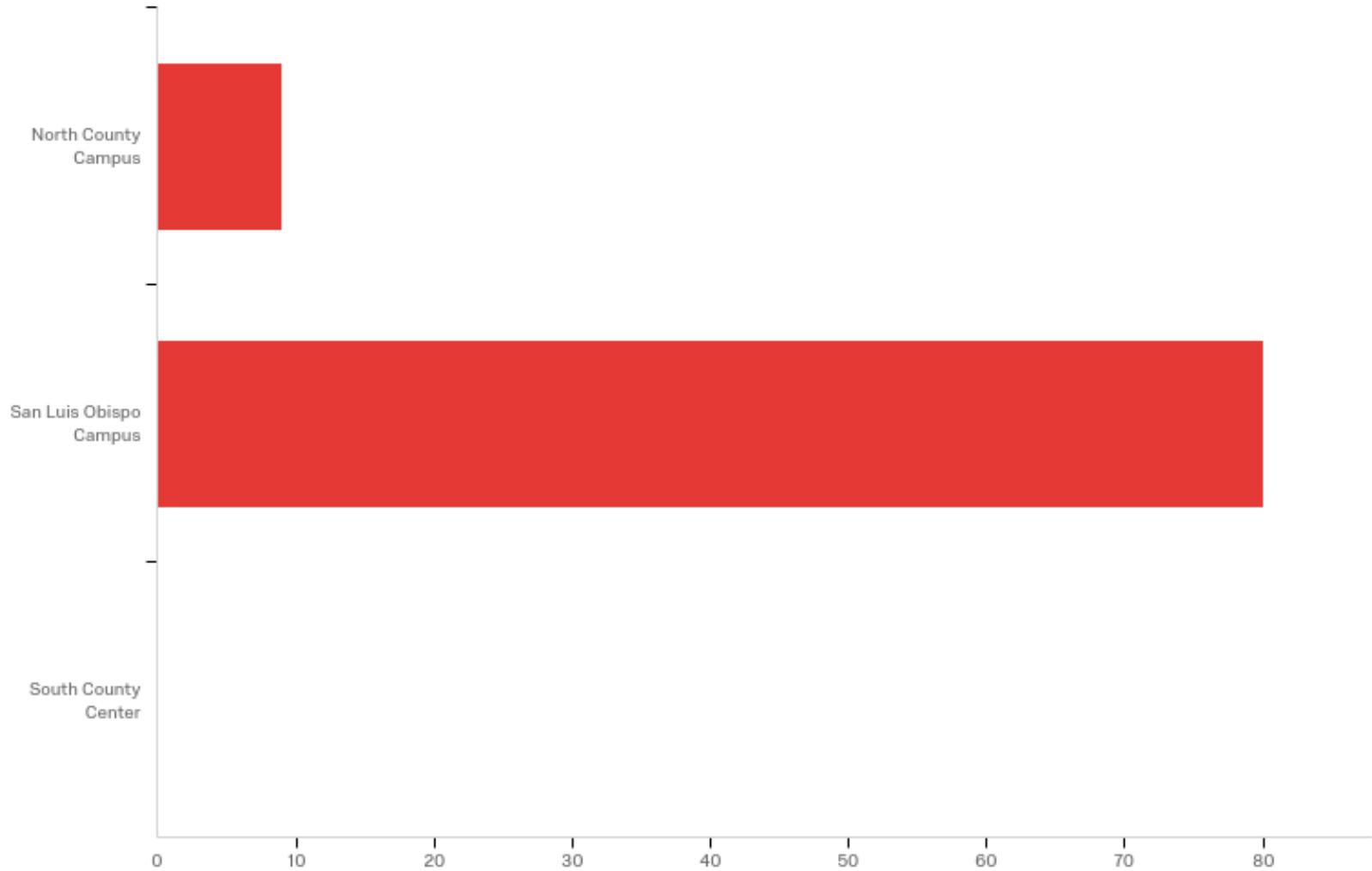


# Staff & Administration Technology Survey Results 2017-2018

Staff & Administration Technology Survey 2017-2018

December 21st 2017, 9:45 am MST

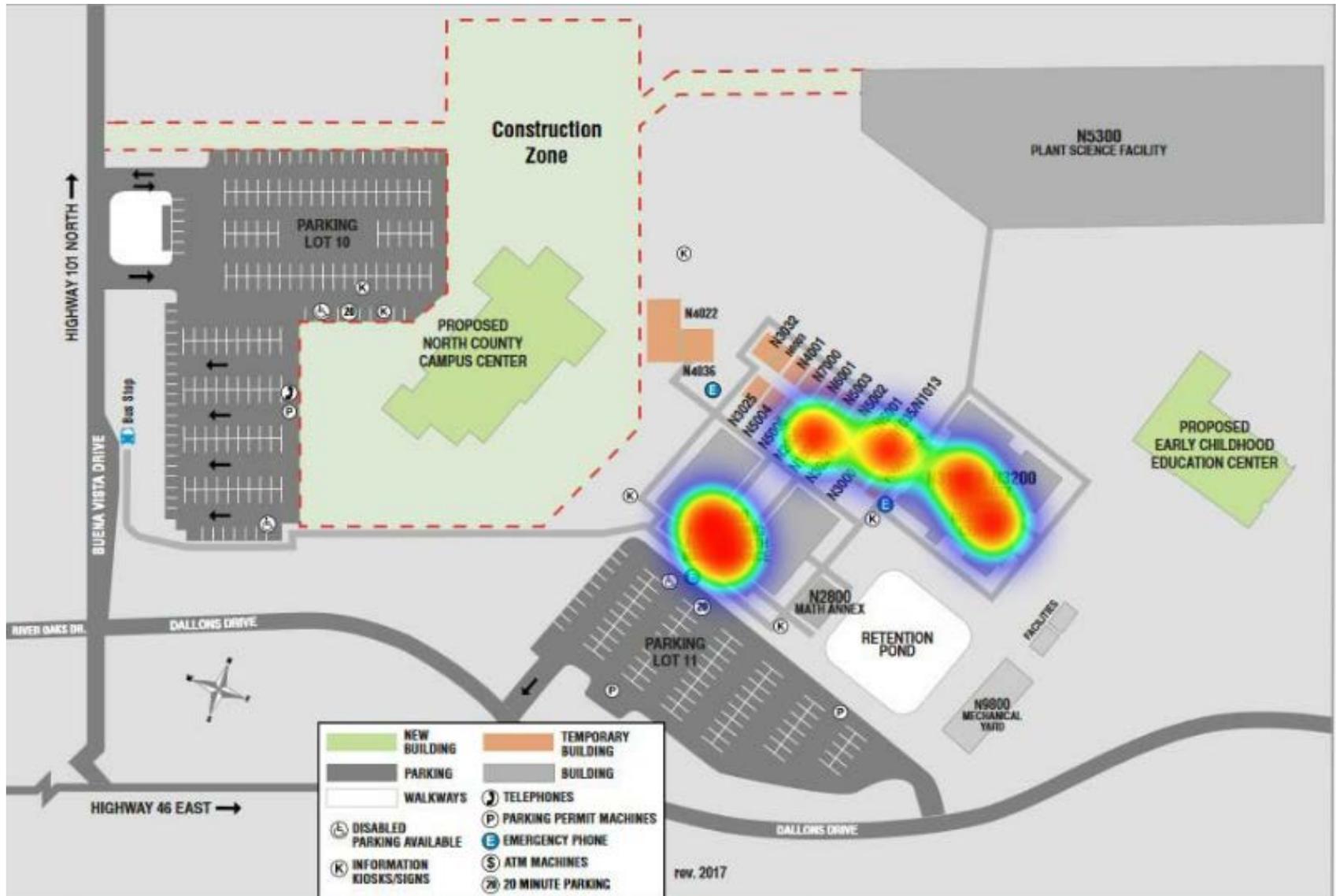
Q1 - Please select the Campus where you primarily work:



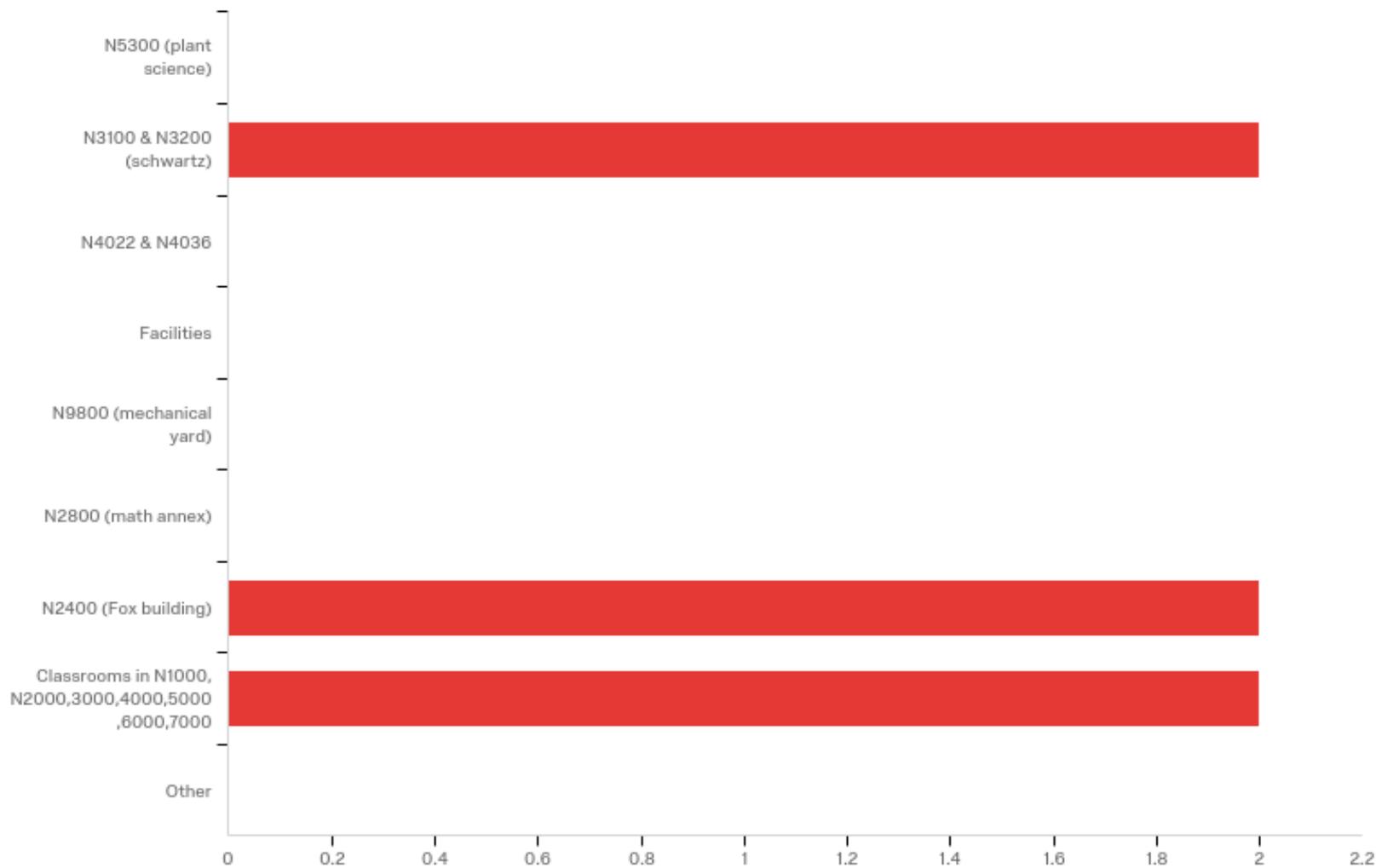
Q1 - Please select the Campus where you primarily work:

#	Answer	%	Count
1	North County Campus	10.11%	9
2	San Luis Obispo Campus	89.89%	80
3	South County Center	0.00%	0
	Total	100%	89

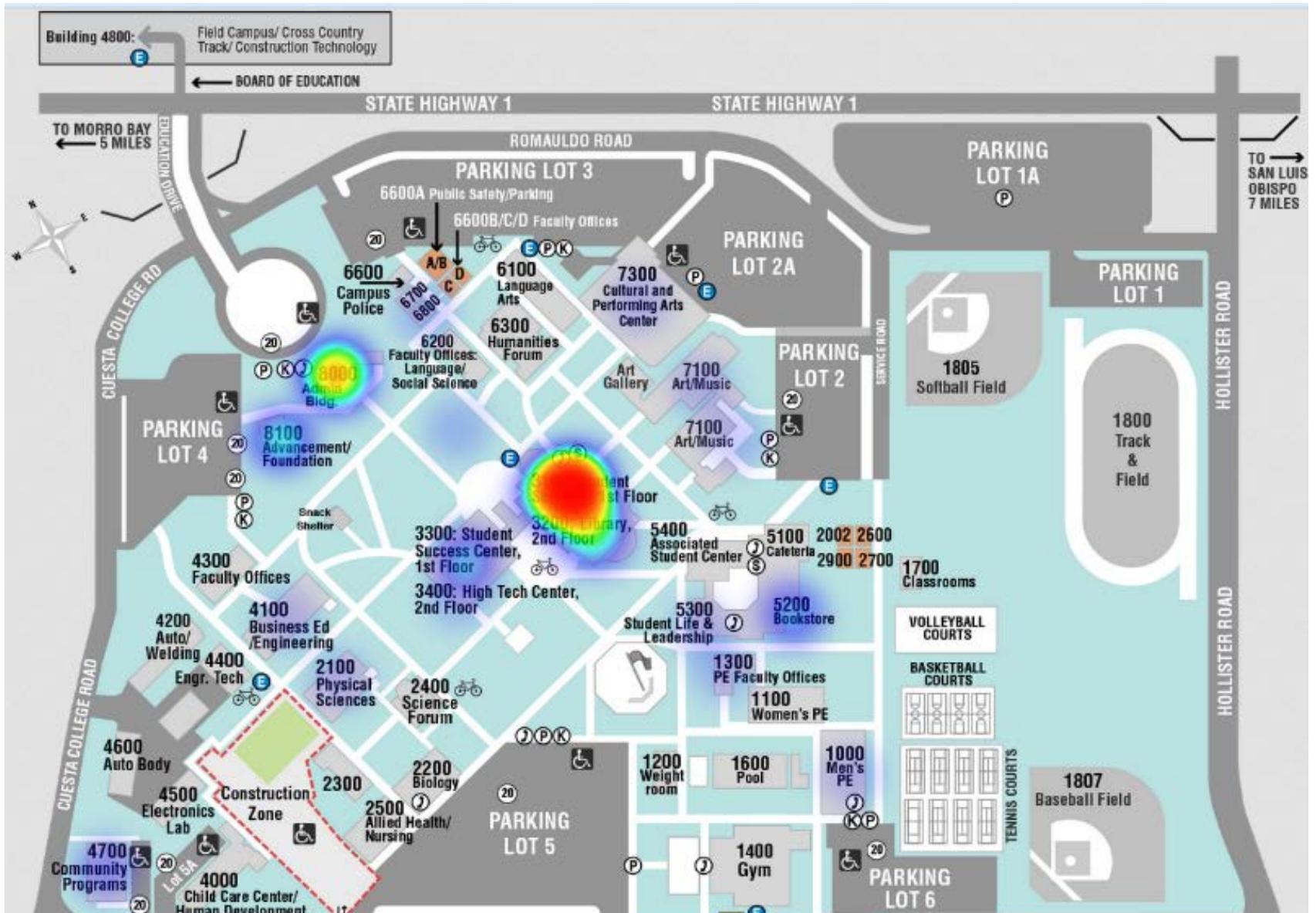
Q2 - Please select the North County Campus building where you primarily work:



Q2 - Please select the North County Campus building where you primarily work:

