

A Higher Education TechQual+ Study

**2015 Campus Technology Survey
for Shoreline Community College**



Higher Education TechQual+ Project
Assessing IT Service Outcomes for Technology Organizations in Higher Education
<http://www.techqual.org>

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From the Higher Education TechQual+ Principal Investigator

This report is the result of a survey of technology service outcomes conducted at Shoreline Community College. The survey instrument has been developed through a collaborative effort between multiple institutions of higher education, a project known as the Higher Education TechQual+ Project. The goal of this project is to create a standardized survey instrument that assesses IT service outcomes in higher education, in a way that provides for benchmarks and comparisons between institutions. The results contained within this report are based on this survey. I hope that the reader finds the results enlightening and helpful in planning, developing, and managing technology services at Shoreline Community College.

The Higher Education TechQual+ Project is modeled on the LibQual+ project developed by the Association of Research Libraries (ARL) in conjunction with the Texas A&M University Libraries. I am grateful to the pioneering work accomplished by the LibQual+ research team and recognize that their work has truly transformed libraries by creating a culture of assessment within the library practice. It is my hope that the the Higher Education TechQual+ Project will have a similar transformative effect for technology organizations in higher education.

Dr. Timothy M. Chester
Principal Investigator
Higher Education TechQual+ Project

About the Higher Education TechQual+ Project

The Higher Education TechQual+ Survey had its origins in a pilot project conducted at Texas A&M University at Qatar in the Spring of 2006. Under the leadership of Dr. Timothy M. Chester, the management team of Information Technology Services (ITS) worked to build a survey instrument to gather feedback from the TAMUQ community of end users in a way that would provide objective criteria for continuous improvement and strategic planning.

They modeled their work on the existing SERVQUAL and IS SERVQUAL approaches, but paid particular attention to pioneering work by the leadership of Texas A&M University Libraries and their partners from the Association of Research Libraries who had previously developed the LibQual+ survey instrument. The LibQual+ conceptual approach was also based on SERVQUAL, a tool used in the private sector to assess service quality.

Following the success of the pilot project, a research project was commissioned by Dr. Timothy Chester. The goal of the project is to develop a scientifically reliable and valid instrument that can be adopted by all institutions of higher education to assess IT service performance. The TechQual+ survey is delivered through a web portal (<http://www.techqual.org>), thus shielding the participating institutions from the rigors and complexities of survey research.

The Higher Education TechQual+ Core Instrument is a web-based survey that requires approximately 20 minutes to complete. It asks respondents to provide evaluations regarding minimum expectation levels, desired service levels, and perceived service levels for up to 13 IT service outcomes expected by faculty, students, and staff.

TechQual+ was developed through multiple rounds of qualitative and quantitative data collection from participating institutions. Using this data, the TechQual+ instrument is continually refined with the goal of insuring that the resulting instrument is both valid and reliable. The goal of the project is to understand what end users feel that "technology outcomes" really are and then to develop an instrument that allows for the systematic exploration of these outcomes in a way that allows for continuous improvement and strategic planning.

The TechQual+ principal investigator is grateful for the exceptional work by the staff of the Association of Research Libraries as they developed and implemented the LibQual+ process. The success of the TechQual+ project will be due in large part to the pioneering research that produced the LibQual+ survey.

Project Coordinators for Shoreline Community College

The Higher Education TechQual+ Project is a cooperative project between institutions of higher education. Each participating institution is represented by project coordinators who direct and conduct surveys for their institution.

This survey was conducted by the project coordinators for Shoreline Community College. The Higher Education TechQual+ project coordinators for this institution are:

Kalbfleisch, Gary
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Higher Education TechQual+ Data Analysis Guide

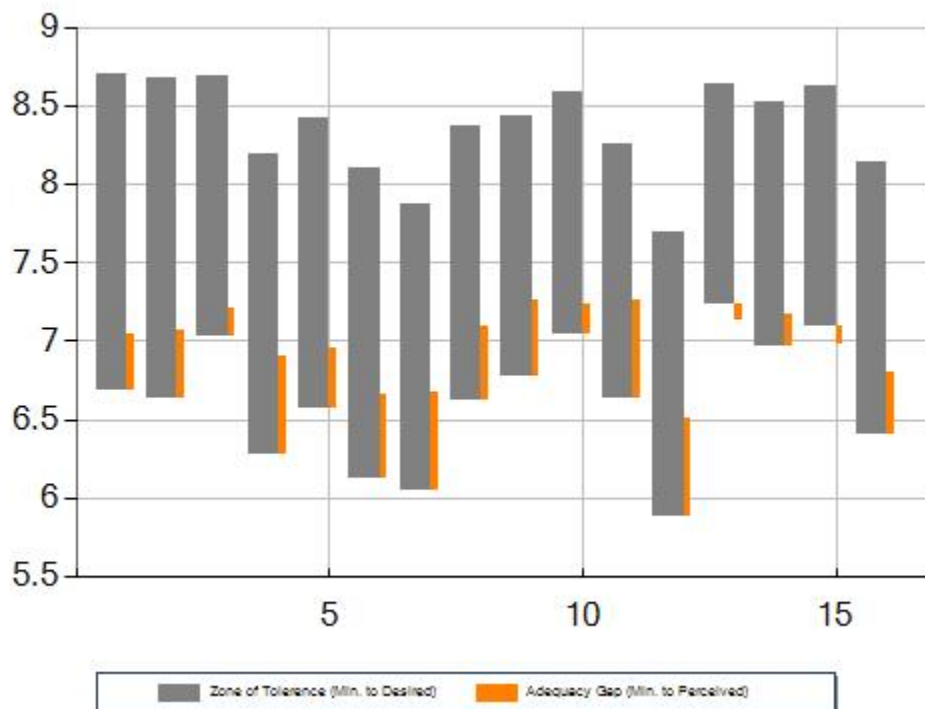
The data from this survey is presented in multiple ways:

Statistics: For each item in the survey, both the means and standard deviations are reported, along with the number of observations (N). A p value (P) is calculated for each survey item, reflecting a test of the null hypothesis $H_0: Adequacy\ Gap\ Score = 0$. Additionally, two other important measures are included that which indicate whether respondents have a positive or negative perception of IT service quality.

Service Adequacy Gap Score: This score is computed by subtracting the minimum level of service score from the perceived level of service score. A positive number indicates the extent that perceived service levels exceeds end users minimum expectations, a negative number indicates a gap between the perceived performance and minimum expectations.

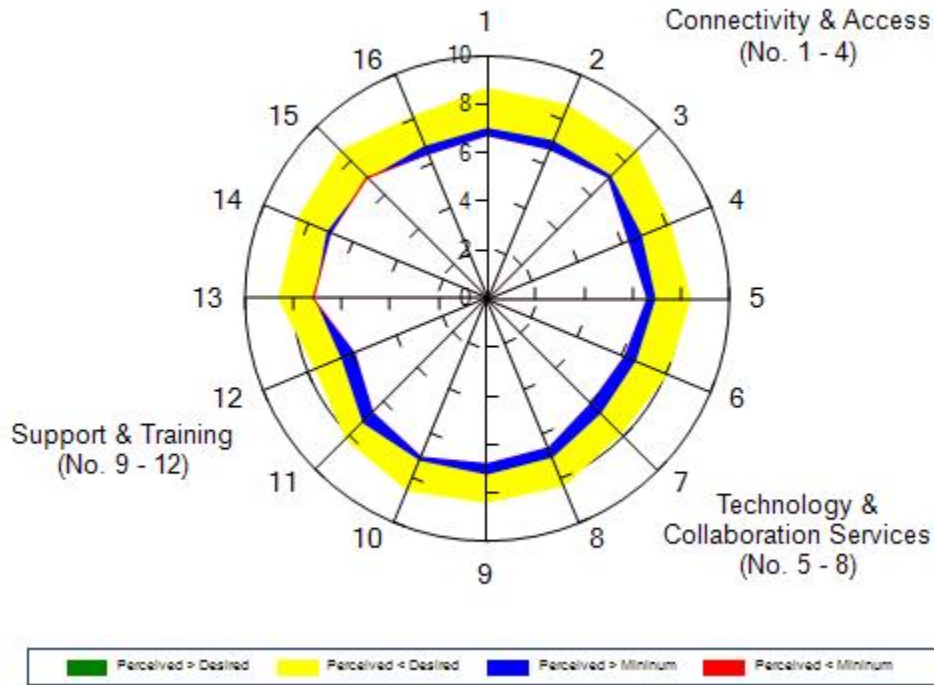
Service Superiority Gap Score: This score indicates the degree to which end users desired service levels are being met. This score is computed by subtracting the desired level of service score from the perceived level of service score. A positive number indicates the extent that perceived service exceeds end users desired expectations, a negative number indicates a gap between perceived service performance and end users desired expectations.

Zones of Tolerance:



For each type of service, expectations are measured as a range as opposed to a single, scaled point. The range between end users minimum expectations and desired expectations constitutes what is known as the "zone of tolerance". A second range, the service adequacy gap range (minimum to perceived) is also computed and displayed against the zone of tolerance for each respective service dimension. This chart graphically displays the end users range of expectations across all service dimensions and your organizations performance against those expectations.

