**Summary & Analysis of Staff and Faculty Survey of Information Technology Services
Winter 2010 Results**

An online survey was emailed to all Foothill-De Anza Community College District employees during Winter Quarter 2010 in order to collect information regarding which technology services that all employees felt were most important to support the mission of the district and colleges. The collected information will be used by Educational Technology Services (ETS) to develop a Technology Master Plan that will prioritize technology development projects for the purpose of allocating resources to support the district's and colleges' strategic plans.

Survey highlights include:
- The survey respondents were categorized into 6 groups including Classified (35.6%), Full-time Faculty (31.4%), Adjunct Faculty (22.4%), Manager (7.4%), Supervisor (2.9%), and Student Employee (.3%). For the purposes of tabulating the rest of the results, the one student response was removed and the manager and supervisor categories were combined.
- The first set of results include responses from all employees. The second set of results include responses from employees that identified their organization.
- Of the survey respondents, 48% belonged to De Anza College, 39% belonged to Foothill College, 12% belonged to Central Services, and 1% belonged to Other organizations.
- Of the survey respondents, 52% work on De Anza's main campus, 36% work on Foothill's main campus, 6% work in the District Offices, 5% work on Foothill's off campus sites, and 1% work on De Anza's off campus sites.
- At least half of the surveyed population felt that the following services should be maintained:
    - 60% (184 respondents): Speed or quality of technical problem resolution (ETS call center and tech support)
    - 60% (180 respondents): Hours of operation (including weekends) for technical problem resolution
    - 58% (174 respondents): Performance or capabilities of the telephone system
    - 56% (170 respondents): Speed of campus Internet access
- At least half of the surveyed population felt that the following services should be increased:
    - 50% (151 respondents): Availability of technology training for staff and faculty
    - 53% (165 respondents): Number of multimedia projection capable classrooms
    - 64% (196 respondents): Availability of wireless access to campus networks and Internet
- 253 respondents felt the Performance of desktop / laptop computers for staff and faculty use should be maintained (47%, 143) or increased (36%, 110)
- The top three service areas (in order) where both adjunct faculty and full-time faculty felt resources should be increased to support the district mission were:
    - Number of multimedia projection capable classrooms
    - Availability of wireless access to campus networks and Internet
    - Online access to instructional materials
- The top three service areas where classified staff felt resources should be increased were:
    - 69% (75 respondents): Availability of wireless access to campus networks and Internet
    - 61% (66 respondents): Performance or capabilities of administrative systems (Banner Finance, HR, Student, etc.)
    - 58% (63 respondents): Availability of technology training for staff and faculty
- The top three service areas where managers felt resources should be increased were:
    - 77% (24 respondents): Performance or capabilities of administrative systems (Banner Finance, HR, Student, etc.)
    - 63% (20 respondents): Availability of technology training for staff and faculty
    - 52% (16 respondents): Access to institutional data for research
- See the cross tabulated results by organization for both faculty and staff for further details on felt need for services by more specific populations.

Foothill-De Anza Community College District
Staff and Faculty Survey of Information Technology Services
Winter 2010

1. What category of employee are you?

Response	Number	Percent
No Response	2	NA
Supervisor	9	2.9%
Student Employee	1	0.3%
Manager	23	7.4%
Adjunct Faculty	70	22.4%
Full Time Faculty	98	31.4%
Classified	111	35.6%
Total	312	100.0%

2. What organization do you belong to?

Response	Number	Percent
No Response	1	NA
Central Services	38	12.1%
De Anza College	151	48.2%
Foothill College	121	38.7%
Other	3	1.0%
Total	313	100.0%

3. What campus do you work at?

Response	Number	Percent
No Response	0	NA
De Anza – Main Campus	163	51.9%
De Anza – Other off campus sites	2	0.6%
District Offices	20	6.4%
Foothill – Main Campus	113	36.0%
Foothill – Middlefield or other off campus sites	16	5.1%
Total	314	100.0%

4. How should the district spend its resources on the following technology services?

Survey respondents were asked to choose one of the answers below for each Service Area.