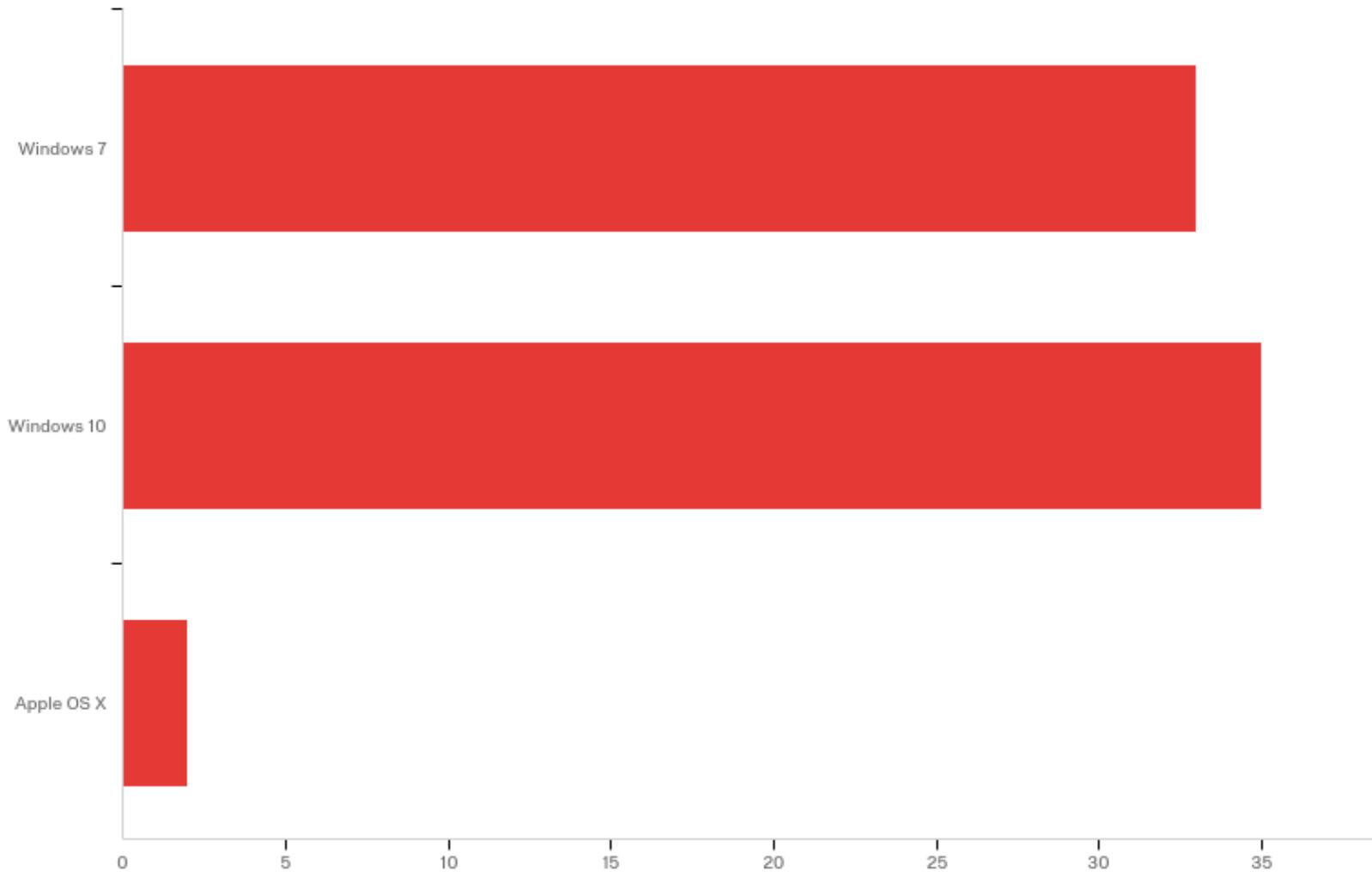


Q3 - Please select the San Luis Obispo Campus building where you primarily work:



Q2 - Please select the San Luis Obispo Campus building where you primarily work:

Q5 - At Cuesta College, your primary desktop or lap top computer is running:



Q5 - At Cuesta College, your primary desktop or lap top computer is running:

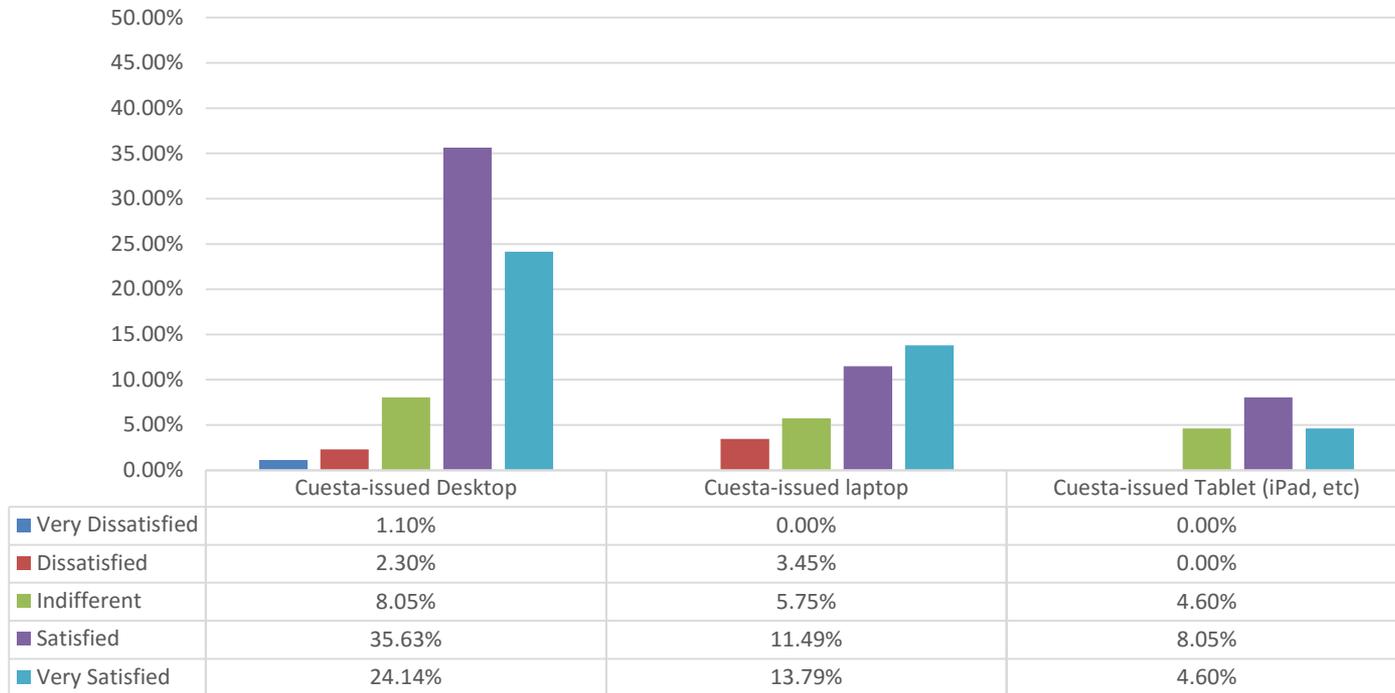
#	Answer	%	Count
1	Windows 7	47.14%	33
2	Windows 10	50.00%	35
3	Apple OS X	2.86%	2
	Total	100%	70

## Q10 - Please identify your experience with the following technologies by either rating your level of satisfaction or by selecting "I Do Not Use."

#	Field	Very Satisfied	Satisfied	Indifferent	Dissatisfied	Very Dissatisfied	Total
1	Microsoft Office 2016 Desktop Apps (word, excel, powerpoint, etc)	45.71% 32	48.57% 34	5.71% 4	0.00% 0	0.00% 0	70
2	Microsoft Outlook 2016 (email) Desktop App	42.03% 29	47.83% 33	7.25% 5	1.45% 1	1.45% 1	69
3	Microsoft OneDrive (cloud storage)	36.21% 21	31.03% 18	20.69% 12	10.34% 6	1.72% 1	58
4	Microsoft Skype for Business	31.03% 9	44.83% 13	13.79% 4	10.34% 3	0.00% 0	29
5	Microsoft Sharepoint	11.36% 5	43.18% 19	34.09% 15	6.82% 3	4.55% 2	44
6	RemoteApp/Remote Desktop	24.32% 9	35.14% 13	18.92% 7	13.51% 5	8.11% 3	37
7	myCuesta (Luminis)	25.81% 16	38.71% 24	24.19% 15	8.06% 5	3.23% 2	62
8	Argos	13.33% 6	53.33% 24	24.44% 11	8.89% 4	0.00% 0	45
9	Banner	10.71% 6	48.21% 27	26.79% 15	14.29% 8	0.00% 0	56
10	SARS	12.00% 3	48.00% 12	32.00% 8	4.00% 1	4.00% 1	25
11	Meeting room A/V systems (sound, projection, control)	12.77% 6	70.21% 33	14.89% 7	2.13% 1	0.00% 0	47
12	Meeting room Polycom	20.00% 10	54.00% 27	18.00% 9	8.00% 4	0.00% 0	50
13	Cuesta-issued Desktop	33.87% 21	50.00% 31	11.29% 7	3.23% 2	1.61% 1	62
14	Cuesta-issued laptop	40.00% 12	33.33% 10	16.67% 5	10.00% 3	0.00% 0	30
15	Cuesta-issued Tablet (iPad, etc)	26.67% 4	46.67% 7	26.67% 4	0.00% 0	0.00% 0	15
16	Xtender	36.84% 7	26.32% 5	21.05% 4	15.79% 3	0.00% 0	19

Q10 - Please identify your experience with the following technologies by either rating your level of satisfaction or by selecting "I Do Not Use."