Radar Charts:



For each dimension of service, the minimum, desired, and perceived quality of service is plotted on a radar chart. This chart is helpful in viewing how each data point is related to the overall service dimension as well as to other service dimensions. The one to nine (1-9) scale is plotted along the y axis of the chart, and each 'spoke' represents one dimension of service. The colors green, yellow, blue, and red are used to express the perceived service levels against end users range of expectations (or, zones of tolerance).

Incomplete Surveys: The data contained in this report includes cases where the respondent completed an individual item but did not complete the survey in its entirety.

Suggestions: When the perceived rating is below the minimum level of service, the end user is provided the opportunity to make suggestions on how the quality of this service can be improved. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term.

About this Higher Education TechQual+ Survey

This survey consisted of multiple IT service outcomes grouped together into distinct core commitments expected by faculty, students, and staff. These core commitments for this survey were designed to assess these categories of IT service outcomes:

Connectivity and Access

Tell us about your ability to access technology services through the Internet

Technology and Collaboration Services

Tell us about the quality of Web sites, online services, and technologies for collaboration

Support and Training

Tell us about your experiences with those supporting your use of technology services

Each of these core commitments includes separate questions that refer specifically to IT service outcomes on the Shoreline Community College campus corresponding to each core commitment. For each question, respondents are asked to rate the service dimension in three ways based on a rating scale (1 is lowest, 9 is highest). Respondents are requested to indicate their minimum service level expectation, desired service level expectation, and perceived service performance for each question:

Minimum Service Level Expectation - the number that represents the **minimum level of service** that the respondent finds acceptable. If a respondent has minimal expectations for the statement, his or her rating is typically closer to the lower end of the rating scale. If the respondent has higher expectations, the rating is typically closer to the higher end of the rating scale.

Desired Service Level Expectation - the number that represents the level of service that the **respondent personally wants**. The respondent selects a rating that represents the level of services he or she desires.

Perceived Service Performance - the number that represents the level of service that the respondent **believes is currently provided**. This rating is typically considered in light of the minimum and desired ratings that were previously selected. Generally speaking, this rating typically falls between the minimum and desired service level ratings. However, if the respondent feels that the actual performance is below the minimum service levels, the rating is equal to or below their minimum service level rating. If the respondent feels that the actual performance exceeds the desired expectations, the rating is typically equal to or greater than the desired service level rating.

Core Commitments and IT Service Outcomes for This Survey

Below is a list of the Higher Education TechQual+ core commitments and IT service outcomes for this survey.

Connectivity and Access

When it comes to...

- Having an Internet service that operates reliably.
- Having an Internet service that provides adequate capacity or speed.
- Having an Internet service that provides adequate Wi-Fi coverage.
- Having adequate cellular (or mobile) coverage throughout campus.

Technology and Collaboration Services

When it comes to...

- Having Web sites and online services that are easy to use.

Having online services that enhance the teaching and learning experience.

Having technology services that allow me to collaborate effectively with others.

Having systems that provide timely access to data that informs decision-making.

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

Support and Training

When it comes to...

Getting timely resolution of technology problems that I am experiencing.

Technology support staff who have the knowledge to answer my questions.

Receiving communications regarding technology services that I can understand.

Getting access to training or other self-help information that increases my effectiveness with technology.

Additional Questions

Additionally, the project coordinators for Shoreline Community College included these additional questions with this survey, for which respondents were asked to provide responses.

What are your top two concerns about technology related to your job at Shoreline? (Open-ended Question) *Self-reported faculty, staff only.*

Do you have access to the Internet at home? (Multiple Choice Question) *Self-reported students only.*

- a) Yes
- b) Yes, but only through my cell phone
- c) No

If you do not have access to the Internet at home, where do you access the Internet for SCC coursework? (Multiple Answer Question) *Self-reported students only.*

- a) Shoreline Community College
- b) A relative's or friend's house
- c) Public library
- d) Coffee shop, restaurant, or similar place
- e) Other
- f) I actually have Internet access at home

Please describe any ways in which you think new technologies could be used to enhance teaching and learning in the classroom. (Open-ended Question) *Self-reported faculty, students only.*

How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)

- a)
- b)

How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

- a)

b)

Population Analysis

The total population (N) for this survey included the faculty, staff, and students (or portions thereof) of Shoreline Community College. The Higher Education TechQual+ project protocols state that respondents (n) should represent a random sampling of the total population (N). The responsibility for assuring a sufficiently large random sample resides with the project coordinators at Shoreline Community College. Deviations from the Higher Education TechQual+ project protocols may negatively impact the statistical significance of the findings of this study.

This breakdown of total population (N), respondent (n), and completed surveys is based on the data that was entered for this survey by the Shoreline Community College project coordinators. This analysis is accurate to the extent that: (1) the attributes that were entered for each respondent are correct; and (2) the total population and sub-population (by attribute) information that was entered is correct. For self-reported attributes, values for # attempted, # complete, and completion rate (# complete / # attempted) are available.

Total Population / Respondents

Population Size (N)	Respondents (n)	Respondents (n) %	# Attempted	# Complete	Response Rate
0	1446	0%	229	193	16%

Attribute: University Role (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	4	1	25%
Faculty	0	0	0%	22	22	100%
Staff	0	0	0%	16	16	100%
Student	0	0	0%	187	154	82%
Totals:	0	0	0%	229	193	84%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Comp. Rate = # Complete / # Attempted

Attribute: Sex (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	10	7	70%
Female	0	0	0%	138	118	85%
Male	0	0	0%	81	68	83%
Totals:	0	0	0%	229	193	84%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Comp. Rate = # Complete / # Attempted

Attribute: Age Group (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	20	16	80%
0-24	0	0	0%	97	82	84%
25-34	0	0	0%	52	41	78%
35-44	0	0	0%	20	17	85%
45-54	0	0	0%	23	20	86%
55 & ABOVE	0	0	0%	17	17	100%
Totals:	0	0	0%	229	193	84%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Comp. Rate = # Complete / # Attempted

Attribute: field1

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Resp. Rate
FACULTY	0	99	0%	21	21	21%
STAFF	0	52	0%	16	16	31%
STUDENT	0	1295	0%	192	156	15%
Totals:	0	1446	0%	229	193	16%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Resp. Rate = # Attempted / n

Key Findings for All Respondents

To ascertain statistical significance a two-tailed p-value (P) is calculated for each survey item to test the null hypothesis H_0 : Adequacy Gap Score = 0. A positive adequacy gap score indicates service performance exceeding respondent's minimum expectations, a negative score indicates service performance below respondent's minimum expectations. Based on this analysis the statistically significant findings (0.05 confidence level) from this survey are as follows:

Positive Perceptions (Adequacy Gap Score > 0)

Having an Internet service that operates reliably.
Adequacy Gap Score = 0.35; N = 201; P = 0.00

Having an Internet service that provides adequate capacity or speed.
Adequacy Gap Score = 0.45; N = 194; P = 0.00

Having Web sites and online services that are easy to use.
Adequacy Gap Score = 0.42; N = 191; P = 0.00

Having online services that enhance the teaching and learning experience.
Adequacy Gap Score = 0.57; N = 178; P = 0.00

Having technology services that allow me to collaborate effectively with others.
Adequacy Gap Score = 0.52; N = 175; P = 0.00

Technology support staff who have the knowledge to answer my questions.
Adequacy Gap Score = 0.46; N = 155; P = 0.00

Receiving communications regarding technology services that I can understand.
Adequacy Gap Score = 0.65; N = 176; P = 0.00

