



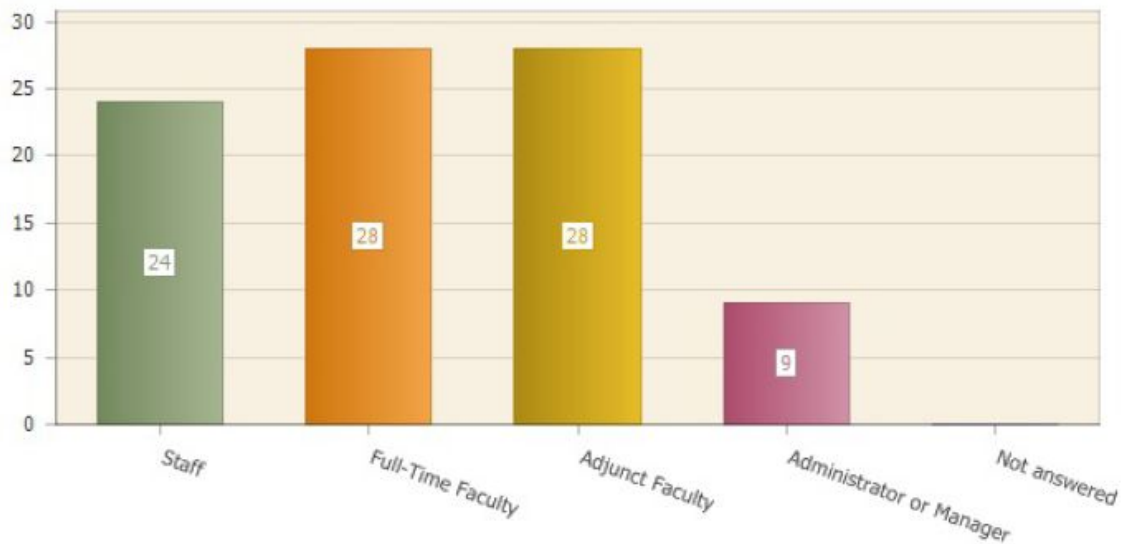
2020-2021 Faculty & Staff Technology Survey Results

Administered Fall 2019

Complete Survey Results are available on the [Technology Committee Website](#).

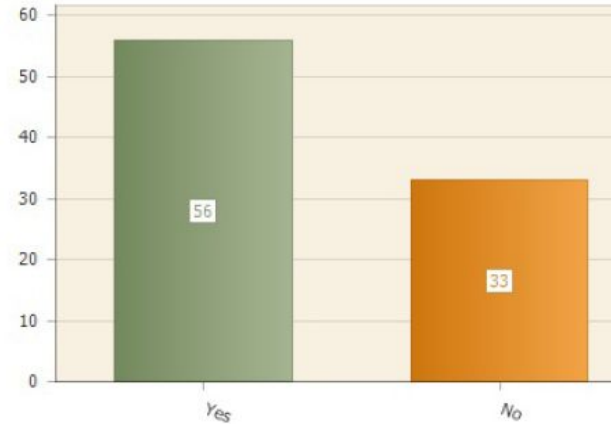
Survey Statistics

- 89 total respondents
 - 27% Staff
 - 63% Faculty
 - 31.5% Full-Time
 - 31.5% Adjunct
 - 10% Administrators



Do the currently available technology tools, provided by the College and the District, meet your professional needs?

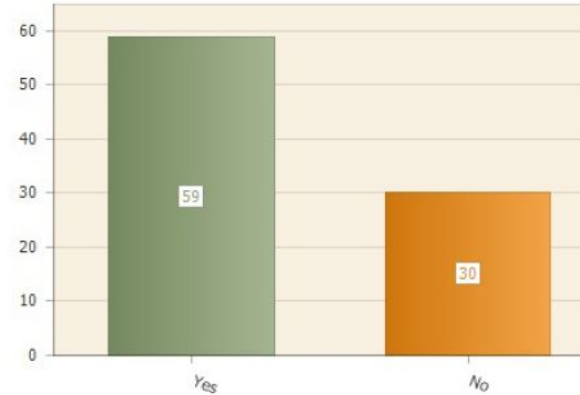
- Distance education needs more support
- Adjunct faculty need access to technology hardware and software
- We need proctoring software.
- Discipline specific software is needed.
- Faculty want smart classrooms.
- Resource request process slow, or leads to no or unclear outcome.



