

CLASSIFIED STAFF TECHNOLOGY SURVEY—SPRING 2006

PASADENA CITY COLLEGE

You can influence the future direction of technology at PCC by completing this survey. Your responses will assist PCC in setting priorities for technology over the next three to five years. Your responses are anonymous. Do not write your name on the survey. The results will be presented in summary form only. Thank you for your participation.

Instructions:

1. Use a pen or pencil.
2. Erase completely to change.
3. Correct marking (●)
5. Answer all the questions.
6. Enclose the completed survey (and any additional comment sheets) in the return envelope and send it via campus mail to the **Academic Senate Office located in C-227 by April 7, 2006.**

Number of Respondents = 182

1. What kind of office computer do you use?

91.5 = IBM PC 6.7 = Macintosh 4.3 = Notebook 3.7 = Do not use office computer - Skip to Question 4

2. OFFICE COMPUTER: Think about your PCC's office computer's technology equipment you used within the last year. For each item below, indicate: 1) if you have used it and 2) your degree of satisfaction with it. If you marked "No" for a specific item, go to the next item.

	Did you <u>Use</u> it?		If you marked "Yes," indicate your level of satisfaction.					MEANS (1 - 5)
	(%) PERCENTAGES		(%) PERCENTAGES					
	Yes	No	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	
a. Software	91.3	8.7	20.0	58.7	12.9	7.7	0.6	3.90
b. Hardware (e.g., memory, speed, etc.)	92.6	7.4	18.2	45.9	18.9	15.5	1.4	3.64
c. Internet access	97.6	2.4	19.6	55.7	15.8	6.3	2.5	3.84

3. If you marked "Dissatisfied" or "Very Dissatisfied" to any of the items in Question 2, give the letter of the item and explain how it can be improved. (If you need additional space for your comments, attach a separate piece of paper.)

** RESULTS NOT AVAILABLE **

4. ACCESS TO HARDWARE/SOFTWARE: Rate how well PCC has provided you with the computer hardware and software that you need to do your job. Mark the "N/A" column if you have no basis on which to answer.

	(%) PERCENTAGES						MEANS (1 - 5)
	Excellent 5	Above Average 4	Average 3	Below Average 2	Poor 1	N/A	
a. Hardware (e.g. memory, speed, etc.)	15.9	27.3	40.3	6.3	2.3	8.0	3.52
b. Software	16.0	24.0	39.4	8.0	1.7	10.9	3.50

5. If you marked "Below Average" or "Poor" to any of the items in Question 4, give the letter of the item and describe the software/hardware that you need to do your job. (If you need additional space for your comments, attach a separate piece of paper.)

** RESULTS NOT AVAILABLE **

6. TECHNICAL SUPPORT: Think about the technical support that you used at PCC within the last year. For each area, indicate your degree of satisfaction with the services provided. Mark the "N/A" column if you have no basis on which to answer.

	(%) PERCENTAGES						MEANS (1-5)
	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	N/A	
Help Desk (Computing Services): Provides services such as campus email support, network services, software/computer upgrades, etc.							
a. Technical support	35.9	45.9	9.9	4.4	0.0	3.9	4.18
b. Timeliness of assistance	26.7	41.1	19.4	8.3	1.1	3.3	3.87
c. Overall, satisfaction with services	28.9	48.9	13.3	5.6	0.0	3.3	4.05
Management Information Services (MIS): Provides services such as Student Records Database, ESCAPE, Registration, etc.							
d. Technical support	12.2	28.3	27.2	15.0	5.0	12.2	3.32
e. Timeliness of assistance	10.0	30.6	26.1	13.9	7.8	11.7	3.24
f. Overall, satisfaction with services	10.6	28.9	27.2	14.4	7.8	11.1	3.23
Media Services/New Media Center: Provides classroom support services such as data projectors, Smart Classrooms, Smart Cart, etc.							
g. Technical support	10.3	16.0	16.6	2.9	0.6	53.7	3.70
h. Timeliness of assistance	11.4	17.1	14.9	2.3	1.7	52.6	3.72
i. Overall, satisfaction with services	11.6	16.8	15.0	2.9	1.2	52.6	3.73

7. If you marked “Dissatisfied” or “Very Dissatisfied” to any of the items in Question 6, give the letter of the item and explain how the area can improve its services. (If you need additional space for your comments, attach a separate piece of paper.)