I feel that the District should ...
   * Decrease Resources to reduce the …
   * Maintain Resources to keep the current level of …
   * Increase Resources to improve or expand the …
   * I am Not Familiar with this service
   * No Opinion

Area of Service	Decrease Resources		Maintain Resources		Increase Resources		Not Familiar		No Opinion		Total Responses		No Response	
	N	%	N	%	N	%	N	%	N	%	N	%	N	%
Speed or quality of technical problem resolution (ETS call center and tech support)	3	1%	184	60%	100	33%	6	2%	14	5%	307	100%	7	na
Hours of operation (including weekends) for technical problem resolution	20	7%	180	59%	57	19%	17	6%	31	10%	305	100%	9	na
Availability of technology training for staff and faculty	26	9%	94	31%	151	50%	16	5%	17	6%	304	100%	10	na
Performance of desktop / laptop computers for staff and faculty use	21	7%	143	47%	110	36%	18	6%	13	4%	305	100%	9	na
Number of instructional computer labs	29	9%	125	41%	63	21%	37	12%	52	17%	306	100%	8	na
Performance of computers in instructional computer labs	15	5%	119	39%	66	22%	54	18%	52	17%	306	100%	8	na
Number of multimedia projection capable classrooms	11	4%	78	25%	165	53%	24	8%	31	10%	309	100%	5	na
Number of open computer labs for students	26	8%	129	42%	72	24%	32	10%	47	15%	306	100%	8	na
Online access to instructional materials	8	3%	79	26%	132	44%	42	14%	40	13%	301	100%	13	na
Performance or capabilities of administrative systems (Banner Finance, HR, Student, etc.)	17	6%	82	27%	134	44%	33	11%	38	13%	304	100%	10	na
Performance or capabilities of the telephone system	41	13%	174	57%	45	15%	8	3%	39	13%	307	100%	7	na
Access to institutional data for research	32	10%	83	27%	88	29%	50	16%	53	17%	306	100%	8	na
Access to institutional data research support	39	13%	70	23%	69	23%	62	20%	65	21%	305	100%	9	na
Speed of campus Internet access	5	2%	170	56%	112	37%	5	2%	12	4%	304	100%	10	na
Performance of your online learning management system (Catalyst-Moodle or Etudes)	17	6%	86	28%	64	21%	78	25%	62	20%	307	100%	7	na
Support for video production and broadcast	47	15%	65	21%	60	19%	75	24%	61	20%	308	100%	6	na
Access to assistive equipment for disabled students	23	8%	112	37%	57	19%	66	22%	47	15%	305	100%	9	na
Availability of wireless access to campus networks and Internet	11	4%	69	22%	196	64%	9	3%	22	7%	307	100%	7	na
Email (Eudora) functionality	33	11%	142	46%	86	28%	14	5%	33	11%	308	100%	6	na
Calendaring (Meeting Maker) functionality	41	13%	133	43%	52	17%	33	11%	48	16%	307	100%	7	na
Performance and capabilities of the universal ID card for students (e.g. the DASB or Owl card)	30	10%	68	22%	61	20%	58	19%	87	29%	304	100%	10	na

**4. How should the district spend its resources on the following technology services?**

Survey respondents were asked to choose one of the answers below for each Service Area.

I feel that the District should ...
* **Decrease Resources** to reduce the …
* **Maintain Resources** to keep the current level of …
* **Increase Resources** to improve or expand the …
* I am **Not Familiar** with this service
* **No Opinion**

Speed or quality of technical problem resolution (ETS call center and tech support)

Response	N	%
Decrease Resources	3	1.0%
Maintain Resources	184	59.9%
Increase Resources	100	32.6%
Not Familiar	6	2.0%
No Opinion	14	4.6%
N=	307	100.0%
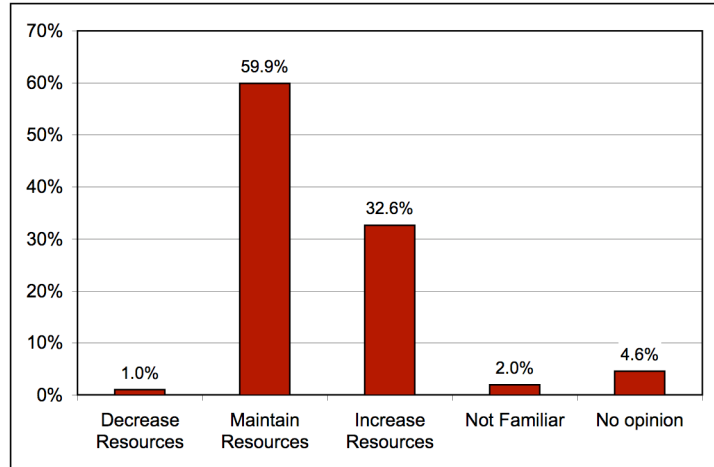
Hours of operation (including weekends) for technical problem resolution

