Question 1: What part of your day-to-day job activities relies on technology?

Pages: 1

Synopsis of Comments: Of the 133 employees responding to this question, 61 said 100% of everything they do relies on technology, and 55 said 75% of what they do relies on technology. 116 out of 133, or 87.21%, indicated that rely on technology in 75-100% of their day-to-day activities. Only 17 employees said 50% or less of their day-to-day actitvies relied on technology, and 14 of those 17, 10.53% of the 133, said about half of what they did relied on technology on the day-to-day basis.

Question 2: What BC-provided hardware do you use (check all that apply): desktop; laptop; tablet; projector; document camera.

Pages: 2-3

Synopsis of Comments: Of the 132 employees who responded to this question, 122 or 92.42% selected that they use a BC-provided desktop, and 47 or 35.61% said they use a BC-provided laptop. A smaller proportion, 15 out of 132 or 11.36%, have a BC-provided tablet. 72 out of 132 respondents, 54.55%, use a projector, and 21.21% or 28 respndents use a document camera. When asked to specifiy other BC-provided technology they used, respondents listed the following: TV monitor (2); classroom screen; igotech cameria; video technology; printers (4); computer lab; scanner (2); DVD; and hot spot.

Question 3: What personal hardware do you bring from home to use in your classroom or office? And how many hours per week do you use the technology?

Pages: 4-6

Synopsis of Comments: The general theme here is that perhaps we should consider equipping classrooms with remote clickers for PowerPoint, etc. Of the 121 responses, roughly 16% of responding employees bring personal laptop and use this 30 or more hours a week, with 2% using one 20-29 hours, 8% using one 10-19 hours, and 20% using one 0-9 hours. Roughly 55% of employees do not bring a personal laptop to work. A bigger percentage, 67% do not bring a personal tablet to work, but 20% of the 121 respondents do, us4 them for the following amount of hours: 20% use theirs 0-9 hours; 10% use theirs 10-19 hours; 2% use theirs 20-29 hours; and 1% use theirs 30 or more hours. 65% of the 121 respondents do not bring a personal printer to work, but roughly 36% responded they do, with 26% using theirs less than 9 hours, 1% using theirs 10-19 hours, 3% using theirs 20-29 hours, and 5.43% using theirs 30 or more hours a week. 89% of respondents selected that they do not use a personal projector, but almost 3% use their personal projector 30 or more hours a week. Roughly 3% use their personal projector from 9-29 hours. 50% of respondents use a personal clicker, 38% use their personal clicker between 0-19 hours, and 12% use a personal, remote clicker 20 or more hours a week. It seems we might want to look into making these available within each classroom. In the “other” area, allowing for additional comments, a handful of respondents mentioned they use personal smart phones.

Question 4: What software do you use?

Pages: 7-8

Synopsis of Comments: 133 respondents. 80% or more of respondents indicated that they use Microsoft Word, Excel, and PowerPoint, with almost 100% using Word. A similar trend emerges regarding Adobe Acrobat and Reader, both hovering around 75%. Roughly 50% of respondents mentioned they use either other Microsoft Office applications or Access. Only 8% use SPSS or some type of statistical software package. 75% of respondents use Banner and 45% use Canvas. Smaller percentages use DegreeWorks (18%) and SARS Alert (27%). 22% use ODS (22%), use Sharepoint (22%), and use Hershey (transcripts) (7%). The greatest mention of “other” software used in the comments section emphasized mainly alternative media software, including JAWS, Dragon, all DSPS, R&W, SchedulePluse, ShoreTel, Sage, AccuSQL, and Pyramed, among others.

Question 5: How much do you agree or disagree with the following statements: I am confident in my ability to use the technology I currently use; I know how to use technology to achieve my course SLOs; the technology I currently use is up-to-date and well-maintained; the technology I currently use is imperative to my job function; I would achieve better outcomes if I had new or improved technology; I know how to request new technology; I know how to request technology support; I receive technology support when I request it; and I receive the technology support I need.