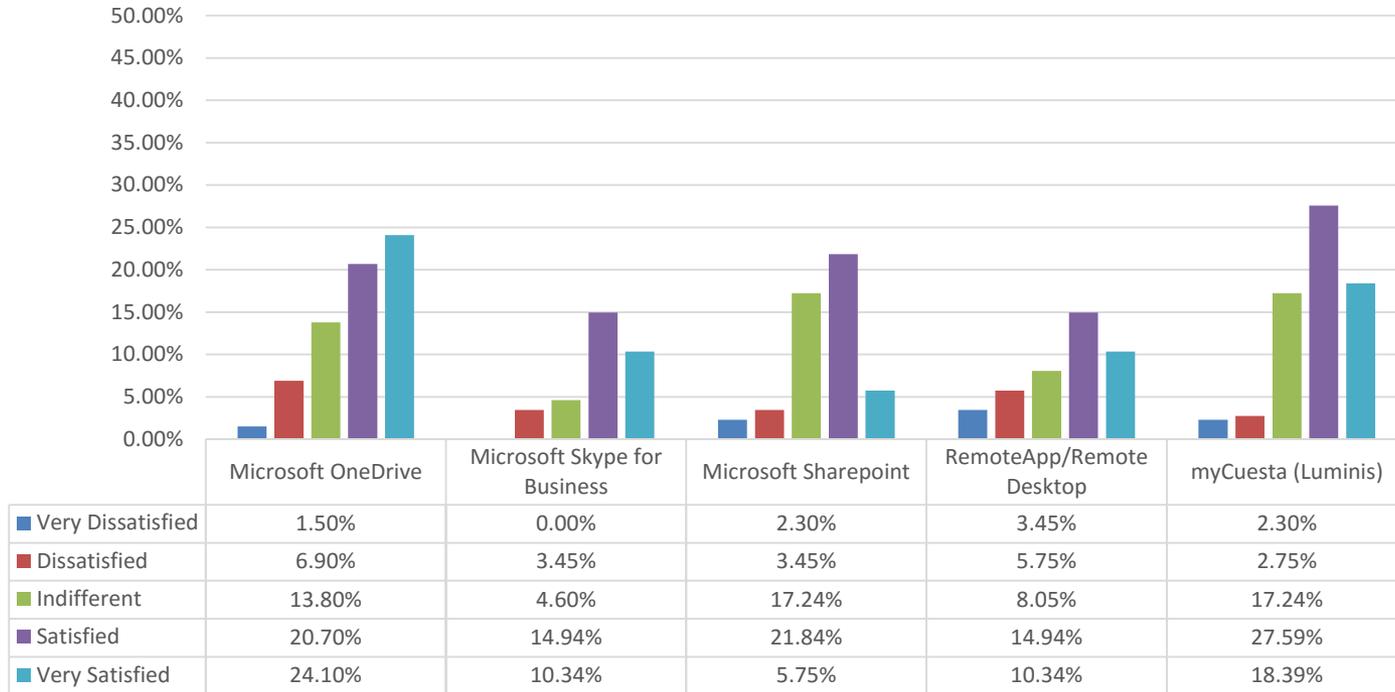
Technology Satisfaction



Very Dissatisfied Dissatisfied Indifferent Satisfied Very Satisfied

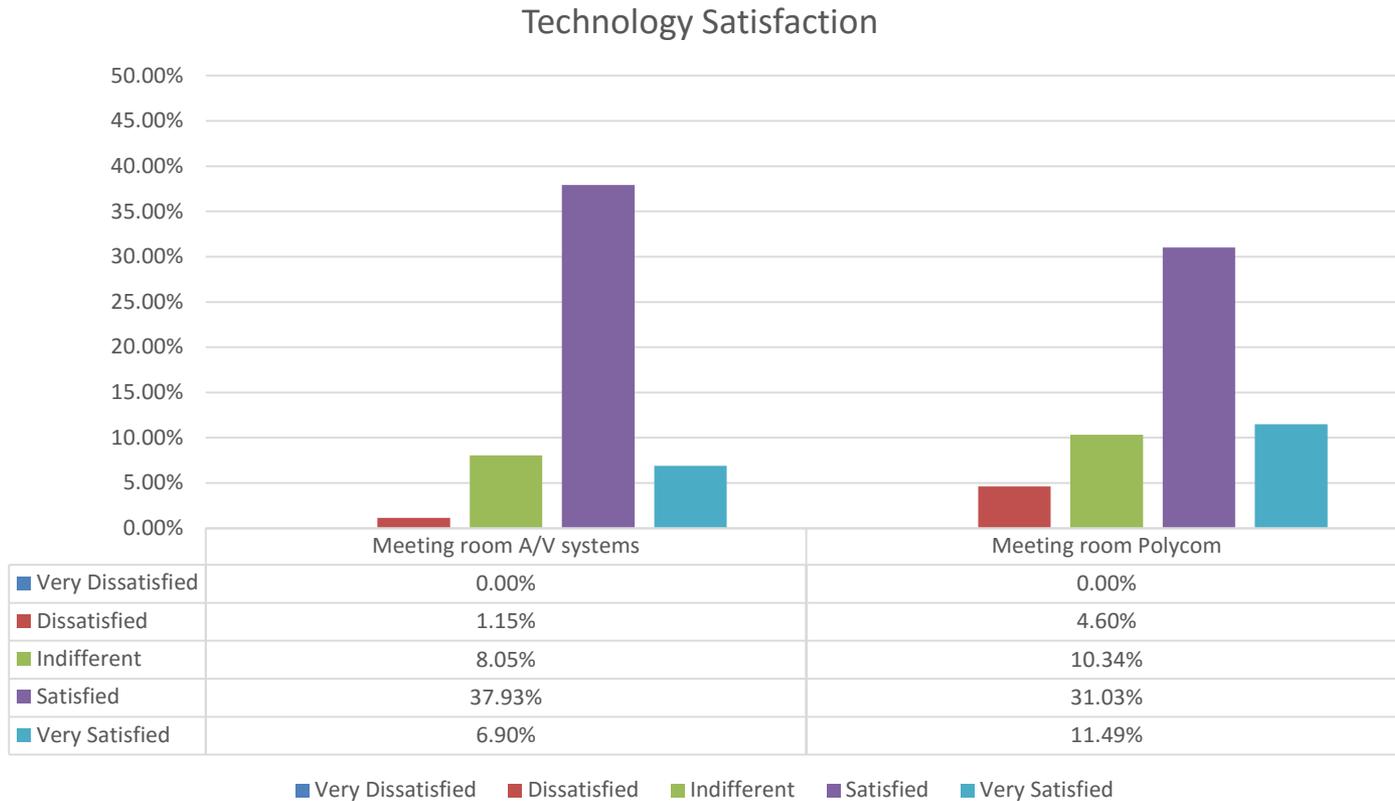
Q10 - Please identify your experience with the following technologies by either rating your level of satisfaction or by selecting "I Do Not Use."