Answer	Count	Percent answer
Yes	56	62.9%
No	33	37.1%
Not answered	0	0%

For the 2081-2019 and 2019-2020 academic years, have the College- and District-offered technology trainings met your work-related technology training needs?

- Need more Banner, Outlook, OmniUpdate (OU), online pedagogy training.
- Some don't have time to attend trainings, or feel unprepared to attend.
- Interest in advanced trainings, that go beyond the basics.
- Interest in recorded webinars that are available on demand.



Answer	Count	Percent answer
Yes	59	66.3%
No	30	33.7%
Not answered	0	0%

From where do you get your professional technology training?

- We get most of our technology training on Flex Days, from each other, and from the Internet!
- Many people shared that they teach themselves technology through research and trial and error.

Answer	Count	Percent answer
Cañada Flex Day Sessions	36	40.4%
District-Provided Trainings (Professional Development Academy & HR Trainings)	19	21.3%
Cañada Canvas Workshops with the Instructional Technologist	23	25.8%
Cañada One-on-One Instructional Technologist Sessions	19	21.3%
Lynda.com	6	6.7%
YouTube	41	46.1%
Conferences	17	19.1%
External Training providers (i.e., @One, AcademyX)	20	22.5%
Colleagues	44	49.4%
Flex Day Sessions at Our Sister Colleges	4	4.5%
Non-Flex Day Training Sessions at Our Sister Colleges	1	1.1%
Not answered	0	0%

What avenues have you used to give input on technology adoption and implementation on campus?

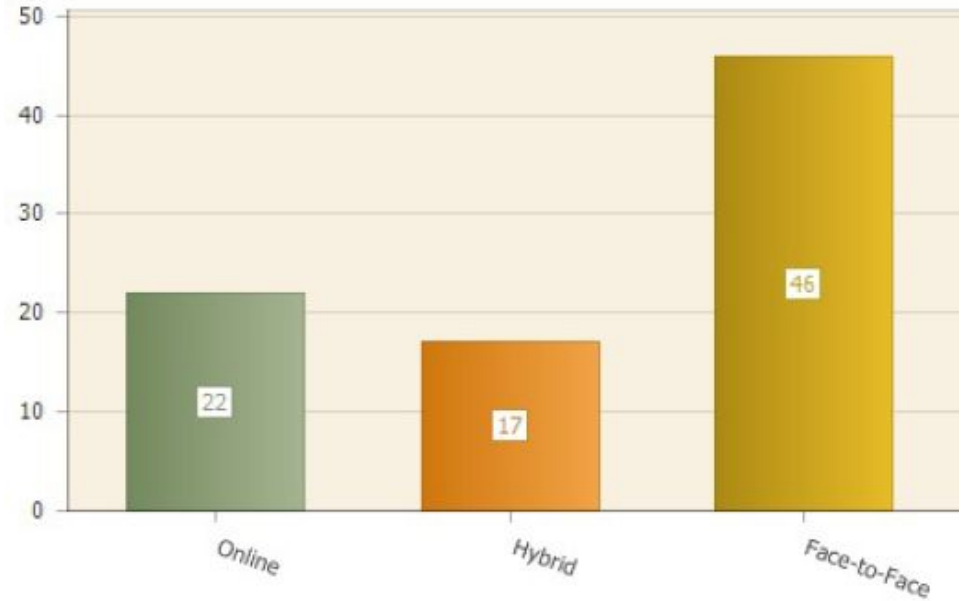
- People who can't attend governance meetings, share their concerns and suggestions with colleagues who attend.
- Improved communication and inclusivity would help people to feel heard.

Answer	Count	Percent answer
Division or Department Meetings	35	39.3%
Technology Committee Meetings	11	12.4%
Distance Education Advisory Committee (DEAC) Meetings	7	7.9%
Program Review and/or Resource Requests	29	32.6%
Personal Requests to Department/Division/ITS	41	46.1%
Survey Responses	37	41.6%
I'm not sure how to give technology input on campus.	28	31.5%
Not answered	0	0%

Questions for Faculty

Faculty Statistics

- 50 unique respondents
 - 24.7% Teach Online
 - 19.1% Teach Hybrid
 - 51.7% Teach Face-to-Face



What suggestions do you have to improve technology specific to the teaching of online, hybrid, or face-to-face courses at Cañada?