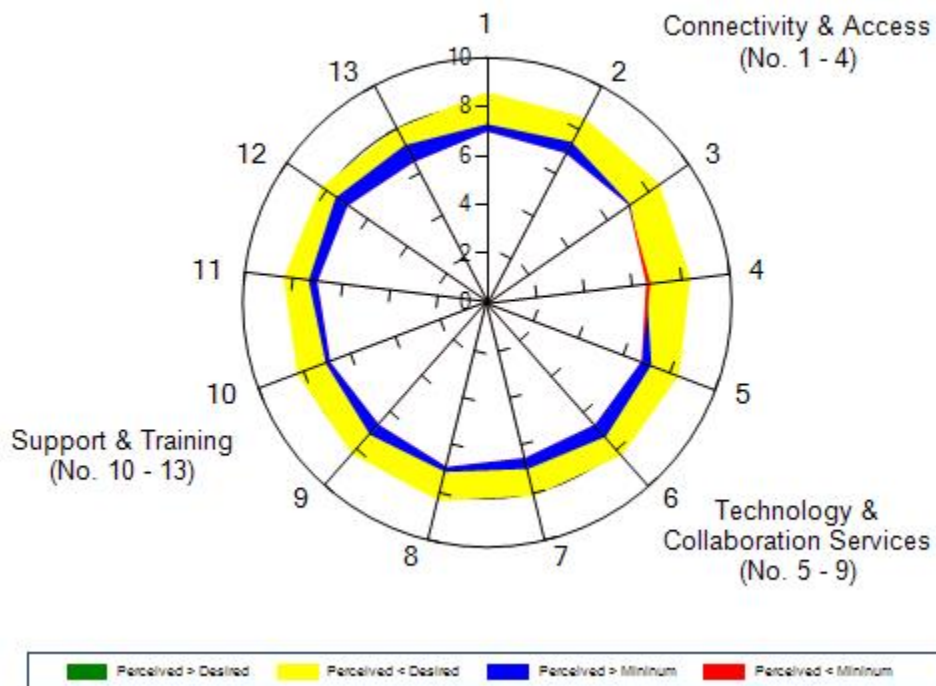
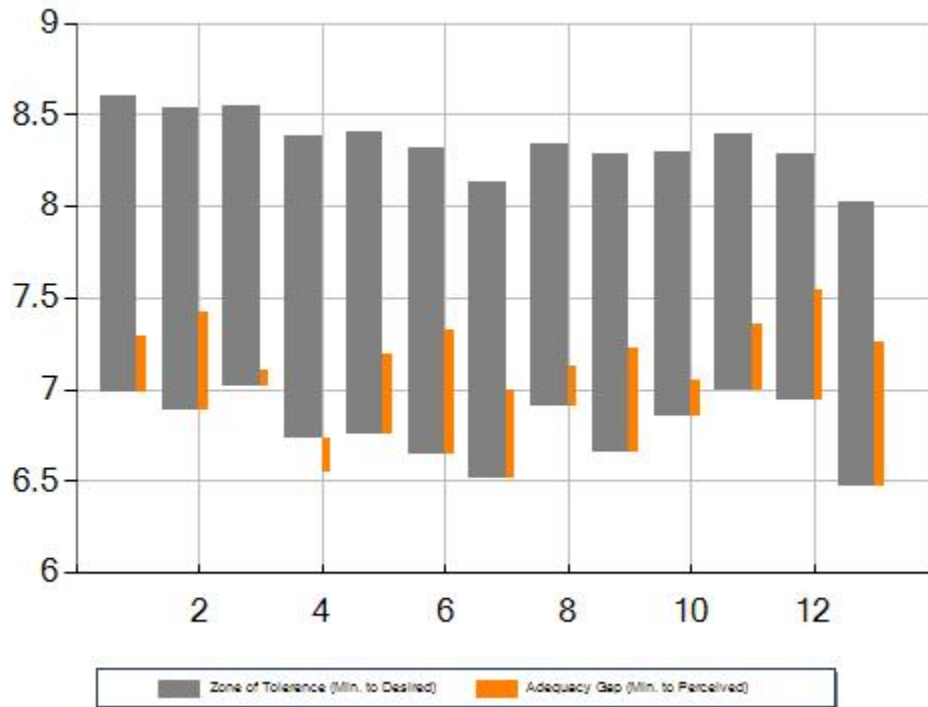
Getting access to training or other self-help information that increases my effectiveness with technology.
Adequacy Gap Score = 0.68; N = 167; P = 0.00

Negative Perceptions (Adequacy Gap Score < 0)

Having adequate cellular (or mobile) coverage throughout campus.
Adequacy Gap Score = -0.45; N = 184; P = 0.02

Data Charts for All Respondents

Below are the charts for this view of the survey data.



Data Tables for All Respondents

For each IT service outcome the statistical mean, standard deviation, N (number of observations), and P are presented. P represents a two-tailed p-value for a null hypothesis H_0 : Adequacy Gap Score = 0. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

Connectivity and Access

Tell us about your ability to access technology services through the Internet

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	6.91	8.59	7.26	0.35	-1.32	201	0.00
		Dev	1.67	0.86	1.38	1.72	1.37		
2	Having an Internet service that provides adequate capacity or speed.	Mean	6.88	8.55	7.33	0.45	-1.22	194	0.00
		Dev	1.71	0.91	1.54	1.83	1.43		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	6.99	8.56	6.99	0.00	-1.57	180	1.00
		Dev	1.70	0.84	1.63	1.85	1.60		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	6.78	8.37	6.34	-0.45	-2.03	184	0.02
		Dev	1.83	1.12	2.37	2.52	2.48		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H_0 : Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Technology and Collaboration Services

Tell us about the quality of Web sites, online services, and technologies for collaboration

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	6.71	8.38	7.14	0.42	-1.25	191	0.00
		Dev	1.60	1.13	1.54	1.72	1.53		
6	Having online services that enhance the teaching and learning experience.	Mean	6.66	8.30	7.22	0.57	-1.08	178	0.00
		Dev	1.76	1.22	1.46	1.75	1.50		
7	Having technology services that allow me to collaborate effectively with others.	Mean	6.43	8.09	6.95	0.52	-1.14	175	0.00
		Dev	1.80	1.28	1.69	1.59	1.51		
8	Having systems that provide timely access to data that informs decision-making.	Mean	6.88	8.35	7.06	0.18	-1.28	171	0.17
		Dev	1.71	1.16	1.68	1.72	1.58		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	6.72	8.33	7.00	0.28	-1.33	163	0.07
		Dev	1.80	1.17	1.84	1.91	1.80		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H_0 : Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Support and Training

Tell us about your experiences with those supporting your use of technology services

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	6.87	8.31	6.89	0.02	-1.41	169	0.87
		Dev	1.66	1.10	1.77	1.88	1.76		
11	Technology support staff who have the knowledge to answer my questions.	Mean	6.88	8.37	7.34	0.46	-1.04	155	0.00
		Dev	1.83	1.24	1.76	1.73	1.57		
12	Receiving communications regarding technology services that I can understand.	Mean	6.88	8.24	7.53	0.65	-0.70	176	0.00
		Dev	1.85	1.27	1.52	1.45	1.40		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.46	7.98	7.13	0.68	-0.85	167	0.00
		Dev	1.99	1.47	1.85	1.82	1.74		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H_0 : Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Suggestions from All Respondents

When a respondent indicates that the perceived quality of a service dimension is less than their minimum expectation they are provided the opportunity to make suggestions on how to improve the quality of this service. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term. The responses that follow are unedited.

Having an Internet service that operates reliably.

It might just be my computer because it needs updating, but there are often times when my internet and/or outlook freezes. It usually doesn't last long, but it is an inconvenience. [#2044472]

The quality of available Internet service in the Library Media Center and Computer Science centers are more than adequate. However, the Math Learning Center and Science Labs deserve upgrades to allow updates. [#2044508]

I've had quite a bit of trouble just trying to pay tuition, for example, and will often get "error" messages many times. I just wait until the next day and then it operates again. [#2044524]

Needs to be online 24/7 MY BIGGEST GRIPE is that the SCC websites aren't always available. Unacceptable! [#2044590]

Yes, this is very important. [#2044595]

Pretty good [#2044598]

Make sure to have good servers and back up. Have a good reliable company contract with the college for servers and storage/backup. [#2044720]

Service needs to be expanded so it works everywhere on campus. I often cannot get wireless in the music building where I teach. [#2044763]

Reliable is the operative word and what I need to be able to depend on the internet service provided by school. [#2045011]

n/a [#2045063]

While full outages are pretty uncommon, it seems like the network from whatever device I'm using out to the internet isn't particularly robust. The most common way this manifests is having to request pages multiple times, almost like the request gets sent out to the DNS server, but it takes a few pokes for the server to start paying attention. [#2045217]

Yes [#2045282]

I think if we have issues it is a server issue. [#2045326]

This has improved over the past several years, although I do feel the college often has more system failures in comparison to other colleges I have worked in the the past. [#2045390]

Canvas has been the main source of frustration for me. In general, things like not being able to sign in, problems with submitting pdfs and such, etc. [#2045453]

the internet at the school is pretty much always down. [#2045509]

Having an Internet service that operates reliably is essential not only in todays everyday living but especially in school. [#2045530]

I had no issues with the internet other than the obvious known failures. [#2045697]

I've only been attending Shoreline for 1 quarter, and the internet has gone out once for a whole day. The communication regarding the problem was excellent and I can tell that a lot of time and thought went into creating a way to access and use Canvas without the Shoreline server. I was impressed with the way the problem was handled. Thank you. [#2045769]

Having an Internet service that provides adequate capacity or speed.

Sometimes websites are slow to load, which can be tedious when waiting with students. [#2044469]

My particular computer is slow and sometimes freezes. [#2044472]

Good [#2044595]

Internet services need to support all commonly used browsers at similar levels of reliability and functionality. Also there should be some consideration of students with older operating systems and applications, as they may have financial limitations on upgrading to the latest. [#2044805]

The speed or capacity of Internet service are quite enough. [#2044896]

Sometimes, the service seems slow. That could be though because a lot of people are on the server at one time. [#2044992]

We live in a technology hub, I feel my internet service should reflect that. [#2045011]

n/a [#2045063]

I definitely think it's important to have fast internet on campus. I used to stay on campus after class to isolate myself and get homework done. When the internet was running to slowly I often get side tracked and become much less productive. My short attention span can't wait to load web pages and videos...21st century problems [#2045158]

This could be better. After the recent crash of the system I am no longer able to copy anything from systems such as MS Word to Canvas for submitting assignments. I have never been able to do so on the (reply) section of daily classes. [#2045228]

Yes [#2045282]

I notice that every afternoon about 2:30-3:00 internet service slows way down. I am not sure how to fix this issue. [#2045326]

Good speed. Sometime, if I want to use scc-student wifi on the phone, it disconnects after couple minutes later so I have to manually re-connect wifi again. [#2045336]

when spending time in the library it is not uncommon to hear over the intercom that the internet is done [#2045509]

Sometimes there is glitch on streaming videos related to school assignment. [#2045741]

Having an Internet service that provides adequate Wi-Fi coverage.