Response	N	%
Decrease Resources	20	6.6%
Maintain Resources	180	59.0%
Increase Resources	57	18.7%
Not Familiar	17	5.6%
No Opinion	31	10.2%
N=	305	100.0%
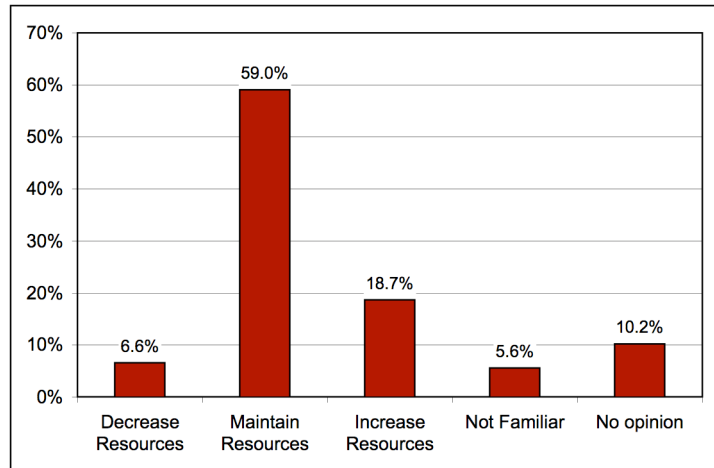
Availability of technology training for staff and faculty

Response	N	%
Decrease Resources	26	8.6%
Maintain Resources	94	30.9%
Increase Resources	151	49.7%
Not Familiar	16	5.3%
No Opinion	17	5.6%
N=	304	100.0%
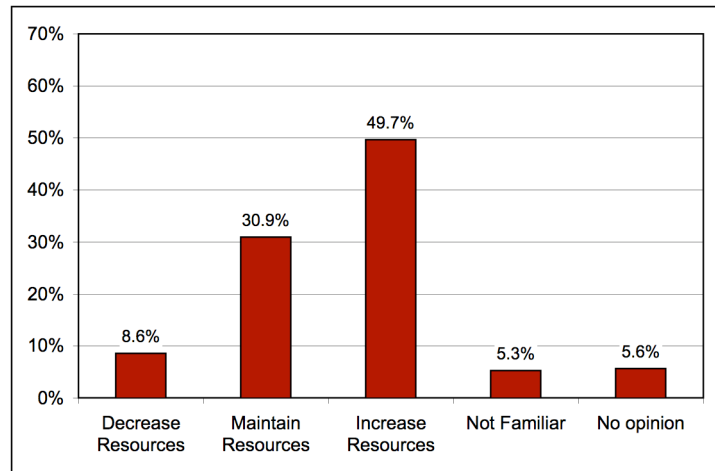
Performance of desktop / laptop computers for staff and faculty use

Response	N	%
Decrease Resources	21	6.9%
Maintain Resources	143	46.9%
Increase Resources	110	36.1%
Not Familiar	18	5.9%
No Opinion	13	4.3%
N=	305	100.0%
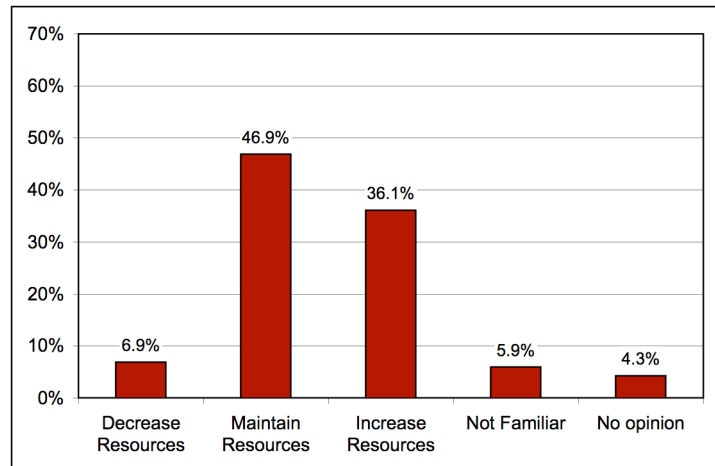
Number of instructional computer labs