**** RESULTS NOT AVAILABLE ****

8. **PCC SYSTEMS:** Think about the PCC computer systems that you used within the last year. For each item below, indicate: 1) if you have used it and 2) your degree of satisfaction with it. If you marked “No” for a specific item, go to the next item.

	Did you Use it?		If you marked “Yes,” indicate your level of satisfaction.					MEANS (1-5)
	(%) PERCENTAGES		(%) PERCENTAGES					
	Yes	No	Very Satisfied 5	Satisfied 4	Neutral 3	Dissatisfied 2	Very Dissatisfied 1	
a. Pegasus (campus email)	89.7	10.3	16.9	44.8	23.4	11.0	3.9	3.60
b. Student Records Database (e.g., admissions/records, testing, etc.)	52.4	47.6	12.8	57.0	22.1	5.8	2.3	3.72
c. ESCAPE (e.g., purchasing, requisitioning,	45.3	54.7	2.7	50.7	21.3	18.7	6.7	3.24
d. Web Mail (PCC email access off-campus)	62.9	37.1	17.0	48.1	20.8	9.4	4.7	3.63
e. Web Board (on-line discussion forums)	8.3	91.7	7.7	53.8	30.8	7.7	0.0	3.62
f. PCC HRS (e.g., hourly payroll, staff information, etc.)	17.0	83.0	11.1	44.4	29.6	11.1	3.7	3.48
g. On Time Calendaring (group calendar & scheduling system)	12.9	87.1	30.0	35.0	25.0	5.0	5.0	3.80
h. Budget (district budget system)	10.7	89.3	5.6	33.3	38.9	16.7	5.6	3.17
i. Finance (accounts payable, accounts receivable, etc.)	11.4	88.6	10.5	47.4	31.6	10.5	0.0	3.58
j. Hourly Payroll (payroll for hourly faculty and unclassified staff)	10.0	90.0	12.5	37.5	31.3	18.8	0.0	3.44
k. Web development tools	11.3	88.7	16.7	50.0	33.3	0.0	0.0	3.83
l. SARS * GRID (appointment and initial service request system)	8.9	91.1	26.7	46.7	20.0	6.7	0.0	3.93
m. Imaging System (document imaging system)	11.3	88.7	10.5	36.8	31.6	10.5	10.5	3.26
n. Safers (scholarships and financial system)	5.3	94.7	12.5	25.0	37.5	25.0	0.0	3.25
o. EdExpress (federal aid request and dispersal system)	4.1	95.9	16.7	50.0	33.3	0.0	0.0	3.83

9. If you marked “Dissatisfied” or “Very Dissatisfied” to any of the items in Question 8, give the letter of the item and explain how it can be improved. (If you need additional space for your comments, attach a separate piece of paper.)

**** RESULTS NOT AVAILABLE ****

10. What information or function should the college add to “PCC’s computer systems” to make them more useful? Describe below. Please be specific.

**** RESULTS NOT AVAILABLE ****

11. **TECHNOLOGY TRAINING:** Rate how well PCC has provided you the following. Mark the “N/A” column if you have no basis on which to answer.

	(%) PERCENTAGES						MEANS (1-5)
	Excellent 5	Above Average 4	Average 3	Below Average 2	Poor 1	N/A	
a. Overall quality of the training	6.8	16.4	33.3	7.3	5.1	31.1	3.18
b. Training in the latest technology	4.5	13.0	33.3	7.9	5.6	35.6	3.04
c. Training applicable to your needs	5.7	14.8	33.0	6.8	8.0	31.8	3.05
d. Appropriate level of training for your needs	5.7	14.2	33.5	8.5	6.3	31.8	3.07
e. Training at a convenient date and time	6.3	16.0	30.9	6.9	4.6	35.4	3.19

12. If you marked “Below Average” or “Poor” to any of the items in Question 11, give the letter of the item and explain how it can be improved. (If you need additional space for your comments, attach a separate piece of paper.)