- Purchase a proctoring tool, and other software to support online/hybrid learning.
- More computer classrooms, so students can access technology, and more smart classrooms, to allow for lecture capture.
- Have a recording space on campus for faculty to access microphones, cameras, backdrops.
- More just-in-time training related to pedagogy.
- Make sure students are receiving support from the technology support line.
- Better introduction for new faculty, especially new adjunct faculty.

What suggestions do you have to improve technology for Cañada students?

- Ask the students - *We are! Student Tech Survey results coming soon!*
- Fully online counseling appointments, tutoring and proctoring.
- Offer technology workshops/support for students including how to convert Google Docs to Word, how to access Canvas, how to check and forward email, and how to use G Suite.
- Give students 24 hour lab key card access.
- Require a pre-enrollment workshop to prepare students for online/hybrid classes.
- More dependable wifi.

What suggestions do you have to improve technology for Cañada students? *(continued)*

- Receive guidance from workforce professionals about the technology tools that students will need in the workforce.
- Free printing and/or updated printing technology in the library/learning center.
- More open lab, library or learning center hours, so students can access technology at more times.
- Increase awareness of the ability for students to rent Chromebooks/laptops from the library/learning center.

What would you say is the single biggest technology issue on campus right now?

- “Too many students are not passing on-line classes and our campus keeps increasing the number of on-line classes. Data about on-line classes needs to be collected and discussed in departments and divisions”.
- No smart classrooms.
- Student access to dependable wifi on campus.
- Student access to workforce-relevant technology on and off campus.
- No online proctoring.
- Adjunct faculty access to technology.

Choose the online and hybrid teaching-related technology topics below that you find most useful and would attend workshops on in the 2020-2021 academic year.

Answer	Count	Percent answer
Accessibility: Creating Accessible Documents & Graphics	18	20.2%
Accessibility: Creating Accessible Videos	17	19.1%
Canvas: Grading in Canvas	17	19.1%
Canvas: Group Work in Canvas	24	27.0%
Canvas: Maintaining Regular and Effective Contact with Canvas	17	19.1%
Canvas: Organizing Your Canvas Course	15	16.9%
Canvas: Building a Course Welcome Module	14	15.7%
Canvas: Recording a Course Welcome Video	9	10.1%
Canvas: Grading with Rubrics	16	18.0%
Canvas: Building a Course Home Page	11	12.4%
General Technology: Screencast-O-Matic	13	14.6%
General Technology: Zoom	18	20.2%
General Technology: Flipgrid	10	11.2%
Canvas: Assessing SLOs in Canvas	9	10.1%
General Technology: Google Drive & Docs	13	14.6%
General Technology: Working with PDFs	12	13.5%
General Technology: Data Security	9	10.1%
General Technology: Improve (formerly TracDat)	7	7.9%
General Technology: CurricuNet	5	5.6%
General Technology: Microsoft Office	6	6.7%
General Technology: NoviSurvey or Formstack	9	10.1%
Student Services: CRM	9	10.1%
Other	10	11.2%

Choose the online and hybrid teaching-related technology topics below that you find most useful and would attend workshops on in the 2020-2021 academic year. *(continued)*

- Other workshop requests:
 - What helps students pass online classes.
 - Outlook
 - Supporting student challenges with technology
 - Peer reviews in Canvas
 - Student-to-Student Interactions online
 - Excel
 - Pedagogy related topics

For Fall 2020 and Spring 2021, list your preferred days and times that you would be able to attend **in-person** technology training related to online and hybrid teaching.