I hear students complain about this once in awhile. [#2044376]

Wi-Fi coverage is great in the Library, but not so great on other areas of the campus. [#2044508]

I'm having a heck of a hard time logging on to Shoreline's Wi-Fi. I haven't figured out how to do it yet, in spite of talking to other students about how to do so. Comparatively, I go to my hair salon, and I ask them for their password, and--voila--I'm on in about 10 seconds. [#2044524]

Sometimes the wi-fi connection in my office is very slow or flaky, even though my office shares a wall with the router closet. [#2044539]

i think a whole campus hot spot is important [#2044572]

The Wifi is not covered all of the campus, some of the place that i go, i lose the connection and then i have to wait 5 minutes to access again [#2044578]

Pretty good, but do have trouble accessing via phone and laptop. [#2044595]

On some parts of the library, the wifi coverage isn't accessible and wifi sometimes gets disconnected in building 2200, 1700 and art building [#2044598]

The Music building is a dead zone and often I cannot get wireless service there. [#2044763]

Sometimes I have troubles accessing to the Internet service. It takes about five minutes to access again. [#2044817]

sometimes wifi can't connect very well. [#2044896]

I hope wifi won't go down again or often because it makes students unable to do online work or send emails at school making them less likely or wanting to go to campus. I suggest having a back up plan or a warning when it goes down like a text or call or email saying it's down as soon as they find out its down. So people with online classes won't waste their time coming here to study. [#2044945]

I have a lot of issues logging in to WiFi from my phone. I've borrowed computers from the library before and they get satisfactory service from areas near or in the library. I don't understand why the portal I need to log into for my own devices isn't recognizing any user/password combo and no one I've talked to seems to know why either. I've tried both the public and student WiFi. [#2045156]

I often have trouble getting on the student wifi or getting service fast enough to meet my demand. I usually avoid campus for that reason. That being said I haven't used the wifi in about 2 years so I don't know if wifi has gotten better since then. [#2045158]

Stronger wifi through the school would be MUCH better. [#2045198]

The campus is, from experience, pretty close to having Wi-Fi everywhere...but not quite there yet. A number of outdoor areas seem to have signal, but no connectivity, and the west side of the ground floor in the library (near the AC condensers) hardly has any signal at all. [#2045217]

Yes [#2045282]

I do not use this much but I know the students do. I have heard no complaints from them. [#2045326]

I have noticed the internet crash a handful of times since I've been going here. Though I don't mind, I'm sure this has been very stressful for students trying to do a last minute assignment or something during those times. [#2045453]

Wi-fi service is important to get lecture materials. [#2045555]

Wifi service at shoreline no longer works for my Android tablet. I have spent time at the technology department in the library and they could not get it to work either. I have never had this problem elsewhere with my tablet. [#2045643]

The "staff" modem can sometimes be difficult to access. Usually if there is a problem, it will work within 10 minutes. Its not a huge issue. [#2045656]

Yes, all the way to parking lots. [#2045741]

Having adequate cellular (or mobile) coverage throughout campus.

My cellular carrier is AT&T. I am not able to get a consistent signal on campus. It will go from 4 bars to no service by moving three feet. Most of my classes are in the 2900 building. There is no service there at all. Yesterday it took me 3 hours to get a text message sent to my wife. [#2044436]

Inside the pub its scary not to get any cell service because if something goes wrong I do not have the ability to call for help. I know there are signal boosting devices out there, look into it! [#2044448]

My cell phone sometimes does not work in my office - I have to go in the hallway to make calls. [#2044469]

I have no cellular coverage on this campus and know that, for others, coverage is very spotty. It would be nice, especially in the case of emergencies, to have more coverage (maybe extra towers) on this campus. [#2044472]

My phone doesn't work in many areas of campus. [#2044524]

My office in the 2800 building has terrible cellphone service. Most faculty have to go outside the building to get a clear connection. [#2044539]

AT&T doesn't have signal in campus [#2044560]

I have adequate cellular coverage but some of my colleagues do not have good coverage with their service providers which makes it difficult when trying to communicate with them. [#2044565]

no service with at&t [#2044572]

My mobile always out of cellular in school, so i decide to choose air plane mode in my iphone. I dont want to be like that anymore. my friends cant call me. [#2044578]

It is a safety issue as well as a "given" for students to be able to use their phones on a college campus. [#2044585]

Please have adequate cellular/mobile coverage. I have a kid and it's very important to for his school to get a hold of me. I've had several dropped calls where the school could not get a hold of me for an emergency. [#2044595]

Put some repeaters for ATT! [#2044598]

I am using AT&T, I cannot get any signals in campus. [#2044610]

There is really inadequate cell service on campus with lots of dead zones [#2044634]

No service in Nursing building. [#2044652]

Don't know about other carriers, but my at&t cell phone hardly gets reception on campus both inside and outside. Others I have spoken with have the same issue. [#2044736]

I have ATT and I usually cannot use my phone in my office in Foss or in the music building. it is a safety issue. [#2044763]

I've encountered many dead-spots, particularly in and around the VCT building, and the WIFI reception in the lower floor is pretty much nonexistent. [#2044816]

I think the cellular (or mobile) coverage throughout campus is not efficient and active. My carrier is AT&T but I can rarely receive the signal in campus. [#2044817]

Having adequate cellular connection is is a very big thing because students need to be able to contact with the offices and faculty on campus. [#2044847]

sometimes wifi can't connect very well. [#2044896]

It would be nice to have better reception throughout campus because in some buildings, it cuts out. [#2044992]

Not as important in a school setting, but in case of an emergency, cell service is vital. [#2045011]

need better connection for wifi when using phone somewhere in the building that has lower level/downstairs. [#2045063]

I rated this the lowest because I had a track phone no-contract-plan for a long time, and it would never get through the calling net block over SCC and it could have been very dangerous. For example last quarter I was taking a evening class and I would not get out until after dark, what if someone had come up behind me while I was getting to my car? What then I ask you? god forbid they try to rob or rape me, I mean for the what if and could happens it is better to have the ability to at least have a chance to call out on your cell phone for help, but no you block it just so kids will not use them in class, yet for the few that can afford the smart phones that have wifi calling, they do it anyway. I am sorry for ranting, but this is a real issue for people with cell phones that are not smart. [#2045107]

Yes it is nice to have good cell service, but I don't go on campus. I've had problems with cell service on campus before, but I've learned not to rely on my cell phone while on campus. <--I really don't need to use my cell phone on campus except for emergencies(rare) so it's almost better that I can't access social media or messenger apps while on campus. How am I suppose to suggest ways to improve cell service on campus I know nothing about cellular towers. [#2045158]

AT&T is my service provider, and given a full day (7:30am-4pm) on campus, if I don't put my phone in airplane mode, the battery will be dead from searching for service before the day is out. There are only a couple places where there's enough service for the data connection to work, and placing calls in those areas is far from a sure thing. I realize the lack of service is a complex issue to solve and mostly AT&T's problem, but still frustrating. [#2045217]

I'm a disabled person using online classes, so the questions about on campus services don't really apply to me. [#2045228]

My simple cell phone does not get reception anywhere on campus. Others complain that that can only get it in certain places on campus. I do not know how to solve this issue. [#2045326]

I have bad reception in library and I can't accept any phone calls except emergency phone call ,911. [#2045336]

no cell service inside buildings [#2045358]

I find that when I'm on the first floor of the PUB, I sometimes lose my signal. This is a problem when we have an activity (club for example) and we are downstairs, in the evenings. Otherwise, I'm pretty satisfied with the cellular coverage. [#2045364]

I am not certain how this can change. Service is quite often lost when in the brick buildings. [#2045390]

Consistently have little to no service on AT&T throughout campus, even when outside. [#2045412]

My phone does not work on campus at all so I'm a bad person to ask! [#2045426]

Cellular service extension for inner most parts of Foss building. [#2045465]

Have more cell phone towers. [#2045516]

I was having a harder time with getting mobile service at the nursing building. [#2045555]

I do not get phone service on campus. I use tracphone. Once i lose service I can not get it back until i leave campus. [#2045643]

I don't get any mobile service inside any if the buildings. I have to go outside to send or receive cell phone calls or texts. It's very frustrating. [#2045769]

This is mandatory for safety and security. [#2045803]

Having Web sites and online services that are easy to use.