**** RESULTS NOT AVAILABLE ****

13. TECHNOLOGY SUPPORT: Rate how well PCC has provided you the following. Mark the “N/A” column if you have no basis on which to answer.

	(%) PERCENTAGES						MEANS
	Excellent 5	Above Average 4	Average 3	Below Average 2	Poor 1	N/A	(1-5)
a. Support to attend technology workshops/conferences	11.2	21.3	25.8	9.0	6.2	26.4	3.31
b. Support for multimedia tools	4.0	15.8	22.6	7.3	4.0	46.3	3.16
c. Support for integrating technology into job responsibilities	6.8	14.1	32.8	8.5	5.6	32.2	3.12
d. Rewards/recognition for successful infusion of technology into job responsibilities	3.4	6.1	24.6	14.0	11.2	40.8	2.60

14. What new technology would most help you with your job at PCC? Describe below. Please be specific.

**** RESULTS NOT AVAILABLE ****

15. Overall, how would you rate your computer skill level?

MEAN

14.9 = Excellent (5) 38.7 = Above Average (4) 41.4 = Average (3) 3.9 = Below Average (2) 1.1 = Poor (1)

3.62

16. Do you know what it means to have accessible resources that are Section 508 (ADA) compliant?

39.9 = Yes 41.1 = No 19.0 = Not sure

17. Your job classification: 100.0 = Classified Staff 0.0 = Manager/Supervisor (classified) 0.0 = Educ. Adm. (certificated)

18. How long have you worked at PCC?

6.1 = less than 1 year 27.1 = 1-5 years 22.1 = 6-10 years 19.9 = 11-15 years 12.7 = 16-20 years 12.2 = 21 years or more

The section below is optional, but your answers will help provide the college a more comprehensible and complete technology assessment.

OPTIONAL QUESTIONS:

19. Do you have access to a computer off-campus? 86.5 = Yes — Go to Question 19a 13.5 = No — Skip to Question 20

a. Where do you have access to a computer off-campus? Mark all that apply.

97.9 = Home 5.5 = Work (non-PCC employment) 15.1 = Elsewhere

b. How old is your newest off-campus computer?

21.0 = Less than 1 year 52.4 = 1-3 years 23.1 = 4-6 years 0.7 = 7-8 years 1.4 = 9 years or more 1.4 = Not sure

c. What is the primary type of Internet access you use with your off-campus computer?

21.8 = Dial-up Modem 54.2 = DSL Broadband 21.8 = Cable Modem 1.4 = Satellite 0.7 = I do not have Internet access

20. Mark your division (instructional area)

0.0	Bus & Comp Tech	3.7	Health Sciences	1.5	Perform/Comm Arts
2.9	CEC	0.0	Languages	1.5	Physical Education
0.7	English	4.4	Library	2.2	Social Sciences
1.5	Engr & Tech	2.2	Mathematics	5.1	Special Services
3.7	Guidance/Counseling	4.4	Natural Sciences	2.2	Visual Arts/Media Comm

OR

Your unit/office

(non-instructional area)

0.0	Academic Senate	0.0	EOPS & S	0.0	Office Services
1.5	Academic Support	5.1	External Relations	4.4	Police & Safety
3.7	Admissions	10.3	Facilities Services	2.9	Purchasing Services
0.0	Assessment	4.4	Fiscal Services	3.7	Scholarship/Financial Aid
1.5	Bookstore	1.5	Human Resources	1.5	Student Affairs
0.0	Business Services	2.9	IPRO	5.9	Student Business Services
5.1	Computing Services	1.5	LAC	0.7	Transfer Center
0.7	Economic Dev	4.4	MIS	1.5	Vice President's Office or
0.0	Enrollment Mgmt	0.7	New Media Center	0.0	President's Office

If you have any suggestions/comments, use other side of paper.