Technology Satisfaction



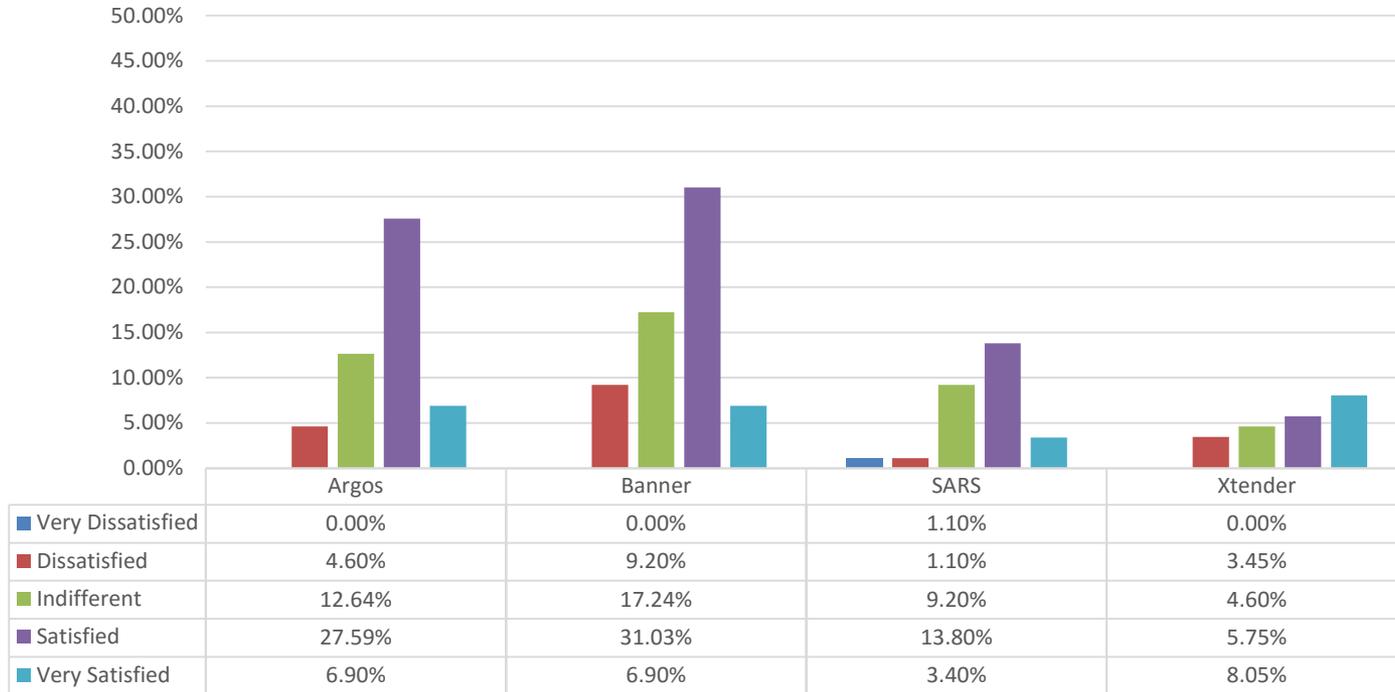
Very Dissatisfied   Dissatisfied   Indifferent   Satisfied   Very Satisfied

Q10 - Please identify your experience with the following technologies by either rating your level of satisfaction or by selecting "I Do Not Use."



Q10 - Please identify your experience with the following technologies by either rating your level of satisfaction or by selecting "I Do Not Use."

Technology Satisfaction



Very Dissatisfied Dissatisfied Indifferent Satisfied Very Satisfied

Q11 - Please list any new technology (hardware or software) that you want/need:

**Please list any new technology (hardware or software) that you want/need:**

Implementation of OneNote

n/a

I would like to be able to sit and stand at my computer to keep my circulation healthy and legs from pain, atrophy and developing clots.

So having a stand up and sit down desk would be important.

It would be nice to have ODBC to make gathering data a bit easier.

Crystal Reports would be nice as well.

I need new desktop - my supervisor will provide in the near future.

Cross-platform video conferencing software.

Workflow. Walking papers around campus for signatures is not efficient.

I would like to be able to use Microsoft Access.

I would love to get more training on Banner

N/A

Q11 - Please list any new technology (hardware or software) that you want/need:

**Please list any new technology (hardware or software) that you want/need:**

Office desktop camera for polycom/Zoom meeting capability.

It's probably time for new monitor(s), and I'd like to experiment with using Skype for Business

Remote access to Adobe Pro

Wi-Fi in my main office (Lifeguard Shack)

Windows 10, Tableau, tablet or smaller laptop

Up to date desktop computer and monitor.

Extra server space,

Monitors

The Athletic section of Degree Works :)

More scanners at Student Services positions to scan their own documents as appropriate.

Q11 - Please list any new technology (hardware or software) that you want/need:

Please list any new technology (hardware or software) that you want/need:

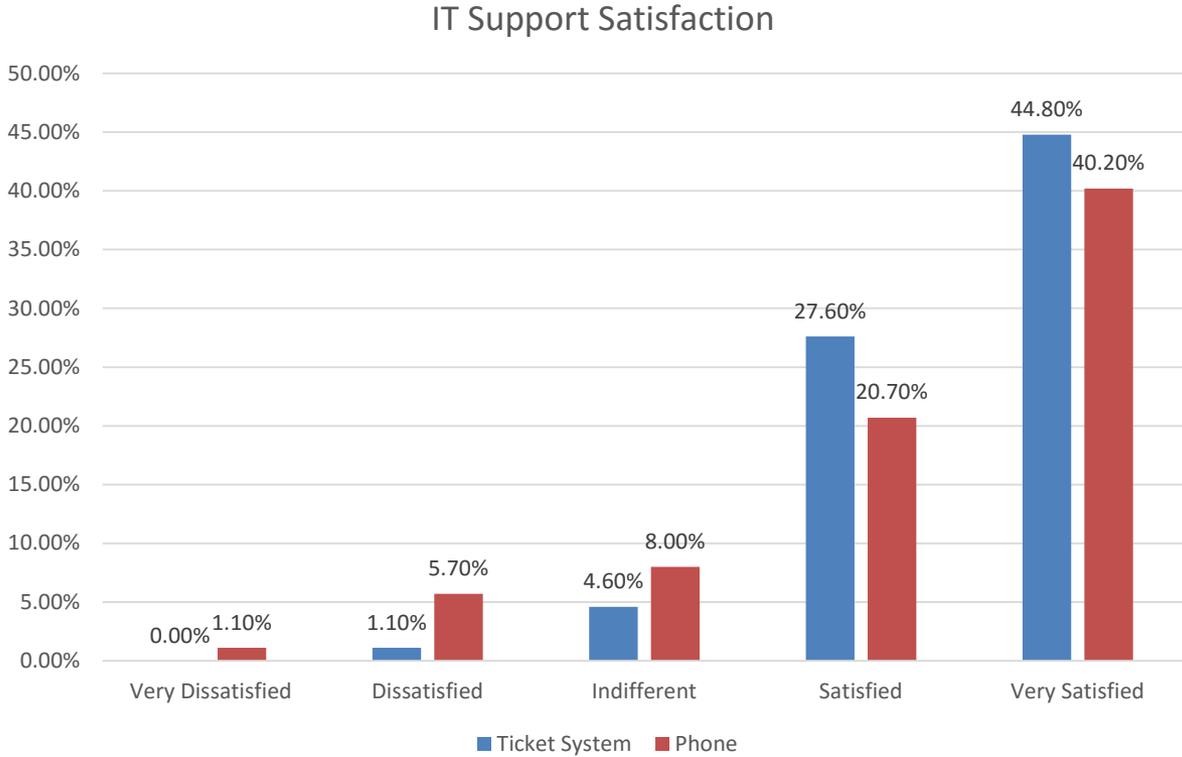
better cpu

camera to be able to video conference from my desk.

Alexa Office

We need WiFi in our building 1300

# Q12 - Generally, how would you rate the support you have received from IT?



## Q13 - How might support be improved?

### How might support be improved?

I am satisfied with support, but improvements could be made. Overall it does seem like IT does all they can to be an obstacle when presented something that may be a slightly different need than what they are used to dealing with. There are different needs for different departments...just because it isn't standard procedures doesn't mean it isn't a need for the department or class etc.

Publishing A/V contact numbers. Emerging needs during events and sometimes there is no one available to answer phones in IT.

better attitude

IT is awesome, I feel like they are in my department every week with issues we have had. They are helpful, very knowledgeable and tend to resolve the issue quickly.