The website is hard to navigate and does not provide some information (such as support for transfer students) that many other community college websites provide. I think there is room for improvement in this area! [#2044469]

Totally! User-friendly is of paramount importance. [#2044524]

Good. The school home page is a bit confusing. Now I can navigate more easily, but when I was new, I was very confused. [#2044595]

Website is kinda old looking and boring, sometimes a little bit hard to navigate. [#2044598]

I find out SCC website continues to be confusing and it is hard to find what I'm looking for. The search function is almost useless. [#2044763]

The user experience with Canvas has been mostly positive, aside from the screw-up earlier this year. However, the Shoreline website, especially for current students, is a convoluted nightmare. The page is full of minimally important crap, while I have to dig through pages trying to find no-brainer vital information like stuff for Financial Aid and required texts. [#2044816]

The school does an excellent job of providing students access to computers, fast internet service and a range of online support thru the website. [#2044836]

The college's web site is not user friendly and I often have to resort to using the A-Z index. For those outside of campus or those who don't see the index it's sometimes impossible to find things on the site. [#2044910]

Canvas is easy to use but teachers use it differently which makes it complicated at times. Maybe find a way for everyone to get on the same pace. [#2045198]

yes [#2045282]

I notice that changes have been made and find the search function working better than ever. Thank you. [#2045326]

I think the website could be organized more effectively in terms of the search bar. Many times when I'm trying to find something specific, I have to look all over the page rather than just searching it, because it doesn't do any good. [#2045453]

Make it simpler and easier to use, in particular ECHO or club access. [#2045516]

no [#2045672]

I thought of the schools website but also canvas which I do like, but tends to run slow... Again this is not a suggestion but a comment. [#2045697]

Having online services that enhance the teaching and learning experience.

More teachers could use Canvas. It is easy to forget things when there are multiple sites for one class. [#2044476]

The online experience here at Shoreline is great. I have taken several classes online and have had great interactions with my instructors online. [#2044595]

i have only taken one online course to date. It was definitely not intuitive and took awhile to get used to. It also was not easy to find on the website. The registration should give directions on where to find your "classroom" [#2044634]

I'd be curious as to what those services might be. [#2044763]

Making sure that all teachers are using the canvas cite or letting the students know when signing up for classes on how much each teacher uses it would be very welcomed [#2044905]

n/a [#2045063]

I would love if their was an information session to let us know about all the learning and networking tools we have access to as students here. I feel like no one is taking advantage of the online Oxford Dictionary, Eco, and other things. [#2045453]

Having technology services that allow me to collaborate effectively with others.

From what I know about Canvas, there is a lot more functionality than what is currently being used. Teachers need better education on how to use it, the administration should encourage it's use, and the students need training too. Also, it would be nice to be able to access Zanzibar from the on campus Wi-Fi, although I understand the security risk there. [#2044436]

There needs to be a way for the network security protocol to allow student file sharing across multiple platforms. This would include using Outlook 365 and other cloud based software to upload documents to Canvas in a streamlined manner. [#2044508]

Not sure what this means. Something like Skype? I don't know. [#2044524]

The list serves have allowed more collaborate connections and program connections. [#2044585]

Yes, very important. [#2044595]

Floppy drives are sparse and unreliable. We need more in our computer lab so CNC program codes can be saved easily and modified if necessary. [#2044849]

While I appreciate Canvas, there are some things that need improvement for it to be most efficient: 1. No delay in my inbox notifying me of a message 2. Easier navigation to and in Discussions, etc. 3. People understanding the features better so that they know how to use them (I think this is lack of motivation to figure things out on students' parts) 4. The ability to message other students - even after a class has closed or they are not directly enrolled in a class with me I also feel that general understanding of how email composition and attachments function most effectively as well as how to use shared files - not necessarily on Canvas - would greatly benefit the student population. I'm thinking of MS Office suite, G-Docs, OneDrive, etc. Availability of laptops that function better would also be nice as I do take advantage of those sometimes for a variety of reasons. [#2045156]

The networking with other students, besides direct classmates through Canvas, is really lacking. I think their should be some way for ALL the students to communicate online about current issues, event announcements, and surveys together. Like an actual community. [#2045453]

no [#2045672]

in this point I thought of echo, and how unpleasant and user unfriendly it is. This is not a suggestion, other than maybe the suggestion to change... [#2045697]

Having systems that provide timely access to data that informs decision-making.

Making decisions about my time, money and energy in taking a class should be informed by up-to-the-moment info. [#2044524]

Room scheduling? Financial information? [#2044585]

Good [#2044595]

everything is good [#2044612]

The format of the notification emails is difficult to decipher, and show the date the information was added more prominently than the date and time of the events themselves. [#2044816]

I check into Canvas often, but use gmail to alert me to new messages. Sometimes I don't get an alert that I have a new message in my inbox until much later. In time-sensitive scenarios this causes issues. [#2045156]

We have server issues. We store all of our info on a share drive. If we don't have access to the S drive we are pretty much dead in the water. It seems like it goes in spurts. It works for awhile then we have a little spurt where service is inconsistent. It seems like we go along until there is a problem then we fix it. Is there a way to anticipate this and avoid the downtime? [#2045326]

Sometimes not clear where to go to get information for certain things. [#2045412]

Next time that we have an outage that effects my ability to complete class work a more timely response vs using just the school email but using all emails on file. Possibly a call to those students that are strictly online students. [#2045537]

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

The majority of classes have instructors who use Canvas for either hybrid or online classes, therefore students must have access to computers on a regular basis. One suggestion is for the library to have loaner laptops available during open hours. [#2044508]

In my music classes, we've had considerable difficulty with technology and usually I see the teacher of the class making due with inadequate technology and their personal computers. [#2044524]

High-quality document cameras are extremely useful for my lectures. [#2044539]

Seniority of faculty or program should not dictate the room assignments. [#2044585]

I love my building. Classrooms are always available on the weekends and after school hours, but during school hours, when all the classrooms are full, it is very difficult. I am the VCT program, so the library computers don't have the programs I need. I'd like at least one to 2 more classrooms with computers in the Visual Arts Building for students who need to do work and the clubs, like the Visual Communication Technology Club, who need computers for the students. [#2044595]

as above [#2044634]

we simply have to renovate some of the rooms, they are outdated. We should have the ability to display information and not cover white boards and in general more flexibility. Current set ups in class rooms are working but are not effective. [#2044690]

I have found the computer labs and such to have plenty of space, or maybe I went on a day that was not so busy, but never had an issue with not enough space/classrooms. [#2044720]

This has nothing to do with canvas itself. I just wish classes like Anthropology 100, CMST&203, POLS203, and foreign language classes were available to take online as well. I am mainly taking online courses because of my busy work schedule but I have not seen any of those classes available to take online. [#2044734]

every space on campus should have the technology to enhance teaching and learning. [#2044763]

i think, shoreline already provide us with enough technology. [#2045272]

Computer labs are set up well but there a lot of other classrooms could use improvements. [#2045412]

I'm pretty new at SCC and have only taught in 3 buildings but some of the classrooms are so dramatically better than others, and as teachers we just hope for the best. It would be great for students and teachers if the campus was updated and streamlined in a way where you can expect to have a smart room, a dry erase board, etc. [#2045426]

There doesn't seem to be any technology like this in the main library meeting rooms, which could be useful. [#2045453]

the technology in some of the classrooms is a bit outdated i came from the snohomish school district and they had smart boards in every classroom. [#2045509]

1. A 50-minute class is too short to spend any time fussing with the computer. In order for me to use the technology successfully in class, it needs to be ready for me as fast as possible. At this time, I rarely use the computer in my class because it takes me ten minutes to get it up and running and ready to go. 2. I would love to be able to use a document camera. I have not so far been in any classroom that had one, but I understand you are deploying more of them now. Still, though, if it takes me ten minutes to boot up the computer and projector and connect the cables and ..., it's easier to keep using the (analog) overhead projector. [#2045642]

There is no internet, computer, projector in the clsssroom [#2045803]

Getting timely resolution of technology problems that I am experiencing.

A few times this quarter the internet has gone out unexpectedly, see if you cannot make it happen less!
[#2044448]

Submitting homework to Canvas presents unnecessary time consuming challenges because the instructors work on a different network from the students. Therefore they have administrative rights and privileges that will allow them to use file sharing and document sharing licenced products to which students have no access; thus making it easy for an instructor to upload documents with relative ease.
[#2044508]

difficult to contact staff...only tried once a year ago so might have changed [#2044590]

Good [#2044595]

provide more staff to help people [#2044612]

Maybe designated a help desk department for all of Shoreline Community College technical problems, for all such as Canvas, and all other online programs. Contract with an outside company who has knowledge of the software and are experts so students can just know about the SCC help desk at 888-toll free line for every tech. problem. [#2044720]

I haven't had that experience yet. [#2044896]

Comment: Staff can't always resolve issues, but they do make immediate effort to resolve. [#2045156]

Usually it is timely but lately it has been slow. The wifi has gone out multiple times for no reason. Hooking up is harder even though I have hooked up many times. Stronger signal through out would be better for our laptops. [#2045198]

More often than not, I am asked additional questions about an issue before the issue is examined at all and a quick look at the problem would answer many of the questions being asked. An actual visit would prevent these long back and forth emails about the issue and allow me to answer the questions all at once while we examine the computer together. Essentially: more face time. [#2045352]

This is so, SO important. It's the most stressful thing ever to be low on time for finishing an assignment, when something goes wrong...and I'm just waiting on a reply from technology support! [#2045453]

The audio is always out of order [#2045598]

no [#2045672]

Technology support staff who have the knowledge to answer my questions.