Response	N	%
Decrease Resources	29	9.5%
Maintain Resources	125	40.8%
Increase Resources	63	20.6%
Not Familiar	37	12.1%
No Opinion	52	17.0%
N=	306	100.0%
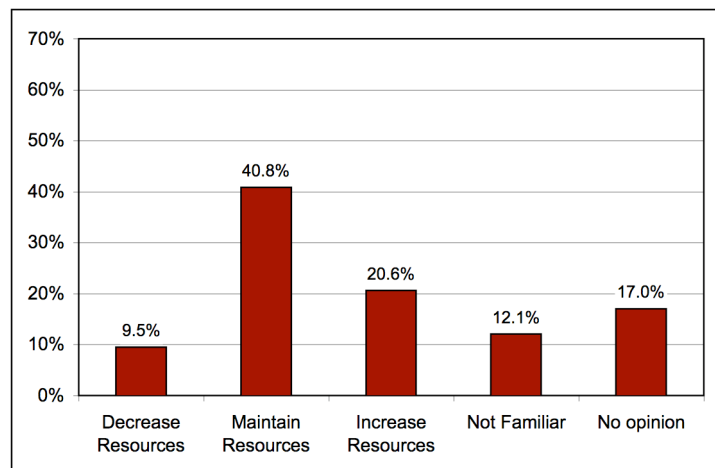
Performance of computers in instructional computer labs

Response	N	%
Decrease Resources	15	4.9%
Maintain Resources	119	38.9%
Increase Resources	66	21.6%
Not Familiar	54	17.6%
No Opinion	52	17.0%
N=	306	100.0%
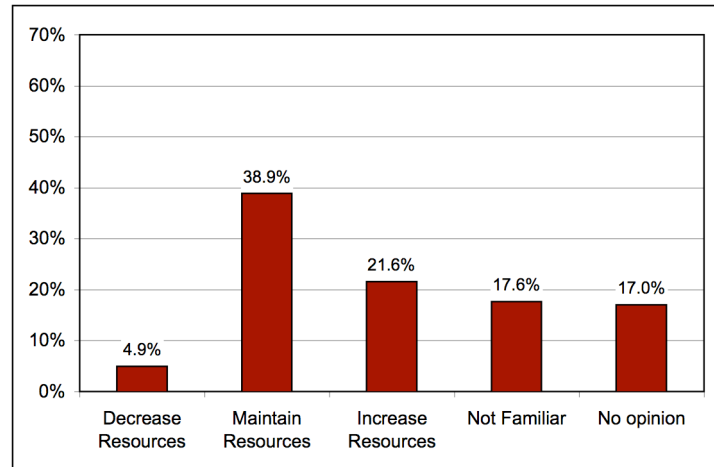
Number of multimedia projection capable classrooms

Response	N	%
Decrease Resources	11	3.6%
Increase Resources	78	25.2%
Maintain Resources	165	53.4%
Not Familiar	24	7.8%
No Opinion	31	10.0%
N=	309	100.0%
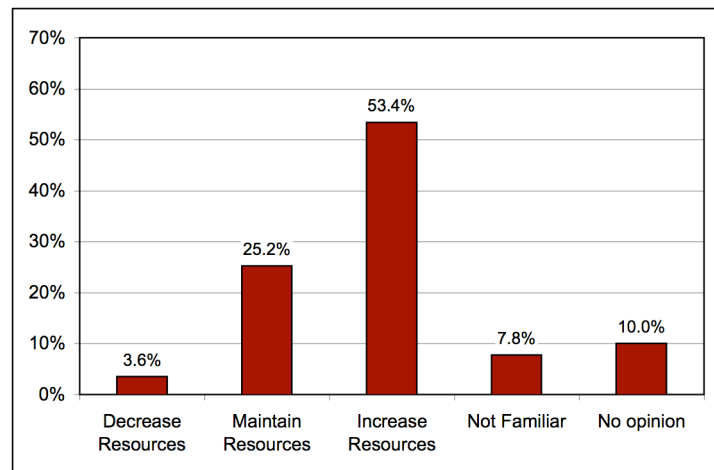
Number of open computer labs for students