Pages: 9-11

Synopsis of Comments: The general theme here is that respondents use and know how to use available technology, but a significant percent, 24%, believe it could be either more up-to-date or better-maintained. Nearly 100% site technology as imperative to their jobs, and nearly 90% indicate they are familiar and satisfied with the process and outcome to request and receive support and goods. And 81% indicated that they would achieve better outcomes with new or improved technology. 19% indicated the new or improved technology would not improve their outcomes. 95% of the 133 respondents agree or strongly agree with the sentiment that they are confident in their ability to use the technology in use. Only 5% disagree with that statement. 88% of the 74 respondents, who were faculty, agree or strongly agree that they know how to use technology to achieve SLOs. 12% disagreed. Nearly 24% of 133 respondents disagreed or strongly disagreed that the technology available is up-to-date and well-maintained. 75% agreed that technology was up-to-date- and well-maintained, and 25% agreed strongly. Of respondents ranging between 129-132, roughly 90% agreed or strongly agreed that they knew how to request new technology, the know how to request technology support, they received support when they request it, and they received the technology support they needed.

Question 6: If you think you would benefit from new technology, please explain. (Please be specific: what technology do you think should be obtained? How would that technology help you in your job? How is it different form technology currently in use?)

Pages: 12-14

Synopsis of Comments: These 47 responses are individualized and do not generally provide the specificity requested in the question. The general sentiment here seemed to emphasize better wi-fi, up-to-date, faster computers and technology overall, indicating a need to create equity across disciplines and campus. One respondent requested more innovative assistive technology for distant learners and another Adobe Pro. Numerous respondents indicated a desire for more-dependable in-class technology. Four respondents mentioned either a better phone tree or updated phones. Two respondents mentioned a desire to have our programs (banner, degreeworks, etc.) collate data automatically for system-wide info. One individual requested better scanners to create permanent files. One requested tablets linked with desktops in classes and short-throw projectors in ordered to increase visibility of instructor notes to all students during instruction.

Question 7: If you think BC as a whole would benefit from new technology, please explain. (Please be specific: what technology do you think should be obtained? How would that technology help you in your job? How is it different form technology currently in use?)

Pages: 15-16

Synopsis of Comments: These 37 responses are individualized and do not generally provide the specificity requested in the question. The general sentiment here is a desire for up-to-date technology and increased wi-fi. Numerous people mentioned the “out-of-date” technology. Others requested updates to software, as well as the ability of employees to perform their own updates or add software or apps without going through “bureaucratic gridlock”. Others mentioned Schedule+, increased learning avenues, skype, updates, and more computers, as well as college-owned laptops for employees. Still other suggested every class should have document cams. Still others mentioned dyslexie font, monitors around campus in hallways communicating campus news, upgraded audio-visual, and mandatory training to avoid user-error slowdowns to in-class technology. Others suggested MOOC for basic math via Udacity, Coursera, or EdX, phoentree, and more updates to software.

Question 8 : If you have another concern about the technology used at Bakersfield College that needs further explanation, please explain in the provided space.

Pages: 17-18

Synopsis of Comments: 32 people responded. The general sentiment here is that there needs to be standardization of equipment and quality of equipment across campus, including Wi-Fi. This theme appears throughout the survey, the idea that some buildings or disciplines are not receiving equitable distribution of technology. Three people mentioned a full-time, present IT tech for Delano, and several respondents mentioned prioritizing the number of IT techs on the BC main campus in order to improve response time, etc. The lack of Wi-Fi in the Humanities Building arises in several comments. More than three individuals mentioned the frustration of dealing with different versions of software on different types or qualities of hardware/computers throughout and across campuses. Too many classrooms are woefully behind the technology in other classrooms. Other comments thank IT staff for all of their hard work, especially given the small number of staff. One comment mentioned the crashing of software. Others asked for updated phones. Those with old phones don’t even know if they have a message. Others requested standardized audio-visual across campus. One urgently reminded us that technology alone cannot close the educational chasm for under-prepared students.

Compiled by ISIT Committee Member Erin Miller