Learning the new IT changes is an ongoing process and will continue to be ongoing. It would better serve all employees of Cuesta to have education hours paid to them to use to continue learning new IT as it changes frequently. Do we have education hours for employees here at Cuesta?

Less talk, more work.

When asking for technology needs in a ticket it is closed saying "we do not support or supply this". It could be taken a step further and ask if the area in question would like it to be ordered for them?

## Q13 - How might support be improved?

### How might support be improved?

Every once in awhile I have to make sure that my work order hasn't been forgotten, but the rationale for the delay is generally acceptable.

IT is doing a great job. Thank you.

ALWAYS answer the phone

Emails forwarded from techtrainer@cuesta.edu are forwarded to multiple employees to respond and not always to the appropriate department in relation to the topic. Consequently, you don't know if you're supposed to answer, if someone answers it, or you end up getting cc'd and it has nothing to do with your department so it gets ignored. i.e. student is having issues with paying online and message is forward to multiple A&R employees and sometimes the Cashier (who is responsible) or not.

The office might need more front desk support to help with calls. I get routed around more when the back house has to pick up the 3248 line.

Increase staff in IT/Computer Services department/

Some type of support, training or knowing where to go with questions when using ARGOS

More staff

## Q13 - How might support be improved?

### How might support be improved?

Only have employees who are knowledgeable about the subject try to help. Sean has been great.

When I call IT it is because it is an issue that can not wait for Rt work order. The satisfaction of customer service depends on who answers the phone. Assuming if the phone is answered and you don't end up in voicemail.

Improve phone etiquette. Allow individuals access to to manage distribution lists and calendars instead of having to create tickets. Train more people on how to problem solve SharePoint

It would be great to have a PC technician on the NCC at Monday - Thursday, and also have evening support a few days a week until 7:00 p.m. so that our evening instructors don't feel like they have support.

I have no complaints at this time.

Extend hours into the evening

IT staff must "listen" to what the problem is - also, the IT staff needs to answer questions that students may have, instead of forwarding to 5 different people and each one of those 5 people might respond differently to the inquiry. If they can't answer, they should not manage the district general email account regarding issues with myCuesta and etc.....and please forward to "one" person to answer.

## Q13 - How might support be improved?

### How might support be improved?

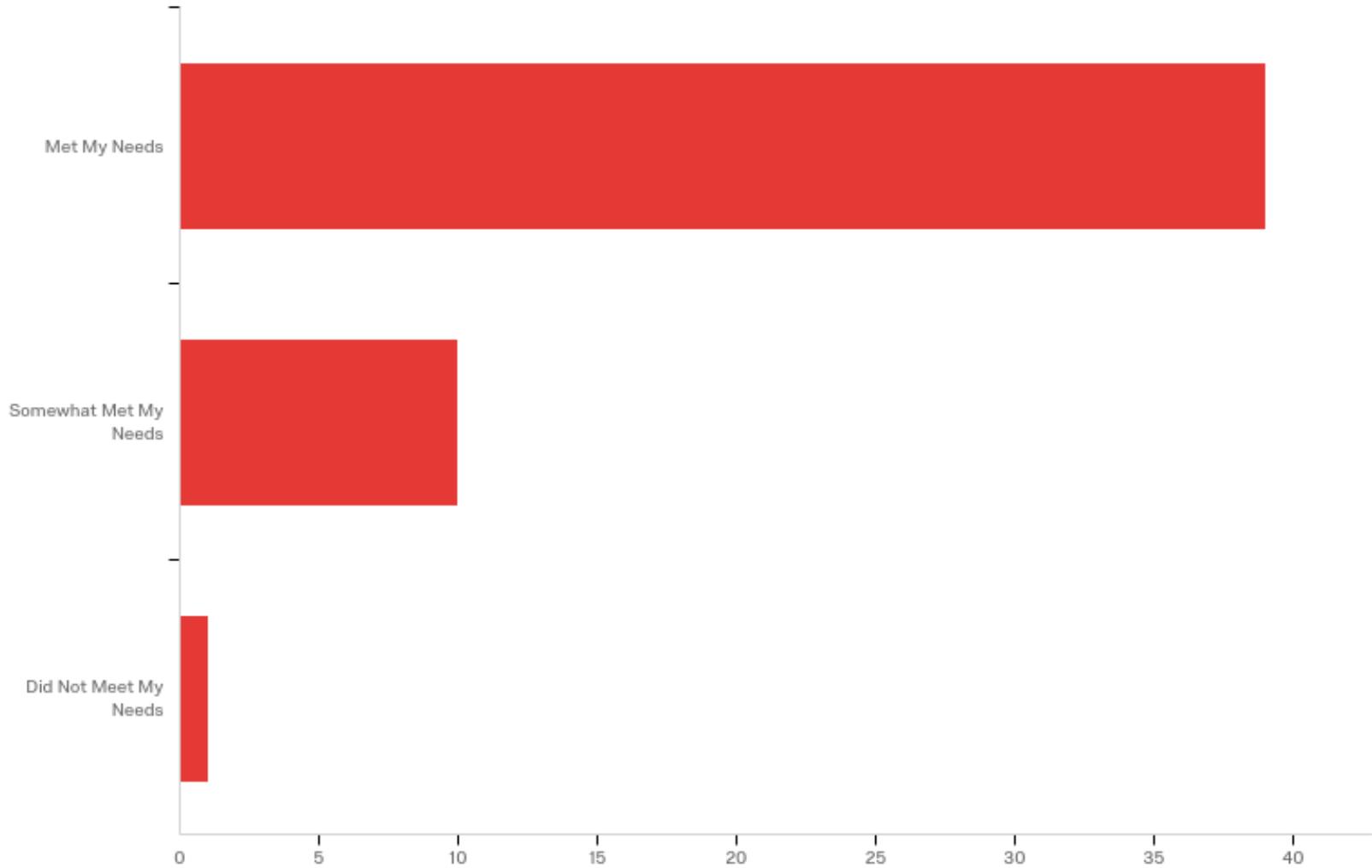
It all depends who answers, Sean and Maria were very helpful always.

Find someone like Sean Landers for when he retires.

Would be nice to get a heads up and/or an ETA when the IT staff is going to come out and work on your computer. Not always easy to drop what you're doing without any prior indication that they're coming over at that time.

Hire better people, the current user support person is not very good!

# Q14 - To what degree has Tech Training met your training needs?



## Q14 - To what degree has Tech Training met your training needs?

#	Answer	%	Count
1	Met My Needs	78.00%	39
2	Somewhat Met My Needs	20.00%	10
3	Did Not Meet My Needs	2.00%	1
	Total	100%	50

## Q15 - How might Tech Training be improved?

### How might Tech Training be improved?

At this time, I don't have a recommendation for this. Perhaps timing of the classes, but I don't have alternatives

n/a

Having more hours to choose from for the north county, and possible and open door computer lab where you could go and just work on individual projects or problems with IT.

Sometimes the classes need to be a bit longer.

Replace Sean Landers with someone of similar high caliber. Do not drop tech training.

I can only think of an example: One Drive. It seemed like it was getting rolled out in phases or while IT was trying to work through how you wanted us to use it. More straightforward directives on use from you, the experts, would guide me better.

I am not sure what the answer is for NCC. I know it is an on going issue. We want and need training but it is very difficult to get away from our desks due to staffing/coverage.

More online courses

## Q15 - How might Tech Training be improved?

### How might Tech Training be improved?

shorter classes with less focus on history and more focus on current information

Maybe more hands on during the training. Possibly a second level course for the Office programs.

