

ISIT BC ANNUAL EMPLOYEE TECHNOLOGY NEEDS SURVEY

Question 1-9 Quick-Glance Summary:

Q1: What portion of your day-to-day job activities relies on technology?

- 100% of participants use technology for at least 50% of their day-to-day job activities.
- A majority (53.62%) of participants rely on technology for 100% of their daily job activities.

Q2: What BC provided hardware do yo use?

- The most used BC-provided hardware is a desktop computer (88.41%).
- Over half (57.25%) of participants use a BC-provided printer.
- Slightly less than half of participants use a BC-provided projector (44.93%), webcam (44.93%), and/or laptop computer (41.30%).
- The least commonly used BC-provided hardware is a tablet (5.80%)
- 8 participants wrote in the comments that they do not use any BC-provided hardware. 6 explained that this is because they work from home and use their own hardware.
- 1 participant asked how to request a BC laptop.
- Caveat: Due to the survey design, participants had to select an option for this question in order to submit the survey. 4 participants noted this issue in the comments and admitted that they selected hardware that they do not use in order to submit the survey. This question should be evaluated with that issue in mind. Some hardware usage rates may be over-inflated due to the survey design flaw.

Q3: 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?

- Personal laptops and tablets are not brought to be used in classroom/office. A large number of responses also indicated projectors, printers, and remote clickers are not used.

Q4: What personal hardware do you use at home for teaching? And how many hours per week do you use the technology?

- The two devices used most by staff at home are the PC/laptop and the tablet/iPad at 30+ hours per week. Other devices used included responses of multiple screens, microphones, and headphones.

Q5: What software do you use?

- Microsoft products of Word, Outlook, PowerPoint, and Excel were recorded as the largest software in use by respondents. Adobe Acrobat (creating PDFs) also received over 87%. Other tools that are part of the BC media ecology, including Banner and Banweb received 60.14% and 79.71% responses respectively. Other integrated tools such as Canvas-Design Tools, Starfish/Early Alert, and eLumen received above 50% of

responses. Other the other end of the spectrum software such as AppStream, RDWeb, and Online Transcripts (OnBase) received under 5% of responses.

Q6: How much do you agree or disagree with the following statements?

- Respondents were in strong agreement with the prompt that technology is imperative to their job function. Confidence was above 40% for prompts involving their ability to use their current technology, using technology to achieve course SLOs, and regarding how to request technological support. Confidence was also recorded with regard to the respondent's ability to use technology in an accessible way with 85 of 138 replies recording either a "Strongly Agree" or "Agree."

Q7: If you think YOU would benefit from new technology, please explain.

- The largest response total 16 of 52 indicated wanting new or upgraded equipment for their offices at school and home. 12 respondents asked for tech such as labs. 5 asked for more software (Canvas apps, Zoom replacement, or department specific.) 1 respondent asked for server space to develop programs for the math lab.

Q8: If you think BC AS A WHOLE would benefit from new technology, please explain.

- New and updated technology in general and overall to keep up with the times, deliver better interactions, better learning, and meet the speed, functionalities, and accessibilities challenges for various special population users; Transition to TEAMS and transition to data networks that allow to access information from anywhere and anytime.

Q9: If you have additional feedback about the technology used at Bakersfield College that needs further explanation, please explain in the provided space.

- Responses recorded a high satisfaction regarding the IT departments ability to troubleshoot in a timely matter at 64%. 12% were unsatisfied by services. 12% were unsatisfied with internet connectivity. 5% complained about Canvas Accessibility alerts. 5% complained about a lack of higher technology.
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SURVEY SUMMARIES PROVIDED BY ISIT SUBGROUP MEMBERS

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

- 138 respondents
- **Results:**
 - 100% "Everything I do is dependent on technology" – 53.62% (74 respondents)
 - 75% "Most of what I do is dependent on technology" – 36.96% (51 respondents)
 - 50% "About half of what I do is dependent on technology" – 9.42% (13 respondents)
 - 25% "Only some of what I do is dependent on technology" – 0% (0 respondents)

- 0% “Nothing I do is dependent on technology” – 0% (0 respondents)
- **Summary notes:**
 - 100% of participants use technology for at least 50% of their day-to-day job activities.
 - A majority (53.62%) of participants rely on technology for 100% of their daily job activities.