Matrix row	8AM - 10AM	10AM-12PM	12PM - 2PM	2PM - 4PM
Mondays	9 (10.1%)	6 (6.7%)	11 (12.4%)	12 (13.5%)
Tuesdays	10 (11.2%)	9 (10.1%)	13 (14.6%)	12 (13.5%)
Wednesdays	7 (7.9%)	10 (11.2%)	11 (12.4%)	12 (13.5%)
Thursdays	10 (11.2%)	12 (13.5%)	15 (16.9%)	15 (16.9%)
Fridays	7 (7.9%)	16 (18.0%)	11 (12.4%)	7 (7.9%)

For Fall 2020 and Spring 2021, list your preferred days and times that you would be able to attend in-person technology training related to online and hybrid teaching.

(continued)

- Online workshops that are location and time independent are preferred.
- My schedule changes every semester, so it's hard to know which ones I could attend.

For Fall 2020 and Spring 2021, list your preferred days and times that you would be able to attend **online** technology training related to online and hybrid teaching.

Matrix row	8AM - 10AM	10AM-12PM	12PM - 2PM	2PM - 4PM
Mondays	11 (12.4%)	13 (14.6%)	14 (15.7%)	16 (18.0%)
Tuesdays	8 (9.0%)	12 (13.5%)	14 (15.7%)	10 (11.2%)
Wednesdays	9 (10.1%)	18 (20.2%)	16 (18.0%)	15 (16.9%)
Thursdays	7 (7.9%)	15 (16.9%)	14 (15.7%)	12 (13.5%)
Fridays	17 (19.1%)	22 (24.7%)	15 (16.9%)	10 (11.2%)

For Fall 2020 and Spring 2021, list your preferred days and times that you would be able to attend **online** technology training related to online and hybrid teaching.
(continued)

- Evening and weekends
- “I teach online, but it would not b[e] my choice for how to learn”.

Questions for Staff & Administrators

What suggestions do you have to improve technology specific to the work you do at Cañada?

- “Need to ensure data connection with federal sites are supported”.
- “Need internal audits of programs to make sure data is being entered into Banner correctly - to assure data quality”.
- “Students are using their phones to take notes, and submit on Canvas. When professors are telling students to put their phone away oftentimes students no longer have access to take notes”.
- Continued technology training, as technology is constantly changing.
- “When new tech is coming online that will affect how we work with student employees, all supervisors should be brought in from the beginning. There should also be funding set aside for proper training from the company who owns the technology”.

What suggestions do you have to improve technology specific to the work you do at Cañada?

(continued)

- Clarify the process for requesting resources.
- “More transparent schedule on when work computers are scheduled to be replaced”.

What suggestions do you have to improve technology for Cañada students?

- More reliable wifi.
- More charging stations.
- Expand PC lending options.
- Make sure that everything is accessible via a mobile device.
- Technology workshops for students throughout the semester.
- “Consolidated list of labs on campus with specialized programs such as a autocad as well as up to date hours of when labs are open”.

What would you say is the single biggest technology issue on campus right now?

- Disparities in classroom equipment.
- Depth of training in Banner.
- Wifi
- Accurate, effective and easy communication with students
- Technology support for students
- CRM
- “Digital equity. There are varying levels of both access to technology as well as knowledge on how to use technological tools available. This applies to everyone (Students, staff, faculty, admin)”.
- Clarify and simplify the process for requesting replacement and new equipment

Choose the technology topics below that you find most useful and would attend workshops on in the 2020-2021 academic year.

Answer	Count	Percent answer
Banner	17	19.1%
Data Dashboard	11	12.4%
General Canvas Training	6	6.7%
Using Canvas for Non-Instructional Purposes	9	10.1%
Improve (formerly TracDat)	6	6.7%
CurricuNet	4	4.5%
NoviSurvey or Formstack	9	10.1%
Google Drive & Docs	13	14.6%
Working with PDFs	9	10.1%
Data Security	7	7.9%
Comevo	0	0%
Microsoft Outlook	13	14.6%
SARS	7	7.9%
Engaging with Student Services (CARES Reports, Early Alerts, etc.)	9	10.1%
Chancellor's Office Programs (SSARCC, SEAP, NOVA, etc.)	4	4.5%
CRM	16	18.0%

Choose the technology topics below that you find most useful and would attend workshops on in the 2020-2021 academic year.

- Other workshop suggestions:
 - Connecting printers to devices
 - Sharepoint
 - OmniUpdate (OU)

For Fall 2020 and Spring 2021, list your preferred days and times that you would be able to attend **in-person** technology training sessions.