There are several TSS people who have knowledge, are helpful, and kind. However, some staff talk too fast, and/or give non-helpful canned comments that are almost like saying "too bad" at times. I have had staff mention they haven't contacted TSS about technology problems because they perceive they won't receive help or will only be told to "reboot". Whether that is real or perceived, it seems like the customer service could be improved. [#2044376]

n/a [#2044572]

NA [#2044595]

It is very frustrating when I have a problem or question and I have to email/leave a message. It becomes a tag game to try to schedule a time to get answers or software installed. Also, it is difficult to access information about available technology==such as eligibility for computer upgrades. [#2044763]

I have not experienced any issues with the technology [#2044836]

There is not enough information for me to know about why can I get help. [#2044896]

I had an issue uploading an image onto a Discussion board. The image file was saved in my files on Canvas and I used the insert file feature built into the website. However, the image doesn't display. I don't know who to contact about issues like this. Sometimes staff is limited in how much they can resolve due to age and condition of equipment (laptops or video players). [#2045156]

yes [#2045282]

While I think there are staff members who are knowledgeable, they rarely make face time to explain what went wrong or how to prevent issues in the future. [#2045352]

Have more and better trained tech people. [#2045516]

when I had a problem with the technology that the school provided, the stuffs were able to tell me what's wrong with it. the problem that I had was about class registration. I was not able to register online by myself in early morning. Because of this, I was in the wait list for 3 of my classes. [#2045580]

Receiving communications regarding technology services that I can understand.

Good. [#2044595]

I do think that there should be more publicity about the opportunity to get o365 (MS Office suite) for free through the school. [#2045156]

Getting access to training or other self-help information that increases my effectiveness with technology.

The 365 has been thrown on staff. It has been a challenge for many for multiple reasons. One reason "home technology" doesn't necessarily meet the minimum requirements of the work technology. I.e., using older phones, iPads, etc. [#2044376]

It would be great if there were a "help" area for teaching specific tasks. I can often figure out things on my own, but I'd love to access more specific information. [#2044524]

Yes very important to me. [#2044595]

Yes [#2045282]

When I have an issue with Word or Excel I try using the help info from MS and it is usually garbage and does not help. I have tried the internet and sometimes I can find the info I need but not always and it always takes time to sift through the junk info. [#2045326]

If there's a repeated issue, having information on how to fix it myself would be ideal. If that's not possible, I think training sessions for software/systems where anyone on campus could attend would be incredibly useful. [#2045352]

The problem is time. I like face-to-face sessions, but often I can't meet the times available. [#2045364]

The problem I see with this is that I am a part time faculty member and have another job. Often these classes are only offered when I am working and therefor can not attend. [#2045390]

I would love more of this kind of thing. I think that if at least the tools we already have were flaunted more, they would be more used in general--therefor better grades from everyone. [#2045453]

Have more access to assistive technology for people with disabilities. [#2045516]

Additional Questions for All Respondents

The project coordinators for Shoreline Community College included these additional questions with this survey. At the end of the survey each respondent was provided the opportunity to respond to these questions. Below are their responses grouped together by question.

What are your top two concerns about technology related to your job at Shoreline? (Open-ended Question) Self-reported faculty, staff only.

The HP needs to be replaced. All staff need to use Outlook effectively for messages and calendars. There should be policy that requires a response to email within 24 hours in order to know that the technology is working effectively. [#2044376]

#1: Improving the website to make it more student-friendly and more informative. #2: Automating internal processes that are currently paper-based. Students could apply for graduation online, for example. [#2044469]

In my position, I use outlook to schedule appointments and meetings for quite a few other people. We have had problems in the past with this system going down and have also had times when the computers in our office didn't sync up immediately and caused double bookings for our Advisors and Counselors. So I would say that having an reliable outlook system is the most important thing. [#2044472]

Respondus Lockdown Browser issues and Canvas outages. [#2044485]

The networked computer terminal in my office often refuses to connect to the network, making it much less useful. I'd also like to see more stable internet service, with stronger signal throughout campus. [#2044539]

Getting new technology and then the training in how it relates to our program and needs. While the HP is OLD I know how to run reports and download to formats and needs of our office. [#2044585]

Student access Integration of technology with the actual classroom space. [#2044648]

1. Class room availability of equipment can widely vary. 2. Displaying data/information in the class room setting often conflicts with the white boards. This creates a situation where only one tool can be used at once, either technology or old fashioned writing. [#2044690]

reliable accessible internet up to date technology [#2044763]

The top concern is getting help ASAP when I'm either in the classroom or office so that I can give the service to my students and get my work done without glitches. The second concern would be getting the help I need in a manner that makes me feel like I'm not a dope for not understanding, and that technology is an aid to my teaching, not the focus of it. Technology support at it's best enhances the complex learning relationship between instructors and students and makes the instructor feel more empowered. [#2044804]

Reliable access to the shared servers when off campus. Cell phone connectivity on campus [#2044894]

Communication during outages and user-friendly access for meetings. [#2044960]

LACK OF TRAINING AND COMMUNICATION BETWEEN YOUR TECH STAFF AND FACULTY--A HUGE DISCONNECT. [#2045105]

keeping hardware and software updated, and continued training on new information [#2045280]

Security of student records and my saved documentation on the S drive. I limit the hard copies of important documents. I do worry that all that documentation might disappear someday, never to be seen again. I understand that all the work that is done is backed-up every night. Is this true? [#2045326]

1. student accounts are difficult to troubleshoot: a single error message when signing into Canvas/email/computers could mean a multitude of things 2. 365 is still a bit glitchy when using the OWA app or when accessing calendars from off campus [#2045352]

semi smart rooms are not easy to use, seem antiquated compared to the smartrooms. It would also be nice if I could access my desktop from any room, like I can from room 2059. Students technology issues often come to me first, and I have to re-route them to technology, often losing time. A technology button and eLearning button, with explanations when to use them, would be helpful. [#2045364]

Having better access to classes offered so all instructor can stay updated and knowledgeable on the current technology. Requiring all staff members to use technology in their teaching as this is what the current job market requires therefore it is important to provide the students with "real life" expectations and experiences. [#2045390]

available access support when needed [#2045459]

Training in the new tech that is needed to help user with their tech issues. That those in the TSS department are working together by providing each with tech knowledge that can be share will all involved in providing outstanding customer service. [#2045596]

I use the Financial Aid Management System and it is internet based, and lately the server at SBCTC has had a lot of problems, which causes the FAM database to go down. I hope the CTC-Link project will replace the problematic FAM database. Also, we are using multiple databases, such as Minisoft SMS/FMS to interpret financial aid related questions for students and the requirement to sign onto multiple databases slows down processing. It will be nice to have the new ctc-Link system that we will be linked under one system. [#2045602]

1. I use technology all the time (except when I'm actually teaching in a classroom); when the system is having issues, I can only do about 10% of my job. 2. I see a lot of fads, where people get enamored of the next new thing. Most of these things are of no use to me (-hrm-hrmm- iPad). But it's hard to get the devices that do meet my needs, maybe because all the resources have been put into the new thing everyone thinks is cool. [#2045642]

Honestly I've found no technological limitations. What I am really annoyed with was the switch over to Office 365. Since the switchover, I have to "trick" the "service" into letting me log in as it wants to redirect me to the main Office 365 site where it doesn't recognize my email address. I have several bookmarks that I try repeatedly until somehow it decides that it will let me log in. The link on the main college website for campus email should link to a site where it is guaranteed to let you log in. [#2045656]

For years I have been hoping for an Elmo document camera, and just this quarter our classrooms have been equipped with them. Thank you! This greatly assists in my lectures. I'd like a more user-friendly AV/Smart system in the 2900 classrooms. [#2045791]

Lack of equipment in the classroom or accessible nearby [#2045803]

Do you have access to the Internet at home? (Multiple Choice Question) Self-reported students only.

a) Yes	152	95 %
b) Yes, but only through my cell phone	6	3 %
c) No	2	1 %

If you do not have access to the Internet at home, where do you access the Internet for SCC coursework? (Multiple Answer Question) Self-reported students only.

<i>a) Shoreline Community College</i>	<i>37</i>	<i>23 %</i>
<i>b) A relative's or friend's house</i>	<i>10</i>	<i>6 %</i>
<i>c) Public ibrary</i>	<i>20</i>	<i>12 %</i>
<i>d) Coffee shop, restaurant, or similar place</i>	<i>27</i>	<i>16 %</i>
<i>e) Other</i>	<i>3</i>	<i>1 %</i>
<i>f) I actually have Internet access at home</i>	<i>82</i>	<i>51 %</i>

Please describe any ways in which you think new technologies could be used to enhance teaching and learning in the classroom. (Open-ended Question) Self-reported faculty, students only.