Response	N	%
Decrease Resources	26	8.5%
Maintain Resources	129	42.2%
Increase Resources	72	23.5%
Not Familiar	32	10.5%
No Opinion	47	15.4%
N=	306	100.0%
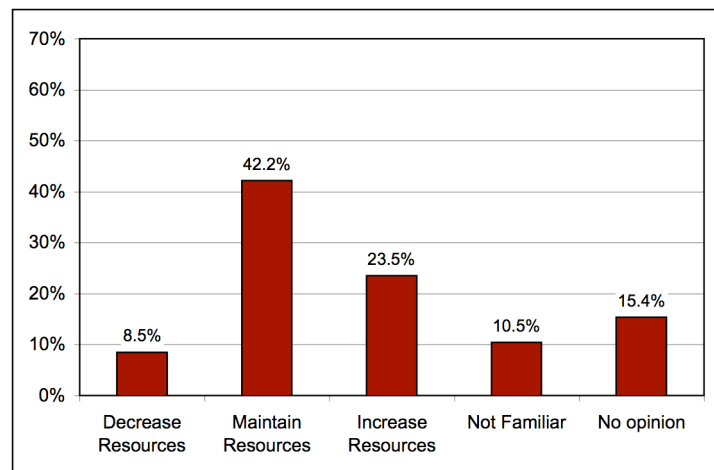
Online access to instructional materials

Response	N	%
Decrease Resources	8	2.7%
Maintain Resources	79	26.2%
Increase Resources	132	43.9%
Not Familiar	42	14.0%
No Opinion	40	13.3%
N=	301	100.0%
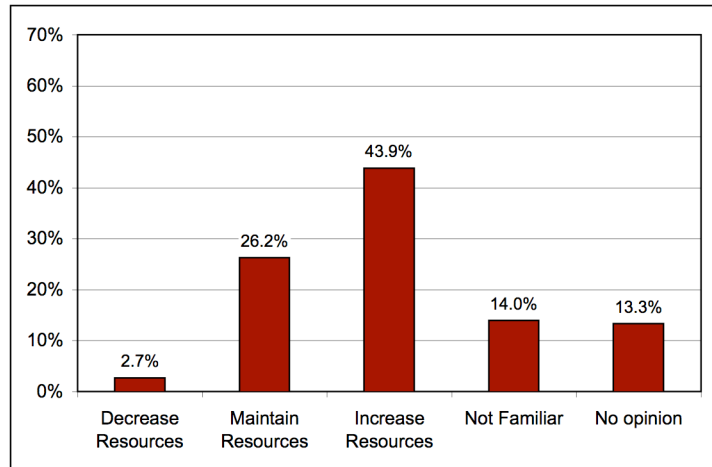
Performance or capabilities of administrative systems (Banner Finance, HR, Student, etc.)

Response	N	%
Decrease Resources	17	5.6%
Maintain Resources	82	27.0%
Increase Resources	134	44.1%
Not Familiar	33	10.9%
No Opinion	38	12.5%
N=	304	100.0%
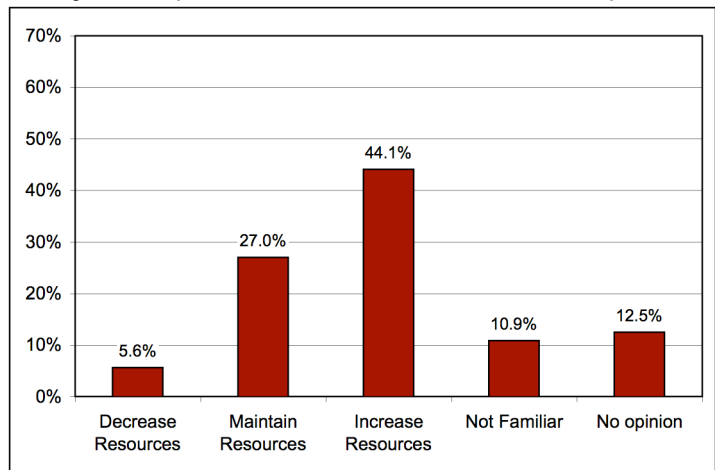
Performance or capabilities of the telephone system

Response	N	%
Decrease Resources	41	13.4%
Maintain Resources	174	56.7%
Increase Resources	45	14.7%
Not Familiar	8	2.6%
No Opinion	39	12.7%
N=	307	100.0%
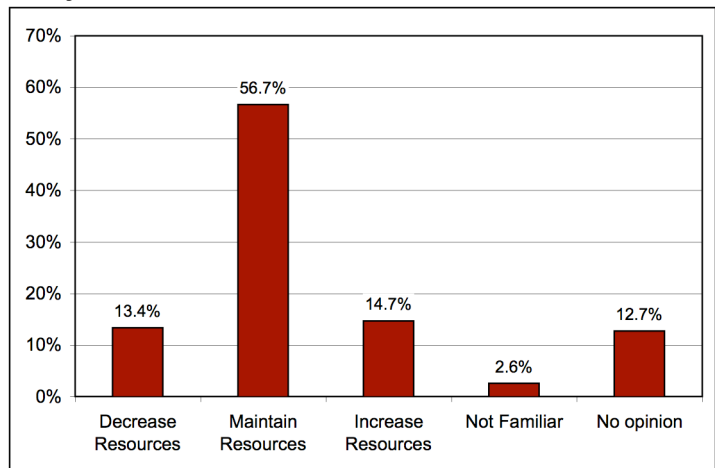
Access to institutional data for research