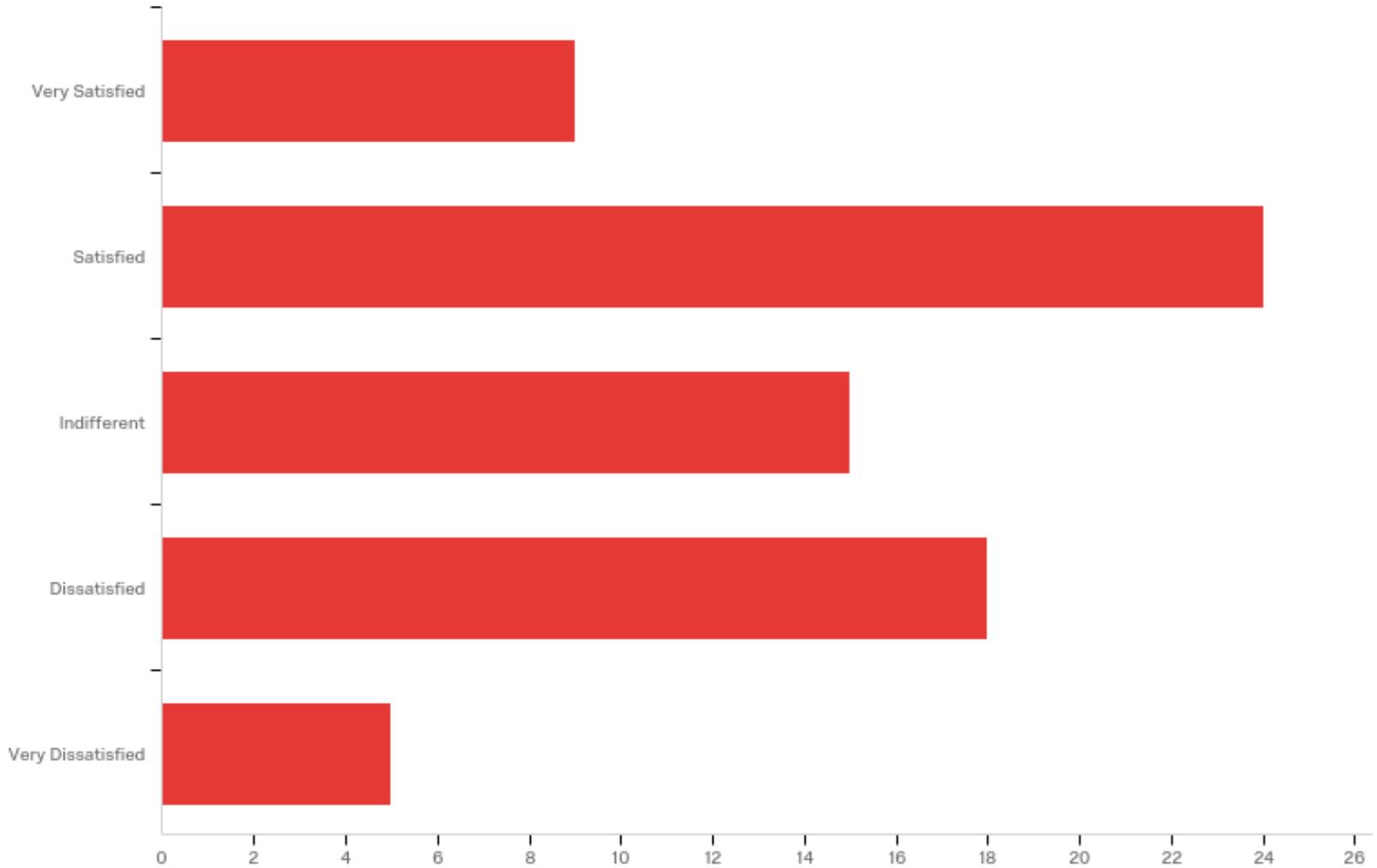
Don't let Sean leave!!!!

More online tutorials

Make it mandatory by having our supervisors/managers telling us to go.

Verify computers in conference rooms and classrooms are working, have sound and there are batteries for any peripheral equipment such as pointers.

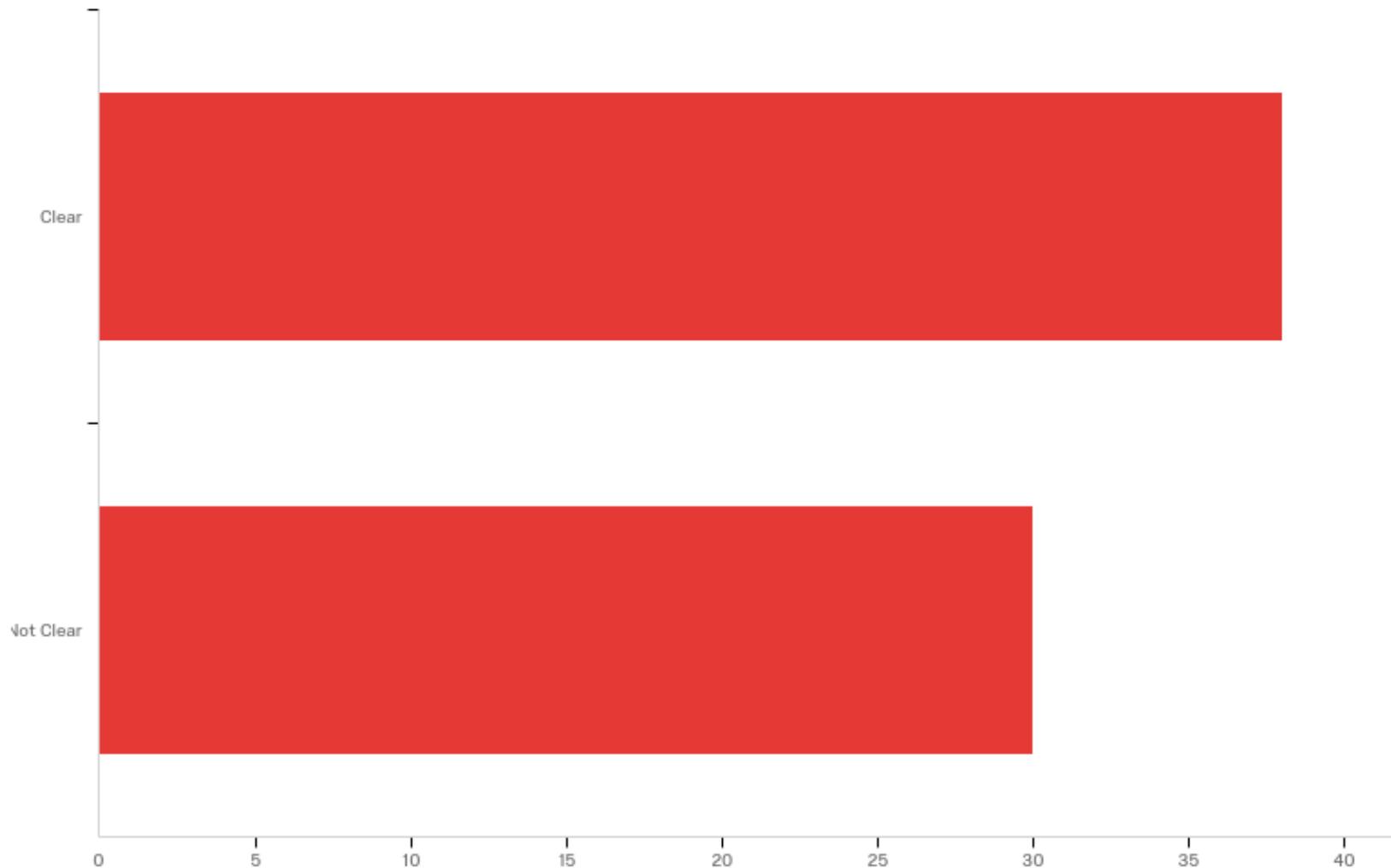
# Q16 - How satisfied are you with Cuesta's WiFi service?