I am an online student who is located in Florida. I am a Technology Coordinator at a school, so I am well familiar with technology. I think that overall, Shoreline's technology, as far as the online facet of it, is very good. I have little or no problems. [#2044412]

The VCT program needs more fonts on the computers in the 2900 building. There are certain types of fonts that are not available, yet are necessary for graphic design. Adobe programs on library computers would be nice too. It is sometimes difficult to get access to them as classes are going on. The school needs to promote the Adobe CC student rate and free Microsoft Office 365 for students that are available. Despite the anti-Microsoft sentiment that students tend to have, they will be required to use these programs in business. Knowing how to use them when they get there is important. Having worked in IT for 15+ years, I understand the risk of BYOD, but having access to get to homework assignments on Zanzibar from Wi-Fi would make things much easier for VCT students. Overall, I would say the IT department is doing a very good job. The personnel I have talked to are friendly and on top of the IT issues. [#2044436]

Adjust phone notifications. While I realize that texts need to have information to verify, I really don't want my full name sent with a text alongside a school website. It's rather easy to mix up your phone number and/or get texts sent to the wrong person (when using school email, addresses are already in the system). [#2044452]

0 [#2044463]

Working with Respondus and Canvas to avoid technical issues. [#2044485]

You can get instant feedback on tests/quizzes, not to mention all of the visual teaching aids that can be leveraged from current technology. [#2044502]

An interactive whiteboard that will allow instructors to save and convert information to pdf that will readily post to Canvas. Also, using Google docs or Microsoft 365 to complete and upload homework assignments for instructors to grade in RealTime. [#2044508]

Make online grading mandatory. Any downloadable content from the modules should appear under the files tab. Option to receive notification when someone replies to a comment of yours. All of this refers to Canvas. [#2044536]

communication [#2044572]

New technology can get students in America in touch with other students and professionals around the world. [#2044595]

none, its already perfect [#2044612]

I Recommend to renew the devices in the classroom. [#2044619]

The new technologies are wonderful (wireless access, projection systems, ..), but the integration with the classroom space is often not well thought through. Example: Rm 2712. The huge screen covers 60% of the whiteboard space making it difficult to use both simultaneously. Rm 2703: Again the screen size is way too large for the size of the room. Just my opinion. [#2044648]

No particularly new technology comes to mind... [#2044690]

Keeping good equipment in classrooms by having an audit done in all rooms that have projectors/printers and seeing if they still work, if not toss and replace. Just keeping good equipment and knowing the equipment is functioning is really helpful. Know what you have in the classrooms and if they are working or maybe a room needs power plugs etc.. [#2044720]

Aside from offering more online classes I don't think there's any thing wrong with the format, and the tech staff are quick to answering any questions. [#2044734]

I've mainly done online classes, as I live about an hour away from campus, but I think further development of the Canvas smart phone app would be beneficial. If possible, a link to the campus map on that app would be helpful too. I cannot really think of anything in the classroom that would enhance teaching/learning. [#2044736]

so far, i appreciate with the technology service, and i am okay with everything so far. just let students to use computer softly. i see some computers are broken or not working. everything is fine with me. i like to work in the school while using school computers. they are good. [#2044790]

I'm part of the VCT department so technology is crucial to us. One thing I have noticed is that our club (VCT club) doesn't have effective means for mass online communication and collaboration. If all clubs could have a better way to do this - much like a web site forum, this may be achievable through Canvas as well- I believe it would increase our effectiveness and productivity. [#2044802]

I'm sure I could profit by more trainings on how technology could give me options to review material taught and practice it in novel ways. Finding time for that training and then becoming adept at using new technology quickly is always a challenge for those of us who are not so tech inclined. I'm using the smart classroom technology more and more and for group presentations and project preparation, as well. [#2044804]

Posting faculty office hours for each quarter on a webpage. [#2044805]

I think the addition of SmartBoards or similar technology to classrooms would allow for a more interactive learning experience. [#2044808]

Take the computers out of the closets. [#2044829]

I find it easier to come to school to complete online homework assignments because of the computers available and large screen size coupled with fast internet service. [#2044836]

Have WiFi printing in the classrooms for people that have personal laptops and tablets. [#2044905]

Hybrids can be great but sometimes it makes it just like submitting info to the prof. Maybe if there were a better method or more interactive approach it would feel more like a classroom. [#2044992]

Providing loaner devices to those who may not be able to afford them at affordable rates. (Possibly \$40-\$60 per quarter, or \$100-\$150 per year) [#2045006]

Since returning to school, I have found that the classroom is now a 24 hour entity. Regardless if you meet on campus daily, professors use online communities for reference materials, discussions, homework/exams, course announcements etc. so the more development that goes into making these programs user friendly and accessible from a myriad of mediums will benefit the student and teacher. The global classroom is as real as social media. Expanding the network will lead to boundless opportunity and innovation. [#2045011]

More convenient. Teachers can give students a lot of useful material through the Internet [#2045027]

The campus map app for smartphones is a little useless. A search function would be nice. Panopto access to lectures on the mobile app is a little inefficient, there should be a way to access my class without scrolling through every class offered. Although this may be an issue with panopto itself. Also, teachers should get better training for canvas. I often find that they all use it differently, such as posting the syllabus to "files" rather than under "syllabus". It makes it very difficult to find things teachers posted if they all have a different style of posting or put them in different locations and often results in not knowing that they had posted something, not finding it and then not having the file for class time or when needed. [#2045052]

for students who has drawing tablets (example: wacom cintiq) and needs to work on it while they're at school. They can bring it to school and have better control to use them to finish up their assignments/projects. [#2045063]

One way that teaching and learning that could be enhanced is thinking about getting a program or some technology that allows the teachers to set up a "quiz" in class that allows the students to electronically answer the questions in class so that every student has time to think and answer the question. Another thing would be to have more plug in's in class rooms that allow students to charge their devices (laptops, tablets, etc.) for note taking or classwork purposes. [#2045140]

First, I thank those who are working hard to give us a best education. However, there still some works that need to be done. My first advice is about the noise in the library and in the computer lab. If you can do something about it, that will increase the results. Talking in the same path, I have seen students lacking respect to the personal in charge of the computer lab. If you can enforce the lab's use policy, that will help everyone. In addition, I wanna know if you can help students to get new laptops. One way of doing that is by including the cost of the laptop into the school tuition. So students parents will have to pay for new laptops for their children and at the same time will benefit the students. Last but not least, I suggest if it is possible to extend the Internet access to an air connection, that will help a lot of students to keep on work since not all of them have Internet access when they are home. The situation is different from one student to another. Thanks for your selection !!! [#2045142]

I have used online textbooks more frequently in the past few years and I think those and other online learning materials could be improved to be more reader friendly. Also some teachers give you a lot of materials to read through or add to, I hate downloading all of those materials, they take up too much room in my hard drive and are hard to organize or separate the important ones from unimportant information. It would be easier to have a cloud where all of our reading materials and publications are so they are easier to access. [#2045158]

I have internet access as indicated, and changed to Google to attend Shoreline and use Canvas successfully. I can't transfer any work done outside of Canvas however. For example, when I complete an assignment on MS Word, or any other outside system, I am unable to copy and paste to the daily submission in the reply section of the class page. This has been happening throughout my

enrollment, and has expanded and worsened since the recent crash and restructure of the system. [#2045228]

Software demos, handouts, and online tutorials on how to use software we have installed on campus computers along with ideal solutions for sharing files etc with OneDrive/365. [#2045352]

I can't think of anything at the moment. It seems like we have a good form of technology at the campus except when we have that problem and it took a while to fix it - maybe that should be improve more quickly and have a reliable backup. [#2045361]

I am very weak with the video lectures feature. I wish I had more time to learn it. [#2045364]

Maybe more classes can be done in the computer lab to help students that are not familiar with Canvas [#2045441]

No suggestions [#2045464]

some of the current technology is outdated and unreliable, New technology would make it possible for lecture material to be presented more accurately and consistently [#2045509]

The Shoreline Community College Tech Team has been quick to notify me as a student with any tech disruptions. Please know I appreciate you! [#2045530]

I'm never onsite, really I have no objective input. [#2045537]

Having new technologies will enhance learning by seeing other images and explanation from youtube or website or through songs. I think it's important to have the teachers have technology training to emerges themselves in the possibilities of new technologies. [#2045555]

This is probably not what you are thinking about, but I would like to be able to pay a fee and be able to use a 3D printer. I think it would be an interesting thing to explore, without having to take an engineering course first. [#2045568]

Technology makes learning (ie. SCC coursework) more appealing to students in today's generation. Plus, it would be more easier to turn in coursework. [#2045587]

1. (don't know if the right technology exists -- TSS hasn't let us test likely candidates) I write on the white board a lot, sometimes for the full 50 minutes of class. It would be great if there was a way to automatically capture what I do so the students could refer to it later. Not just the noun (white board full of writing), but the verb (white board filling with writing). 2. (not exactly new technologies) If it became standard practice to leave the classroom computers on all the time, that would help me use technology in the classroom. If there were projectors that you could leave on without burning out incredibly expensive bulbs, that would help me use technology in the classroom. If there was adequate whiteboard space so that the screen didn't cover all the usable space, I would use technology in the classroom more. If the lighting was better in the room so there was less glare on the whiteboard when I project onto it, that would help. [#2045642]

Not all of the teachers are knowledgeable in the use of the technology that we already have. If the teachers were properly trained in this it would make lessons go smoother. [#2045643]

I really haven't used any of the clusters or projectors yet, but I know they are there and I know they work. I may someday want to use clickers for my classes (a system in which students answer questions in real time using clickers), but I realize this is expensive and I'm not even sure if I would use them, but it is something I am considering. [#2045656]

i have no idea [#2045672]