Matrix row	8AM - 10AM	10AM-12PM	12PM - 2PM	2PM - 4PM
Mondays	5 (5.6%)	6 (6.7%)	11 (12.4%)	5 (5.6%)
Tuesdays	7 (7.9%)	10 (11.2%)	13 (14.6%)	8 (9.0%)
Wednesdays	4 (4.5%)	10 (11.2%)	13 (14.6%)	8 (9.0%)
Thursdays	5 (5.6%)	8 (9.0%)	14 (15.7%)	9 (10.1%)
Fridays	9 (10.1%)	8 (9.0%)	9 (10.1%)	5 (5.6%)

For Fall 2020 and Spring 2021, list your preferred days and times that you would be able to attend **online** technology training sessions.

Matrix row	8AM - 10AM	10AM-12PM	12PM - 2PM	2PM - 4PM
Mondays	7 (7.9%)	9 (10.1%)	13 (14.6%)	9 (10.1%)
Tuesdays	7 (7.9%)	12 (13.5%)	14 (15.7%)	10 (11.2%)
Wednesdays	5 (5.6%)	11 (12.4%)	13 (14.6%)	10 (11.2%)
Thursdays	5 (5.6%)	10 (11.2%)	13 (14.6%)	11 (12.4%)
Fridays	10 (11.2%)	13 (14.6%)	12 (13.5%)	9 (10.1%)

Takeaways for the Technology Committee & ITS

- Adjunct faculty access to technology
- Clarify the replacement and maintenance cycles
- Smart classrooms
- Improve Wifi access

Takeaways for DEAC

- Increased training and support for online/hybrid faculty as online/hybrid courses increase.
- Pre-registration online learning and technology training for new online students.
 - How to connect to Wifi
 - How/Where to print
 - How to convert Google Docs to Word Docs
- Fully online counseling appointments, tutoring and proctoring services.

Takeaways for CIETL & Flex Day

- For staff & administrators, Tuesdays, Wednesdays and Thursdays between 12pm-2pm could be good times for online and in-person workshops.
- For faculty, Fridays from 10am-12pm and Thursdays from 12pm-4pm could be good times for in-person workshops. Thursdays from 10am-2pm and Fridays from 8am-12pm could be good times for online workshops.
- There is demand for recorded webinars that can be watched later.
- Faculty, Staff and Administrators expressed interest in Outlook and OmniUpdate workshops.
- Staff & Administrators - Highest Requested Workshops: Banner, Google Drive & Docs, CRM
- Faculty - Highest Requested Workshops: Creating Accessible Documents, Group Work in Canvas and Zoom.

Misunderstandings or Misconceptions

- “ADOBE license would be great”
 - We have one! Put in a work order with ITS to find out more.
- “See previous responses, but it's really as simple as open up Canvas to custom stylesheets and javaScript. And don't give me that excuse about enforcing Accessibility. I know how to do that, and would make sure it was implemented in my coding”.
 - Adding custom code is not a feature that Instructure allows at the instructor level.
- “...would love to be able to change my own password on smccd.edu.”
 - You can! Please visit the [SMCCD Self-Service Password Management site](#) for more information.

Misunderstandings or Misconceptions

- “...I am confused why our district would have us get training on tools that we are not supposed to use at work (we don’t use gmail, aren’t supposed to use Google Drive or Google calendar).
 - For FERPA and security reasons, it's not a good idea to use G Suite tools to store student data, like grades. However, other than that, you are welcome to use G Suite tools for your work on campus. It is highly recommend to request a District Gmail address though, rather than using a personal Gmail. You can put it in a work order with ITS to have one created.
- “Faculty are NOT being compensated as required per the contract.” (In regards to the QOTL Work Group)
 - As of the Fall of 2019 all past participants who completed the QOTL training have been compensated for their time.

Misunderstandings or Misconceptions

- “Could we provide Microsoft Word to our students?”
 - We already do! Students and Faculty can get Microsoft Office for Free. Please visit the [Office 365 for Education page](#) for more information.
- “...the library and learning center don’t have weekend hours.”
 - The library is open on Saturdays from 10am-2pm.

Thank you to everyone who completed
the survey!