## Q16 - How satisfied are you with Cuesta's WiFi service?

#	Answer	%	Count
1	Very Satisfied	12.68%	9
2	Satisfied	33.80%	24
3	Indifferent	21.13%	15
4	Dissatisfied	25.35%	18
5	Very Dissatisfied	7.04%	5
	Total	100%	71

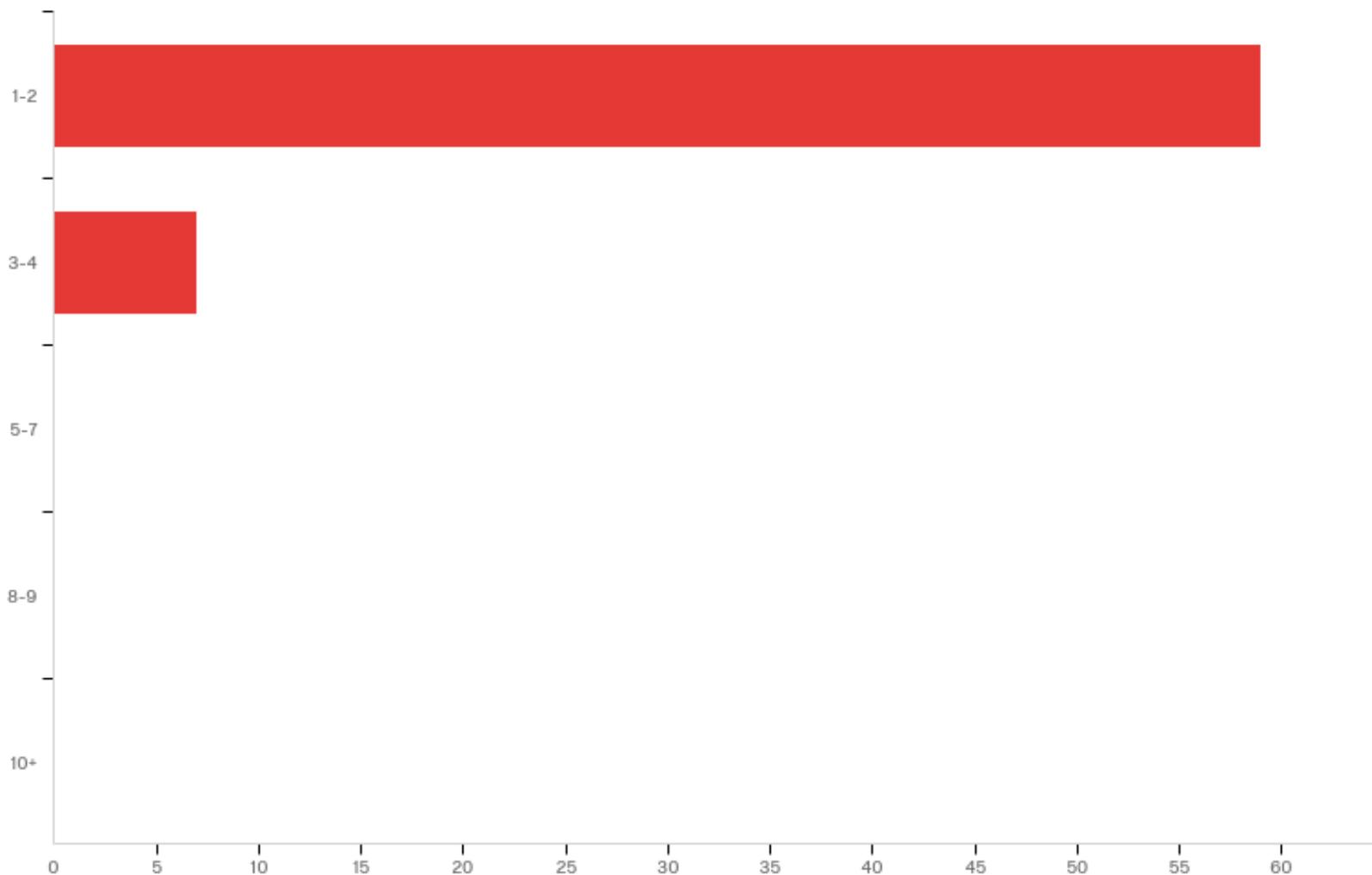
Q17 - Are the existing Wi-Fi identifiers (the Wi-Fi names) clear as to their function? (i.e. "staff", "mycuesta\_wpa", "myCuesta" and "Lab")



Q17 - Are the existing Wi-Fi identifiers (the Wi-Fi names) clear as to their function? (i.e. "staff", "mycuesta\_wpa", "myCuesta" and "Lab")

#	Answer	%	Count
1	Clear	55.88%	38
2	Not Clear	44.12%	30
	Total	100%	68

# Q18 - How many personal Wi-Fi devices do you typically use on campus?



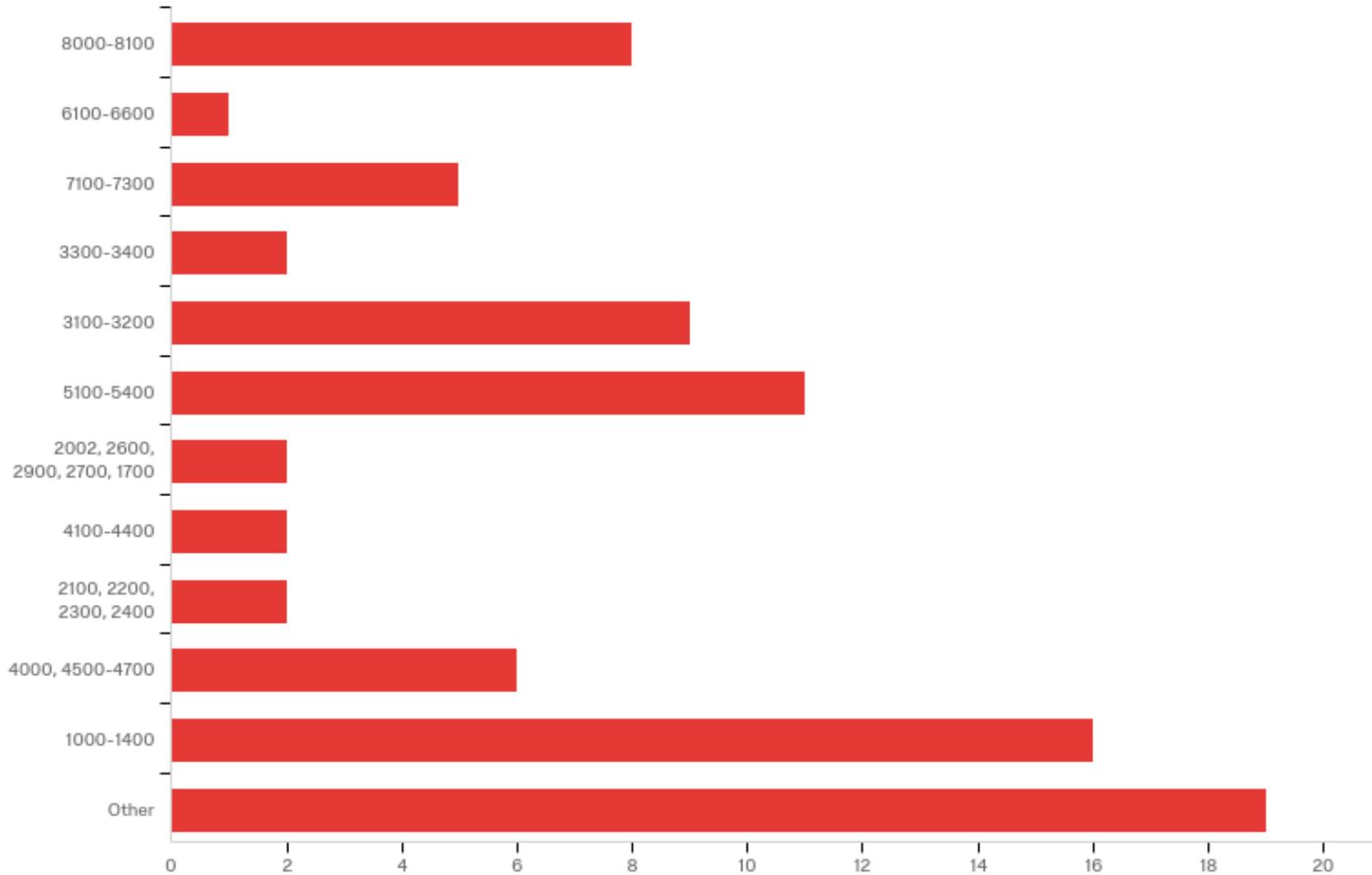
# Q18 - How many personal Wi-Fi devices do you typically use on campus?

#	Answer	%	Count
1	1-2	89.39%	59
2	3-4	10.61%	7
3	5-7	0.00%	0
4	8-9	0.00%	0
5	10+	0.00%	0
	Total	100%	66



# Q19 - Where would you most like to see Wi-Fi added on the San Luis Obispo Campus?

## - Regions





# Q20 - Where would you most like to see Wi-Fi added on the North County Campus?