Response	N	%
Decrease Resources	32	10.5%
Maintain Resources	83	27.1%
Increase Resources	88	28.8%
Not Familiar	50	16.3%
No Opinion	53	17.3%
N=	306	100.0%
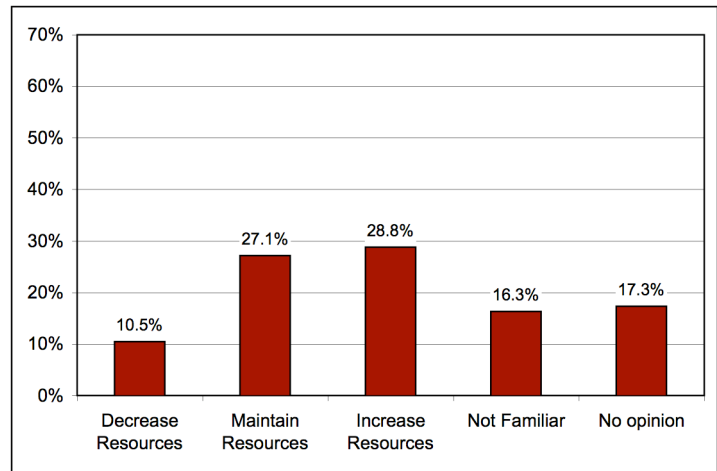
Access to institutional data research support

Response	N	%
Decrease Resources	39	12.8%
Maintain Resources	70	23.0%
Increase Resources	69	22.6%
Not Familiar	62	20.3%
No Opinion	65	21.3%
N=	305	100.0%
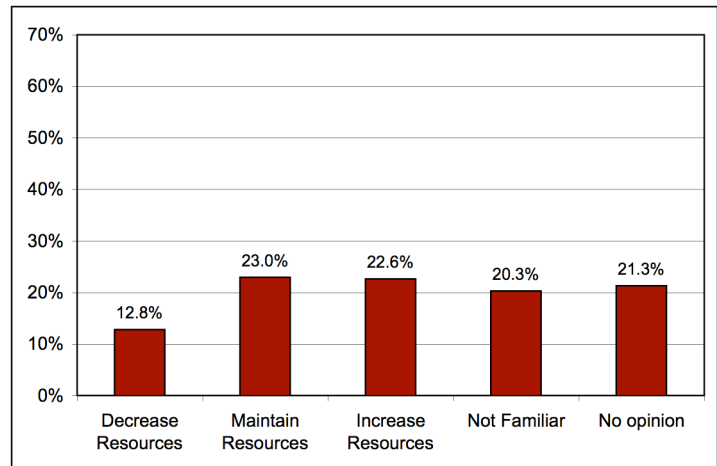
Speed of campus Internet access

Response	N	%
Decrease Resources	5	1.6%
Maintain Resources	170	55.9%
Increase Resources	112	36.8%
Not Familiar	5	1.6%
No Opinion	12	3.9%
N=	304	100.0%
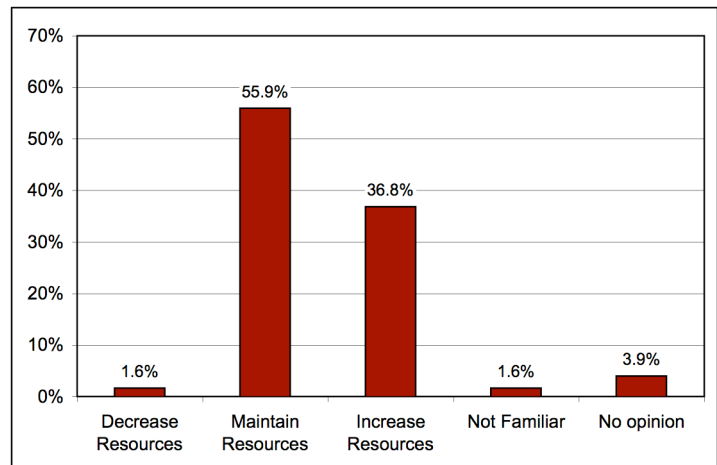
Performance of your online learning management system (Catalyst-Moodle or Etudes)

