2013 BC ISIT Assessment of New Software

1. The "Information Systems and Instructional Technology" Committee (ISIT) recommends policy and procedure on college information systems and instructional technology to Academic Senate and College Council.

You are receiving this survey because you were involved in a recent implementation of new software. Please answer the following short questions on the implementation process so that we can use the feedback to improve these processes in the future.

A. Implementation

2. The new software that we would like your feedback on is:

> Software Name: the new KCCD Committees Website

3. Have you used [Software Name]?

> Yes – Go to Q4

> No – Go to end

4. Were you involved in the decision to obtain new software?
> Yes – Go to Q5

> No – Go to Q8

5. (IF YES) How was [Software Name] discovered as a solution?
> Someone in my department or group recognized the need and researched possible solutions to come up with this one.

> Someone in my department or group recognized the need and alerted ISIT to research possible solutions.

> ISIT researched this solution and approached my department or group on whether or not we had a need.

> Other, please specify:

6. Were other software options researched as possible solutions?

> Yes – Go to Q7

> No – Go to Q8

7. (IF YES) Do you feel knowledgeable about the options available to you for this need?

> Yes

> No

8. In your opinion is [Software Name] the best possible solution for your need?

Yes – Go to Q10

No – Go to Q9

9. (IF NO) Why do you feel it is not the best solution?

Open

10. Which of the following statements is true about the implementation and installation of your department's new technology?

a. We received the technology in a timely manner and it was installed correctly on the first attempt. - Go to Q14

b. We received the technology in a timely manner, but it was not installed correctly on the first attempt. – Go to Q11

c. We did not receive the technology in a timely manner, but was installed correctly on the first attempt. - Go to Q12

d. We did not receive the technology in a timely manner and it was not installed correctly on the first attempt. - Go to Q11

11. How long did it take to correct [Technology Name]'s installation?

A few hours

1-2 days

3-5 days

More than a week

It has not been corrected, yet

12. (IF Q9=b, c, or d) Did the implementation/installation challenges affect the department's ability to use [Technology Name]?

Yes – Go to Q13

No – Go to Q14

13. (IF YES) How did the implementation/installation challenges affect the department's ability to use [Technology Name]?

Open

B. Training

14. Did you receive sufficient training on [Software Name]?

Yes – Go to Q16

No – Go to Q15

15. (IF NO) Why was the training not sufficient?

Open

C. Effectiveness

16. How much do you agree with the following statements?

(Strongly agree, Agree, Disagree, Strongly disagree)

I feel confident in my ability to use the new KCCD Committees Website
The new KCCD Committees Website has improved communication within my committee(s)
The new KCCD Committees Website has helped keep the BC community informed about my committee's work and activities
The new KCCD Committees Website has helped me to be a productive and contributing committee member.

17. Is the new KCCD Committees Website easy to navigate?

Yes – Go to Q19

No – Go to Q18

18. (IF NO) What problems do you have navigating the new KCCD Committees Website?

Open

19. How is the department or group planning on using [Software Name] to carry out the mission of the college?
Open

20. What recommendations do you have for improvements to the new KCCD Committees Website?
Open

21. If you would like IS or Media Services to follow-up with you, please include your name.
Open

Thank you for your input!