Question 2: What BC-provided hardware do you use? (select all that apply)

- **138 respondents**
- **Results (listed in order of most to least used):**
 - Desktop computer – 88.41% (122 respondents)
 - Printer – 57.35% (79 respondents)
 - Projector – 44.93% (62 respondents)
 - Webcam – 44.93% (62 respondents)
 - Laptop computer – 41.30% (57 respondents)
 - Headset with microphone – 27.54% (38 respondents)
 - Document camera – 17.39% (24 respondents)
 - Television – 9.42% (13 respondents)
 - Tablet – 5.80% (8 respondents)
- **Comments**
 - Other BC-provided hardware
 - COW (Computer on Wheels)
 - Digital camera (2)
 - Camcorders
 - Microphone (2)
 - PA system
 - Misc. audio hardware
 - Wacom Cintiq
 - Copy machine
 - Wi-Fi hotspot
 - Remote Clicker
 - Screen
 - **Other responses**
 - None (2)
 - Not on campus/work from home (6)
- **Summary**
 - The most used BC-provided hardware is a desktop computer (88.41%).
 - Over half (57.25%) of participants use a BC-provided printer.
 - Slightly less than half of participants use a BC-provided projector (44.93%), webcam (44.93%), and/or laptop computer (41.30%).
 - The least commonly used BC-provided hardware is a tablet (5.80%)

- 8 participants wrote in the comments that they do not use any BC-provided hardware. 6 explained that this is because they work from home and use their own hardware.
- 1 participant asked how to request a BC laptop.
- Caveat: Due to the survey design, participants had to select an option for this question in order to submit the survey. 4 participants noted this issue in the comments and admitted that they selected hardware that they do not use in order to submit the survey. This question should be evaluated with that issue in mind. Some hardware usage rates may be over-inflated due to the survey design flaw.

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?

- **Results Overview**

- 3.1 Laptops: 40 survey participants over 111 answered, representing 36% they don't use their personal laptops brought from home. However, 31 out of the 111 people, representing 27% expressed to use a laptop between 0-9 hours. Only 16% used the laptop between 10-19 hours; 6% use the laptops between 20-29 hours, and 5% use their laptops for 30 or more hours per week.
- 3.2 Tablets: 65 out of 85 people representing 76.47% don't use tablets. 16.47% (14 people out of 85) use their tablets between 0-9 hours; 3.53% use their tablets between 20-29 hours; 2.35% use their tablets between 10-19 hours, and 1.18% for 30 or more hours.
- 3.3 Printers: 75.58% (65 out 86 people) declared not to use printers. 19.77% declared to use it between 0-9 hours; 2.33% declared to use printers between 10-19 hours; 1.16% declared to use it between 20-29 hours, and 1.16% declared to use it for 30 or more hours.
- 3.4 Projector: 93.75% (75 out of 80 people) expressed not using a projector. However, 3.75% expressed to use a projector between 0-9 hours; 1.25% expressed to use a projector between 10-19 hours; 1.25% expressed to use it for 30 or more hours.
- 3.5 Remote Clicker: 54.46% (55 out of 101 people) declared to not using a remote clicker. However, 24.75% declared to use it between 0-9 hours; 14.85% declared to use it for 10-19 hours; 4.95% declared using it for 30 or more hours, and 0.99% declared using it between 20-29 hours.
- Other people used:
 - Wireless mic
 - GoPro Camera
 - Laser pointer
 - Stylus
 - Headphones
 - Adaptor
 - Personal phone (3)

- Webcam (3)
- External microphone
- Charge cords
- External speakers
- Earbuds
- **Summary**
 - Personal laptops and tablets are not brought to be used in classroom/office. A large number of responses also indicated projectors, printers, and remote clickers are not used.

Q4. What personal hardware do you use at home for teaching? And how many hours per week do you use the technology?

- 119 respondents.
- **Results Overview**
 - The two devices most used by staff at home are the PC/laptop and the tablet/iPad. (30+ hours per week)
 - 29% of the respondents used a personal computer/laptop.
 - 7% of the respondents used a tablet/iPad.
 - Other devices used are multiple screens, microphones, and headphones.
- **Summary**
 - The two devices used most by staff at home are the PC/laptop and the tablet/iPad at 30+ hours per week. Other devices used included responses of multiple screens, microphones, and headphones.

Q5: What software do you use? (Select all that apply)

- **Results Overview:**
 - Microsoft Word- 97.10%-134/138 responses
 - Microsoft Outlook- 89.13%- 123/138 responses
 - Adobe Acrobat (creating PDFs)- 87.68%- 121/138 responses
 - Microsoft PowerPoint- 86.96%- 120/138 responses
 - Microsoft Excel- 84.78%- 117/138 responses
- **Additional Comments:**
 - Canvas Design Tools- 59.42%- 82/138
 - Starfish/Early Alert- 55.80%- 77/138 responses
 - eLumen- 55.07%-76/138 responses
- **Summary:**
 - Microsoft products of Word, Outlook, PowerPoint, and Excel were recorded as the largest software in use by respondents. Adobe Acrobat (creating PDFs) also received over 87%. Other tools that are part of the BC media ecology, including Banner and Banweb received 60.14% and 79.71% responses respectively. Other integrated tools such as Canvas-Design Tools, Starfish/Early Alert, and eLumen received above 50% of responses. Other the other end of the spectrum software

such as AppStream, RDWeb, and Online Transcripts (OnBase) received under 5% of responses. Please see the survey at SurveyMonkey for all totals.