Response	N	%
Decrease Resources	17	5.5%
Maintain Resources	86	28.0%
Increase Resources	64	20.8%
Not Familiar	78	25.4%
No Opinion	62	20.2%
N=	307	100.0%
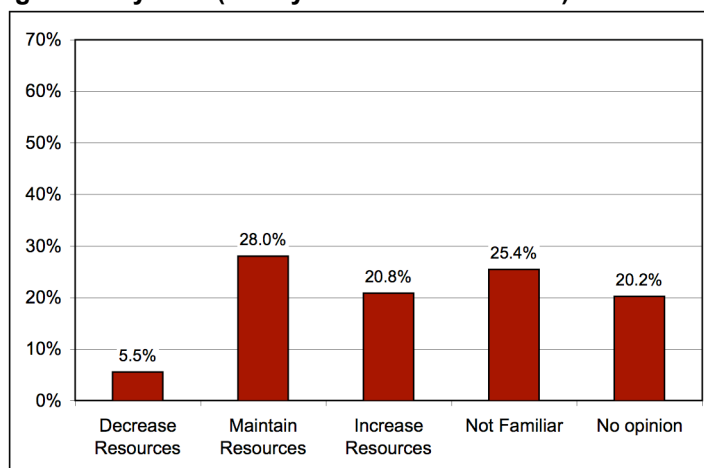
Support for video production and broadcast

Response	N	%
Decrease Resources	47	15.3%
Maintain Resources	65	21.1%
Increase Resources	60	19.5%
Not Familiar	75	24.4%
No Opinion	61	19.8%
N=	308	100.0%
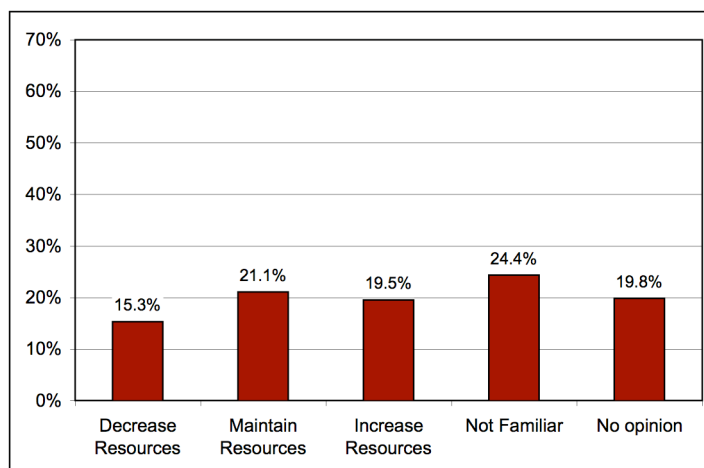
Access to assistive equipment for disabled students

Response	N	%
Decrease Resources	23	7.5%
Maintain Resources	112	36.7%
Increase Resources	57	18.7%
Not Familiar	66	21.6%
No Opinion	47	15.4%
N=	305	100.0%
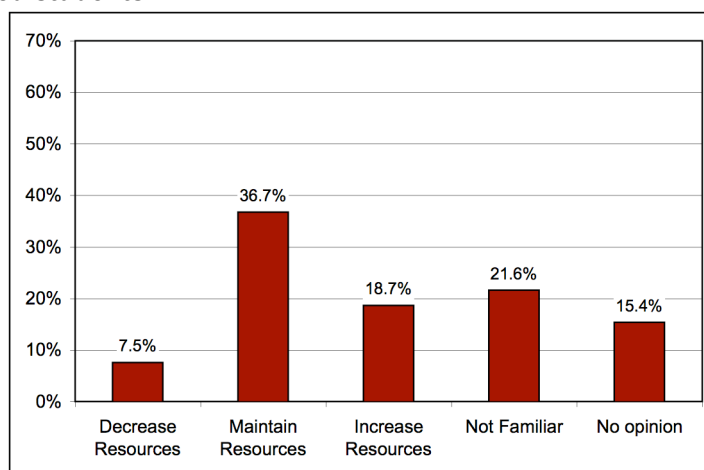
Availability of wireless access to campus networks and Internet

