaw works so hard and is "on hands" on - he even responds to weekend concerns and the staff at the help desk is fantastic - thank you all of the ITS team! If only I had a speaker phone on my office phone that would be marvelous :-)	3/22/2018 6:22 PM
93	I miss having Outlook as my email client.	3/22/2018 5:57 PM
94	It would be nice to add the following items: 1. Automatically import final grades from Canvas into myAVC so I don't have to enter them individually for each student (huge potential for error, plus it's time-consuming). 2. Possible assessment of SLOs in Canvas or link between Canvas and the upcoming eLumen. 3. myAVC attendance/grade rosters and Canvas attendance/grade rosters sometimes alphabetize differently. For instance, Jose Ramirez is 1st in myAVC but Miguel Ramirez Gutierrez is 1st in Canvas for CRN 30739. This is annoying and has potential for error. 4. Option to enter "nickname" in Canvas for when students' use-name is very different from his/her/their legal name. Not sure if this is a possible add-on functionality in Canvas. 5. Option for more attendance choices in Canvas than absent, late, and present. Sometimes it would be nice to distinguish btn left early, excused/unexcused absence, suspension, etc. Not sure if this is also a possible add-on functionality in Canvas. Overall you are doing a fantastic job. Thanks, Aurora Burd	3/22/2018 5:54 PM
95	The response time is amazing when I call the ITS help desk and I love that you guys follow up after I run into issues. Very helpful.	3/22/2018 5:39 PM
96	Just fix the projector screen so it doesn't roll up in the middle of my lecture in rm 160:))	3/22/2018 5:26 PM