Q6: How much do you agree or disagree with the following statements?

- **Summary:**
 - Respondents were in strong agreement with the prompt that technology is imperative to their job function. Confidence was above 40% for prompts involving their ability to use their current technology, using technology to achieve course SLOs, and regarding how to request technological support. Confidence was also recorded with regard to the respondents ability to use technology in an accessible way with 85 of 138 replies recording either a “Strongly Agree” or “Agree.”
- **Results Overview:**
 - 77.21% of respondents “Strongly agreed” to the statement “The Technology I currently use is imperative to my job function.”
 - Over 40% of “Strongly Agree” responses were recorded to the 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.”
 - “I know how to request technology support.”
 - 17.65% (24 respondents) of responses recorded a “Strongly Agree” reply to “I am confident in my ability to use technology in an accessible way.” 44.68% (61 respondents) recorded they “Agree” to the same statement. Only 4.41% “Strongly Disagreed.”
 - Please see the survey at SurveyMonkey for all totals.

Q7. 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 from technology currently in use?)

- **Results Overview**
 - There were 52 respondents.
 - 16 respondents wanted new or upgraded equipment for their offices at school and home.
 - 12 respondents asked for technology such as labs, updated lab equipment; these requests could be better addressed in Program Review Technology Requests.
 - 5 respondents asked for more software: use of Canvas Apps, Zoom replacement; department specific software.
 - 4 respondents asked for more training: accessibility, Canvas.
 - 2 respondents asked for things to be fixed in office/classroom; should be a trouble ticket.
 - 1 respondent asked for server space to develop programs for the math lab.
- **Summary**
 - The largest response total 16 of 52 indicated wanting new or upgraded equipment for their offices at school and home. 12 respondents asked for tech

such as labs. 5 asked for more software(Canvas apps, Zoom replacement, or department specific.) 1 respondent asked for server space to develop programs for the math lab.

Q8: 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 BC achieve its goals? How is it different from technology currently in use?)

- **Summary**
 - New and updated technology in general and overall to keep up with the times, deliver better interactions, better learning, and meet the speed, functionalities, and accessibilities challenges for various special population users; Transition to TEAMS and transition to data networks that allow to access information from anywhere and anytime.
- **Requests/Recommendations for:**
 - HyFlex classrooms & Smart classrooms with digital recording (5%)- innovation, sound pedagogy, and access
 - Wifi(2)- better and faster
 - Apple products,
 - ArcGIS subscription from ESRI Geospatial technology and student data gathering,
 - Remote access for installment and software repair, digital recording of data,
 - Switch from Microsoft to Google to increase efficiency and remove barriers of intuitive to using and sharing documents,
 - animated video production software for student engagement and overall cost to faculty,
 - Accessibility Compliant software; More memory- Gigabytes,
 - Remove Schedule + and use more reporting options in Tableau,
 - better pay for the Print system,
 - Banner replacement and use of one system (Starfish, Navigate) at all campuses,
 - Complete revamp of the application/enrollment system- access, equity, fewer clicks, and fewer barriers.
 - laptop carts (7.5%) to increase accessibility, new projectors(5%) need to be updated and larger ones. Equipment in CHEM labs PPP clickers (5%) for faculty,
 - New desktops in classrooms and new computers for support staff; Second monitors,
 - good quality audio/video equipment,
 - Wayward signage, menus, and marquees to bolster advertisement, outreach, information, and communication, eliminate paper waste,
 - Laptops with docking stations,
 - work cell phones (5%) to increase efficiency and move up with technology.

9.) If you have additional feedback about the technology used at Bakersfield College that needs further explanation, please explain in the provided space.

- **Results Overview**

- 9.1 We received only a total of 17 responses. 11 responses expressed a high satisfaction from the IT department to troubleshoot in a timely matter. These 11 responses represent 64%.
- 9.2 Unsatisfied by the services. Just 2 people over 17, representing 12%.
- 9.3 Unsatisfied due to a lack of good internet connection. Only 2 people over 17, representing 12%.
- 9.4 Only 1 person, representing 5% complained about Canvas accessibility alerts expressing that the alerts have to be more visible with colors.
- 9.5 A complaint about a lack of higher technology. Only one response over 17, representing 5%.
- **Summary**
 - Responses recorded a high satisfaction regarding the IT departments ability to troubleshoot in a timely matter at 64%. 12% were unsatisfied by services. 12% were unsatisfied with internet connectivity. 5% complained about Canvas Accessibility alerts. 5% complained about a lack of higher technology.