Response	N	%
Decrease Resources	11	3.6%
Maintain Resources	69	22.5%
Increase Resources	196	63.8%
Not Familiar	9	2.9%
No Opinion	22	7.2%
N=	307	100.0%
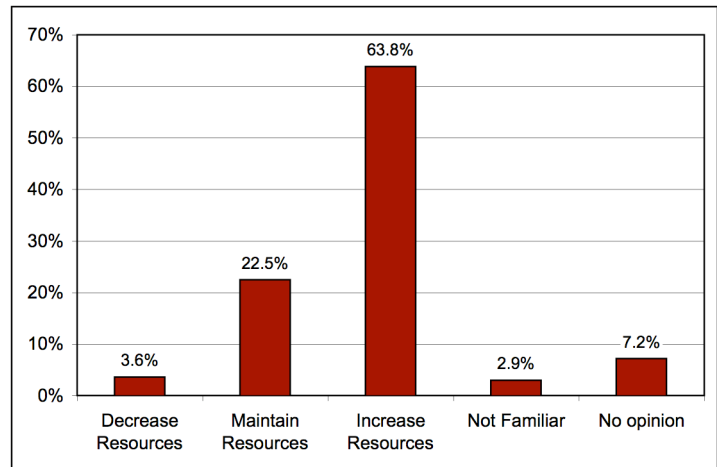
Email (Eudora) functionality

Response	N	%
Decrease Resources	33	10.7%
Maintain Resources	142	46.1%
Increase Resources	86	27.9%
Not Familiar	14	4.5%
No Opinion	33	10.7%
N=	308	100.0%
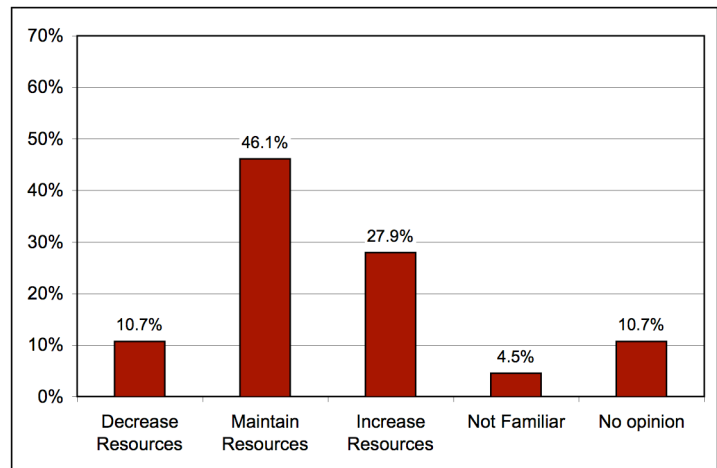
Calendaring (Meeting Maker) functionality

Response	N	%
Decrease Resources	41	13.4%
Maintain Resources	133	43.3%
Increase Resources	52	16.9%
Not Familiar	33	10.7%
No Opinion	48	15.6%
N=	307	100.0%
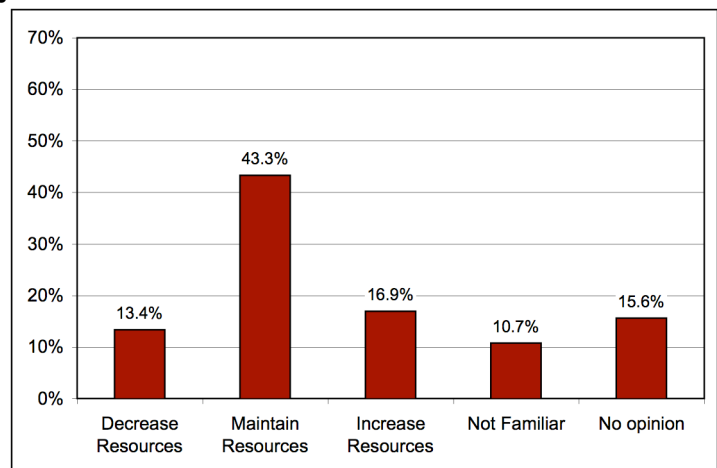
Performance and capabilities of the universal ID card for students (e.g. the DASB or Owl card)

Response	N	%
Decrease Resources	30	9.9%
Maintain Resources	68	22.4%
Increase Resources	61	20.1%
Not Familiar	58	19.1%
No Opinion	87	28.6%
N=	304	100.0%