Since today's students are more internet and tech savvy, equipping students with more classroom tech is essential. It would be great to integrate more touchscreen and hands-on tech in math classrooms. [#2045791]

It would be useful to access images for teaching [#2045803]

How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)

7.1753 (n=194)

How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

6.7846 (n=195)

Key Findings for field1 In ('FACULTY')

To ascertain statistical significance a two-tailed p-value (P) is calculated for each survey item to test the null hypothesis H_0 : Adequacy Gap Score = 0. A positive adequacy gap score indicates service performance exceeding respondent's minimum expectations, a negative score indicates service performance below respondent's minimum expectations. Based on this analysis the statistically significant findings (0.05 confidence level) from this survey are as follows:

Positive Perceptions (Adequacy Gap Score > 0)

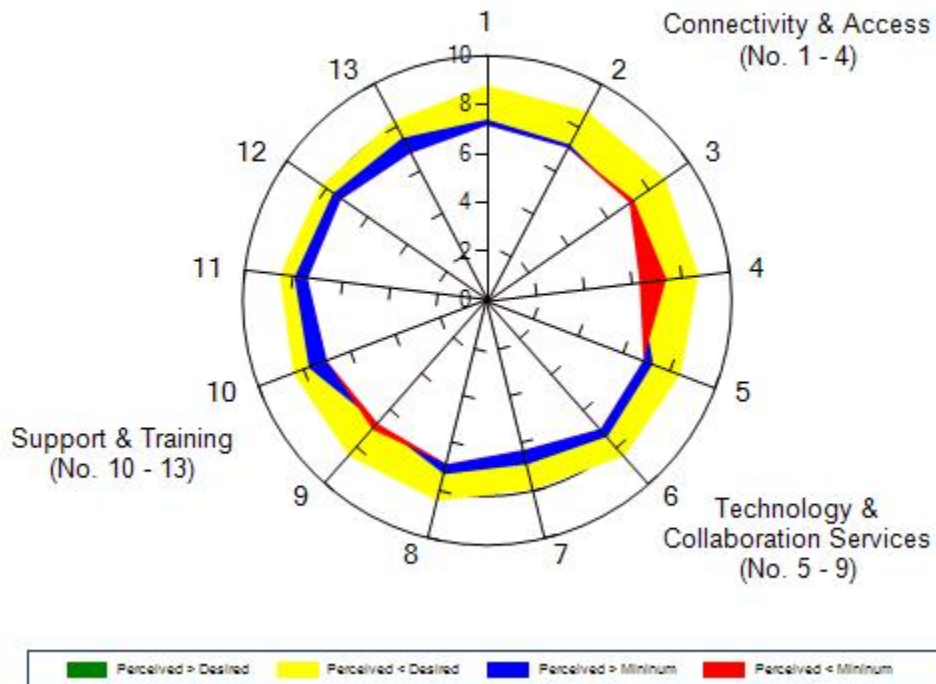
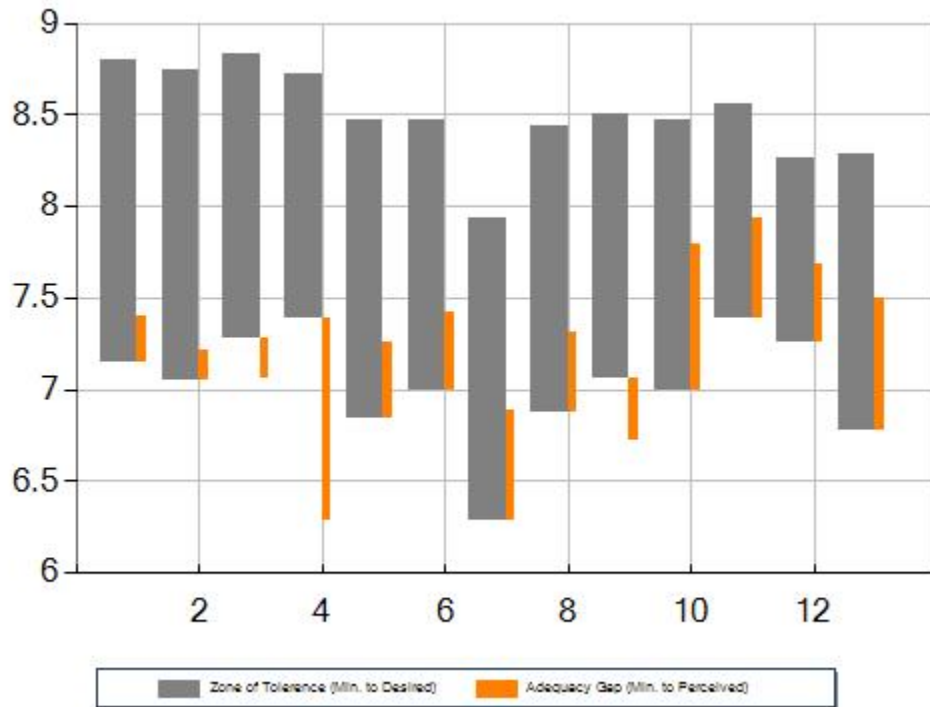
Negative Perceptions (Adequacy Gap Score < 0)

Receiving communications regarding technology services that I can understand.

Adequacy Gap Score = 0.67; N = 21; P = 0.01

Results for field1 In ('FACULTY')

Below are the charts for this view of the survey data.



Data Tables for field1 In ('FACULTY')

For each IT service outcome the statistical mean, standard deviation, N (number of observations), and P are presented. P represents a two-tailed p-value for a null hypothesis H_0 : Adequacy Gap Score = 0. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

Connectivity and Access

Tell us about your ability to access technology services through the Internet

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	7.24	8.81	7.24	0.00	-1.57	21	1.00
		Dev	1.19	0.66	1.51	1.75	1.40		
2	Having an Internet service that provides adequate capacity or speed.	Mean	7.15	8.75	7.05	-0.10	-1.70	20	0.81
		Dev	1.35	0.89	1.75	1.87	1.45		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.37	8.84	6.84	-0.53	-2.00	19	0.31
		Dev	1.27	0.49	1.66	2.19	1.69		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	7.05	8.53	6.42	-0.63	-2.11	19	0.48
		Dev	1.85	0.99	2.64	3.80	3.14		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H_0 : Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Technology and Collaboration Services

Tell us about the quality of Web sites, online services, and technologies for collaboration

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	6.95	8.52	6.90	-0.05	-1.62	21	0.90
		Dev	1.43	1.14	1.69	1.76	1.56		
6	Having online services that enhance the teaching and learning experience.	Mean	7.10	8.50	7.25	0.15	-1.25	20	0.68
		Dev	1.55	1.24	1.67	1.59	1.44		
7	Having technology services that allow me to collaborate effectively with others.	Mean	6.42	8.00	6.79	0.37	-1.21	19	0.32
		Dev	1.73	1.65	1.91	1.56	1.44		
8	Having systems that provide timely access to data that informs decision-making.	Mean	6.94	8.47	7.18	0.24	-1.29	17	0.44
		Dev	1.66	1.42	1.89	1.21	1.27		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	7.11	8.53	6.47	-0.63	-2.05	19	0.24
		Dev	1.65	1.57	2.41	2.25	2.09		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H_0 : Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Support and Training

Tell us about your experiences with those supporting your use of technology services

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	7.00	8.50	7.55	0.55	-0.95	20	0.09
		Dev	1.41	1.16	1.83	1.40	1.40		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.37	8.58	7.68	0.32	-0.89	19	0.34
		Dev	1.53	1.35	1.92	1.42	1.41		
12	Receiving communications regarding technology services that I can understand.	Mean	7.05	8.24	7.71	0.67	-0.52	21	0.01
		Dev	1.62	1.44	1.52	1.04	0.79		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.79	8.32	7.26	0.47	-1.05	19	0.22
		Dev	1.40	1.26	1.83	1.63	1.61		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H_0 : Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Suggestions from field1 In ('FACULTY')

When a respondent indicates that the perceived quality of a service dimension is less than their minimum expectation they are provided the opportunity to make suggestions on how to improve the quality of this service. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term. The responses that follow are unedited.

Having an Internet service that operates reliably.

Service needs to be expanded so it works everywhere on campus. I often cannot get wireless in the music building where I teach. [#2044763]

This has improved over the past several years, although I do feel the college often has more system failures in comparison to other colleges I have worked in the the past. [#2045390]

Having an Internet service that provides adequate capacity or speed.

Sometimes websites are slow to load, which can be tedious when waiting with students. [#2044469]

Having an Internet service that provides adequate Wi-Fi coverage.

Sometimes the wi-fi connection in my office is very slow or flaky, even though my office shares a wall with the router closet. [#2044539]

The Music building is a dead zone and often I cannot get wireless service there. [#2044763]

The "staff" modem can sometimes be difficult to access. Usually if there is a problem, it will work within 10 minutes. Its not a huge issue. [#2045656]

Having adequate cellular (or mobile) coverage throughout campus.

My cell phone sometimes does not work in my office - I have to go in the hallway to make calls.

[#2044469]

My office in the 2800 building has terrible cellphone service. Most faculty have to go outside the building to get a clear connection. [#2044539]

I have ATT and I usually cannot use my phone in my office in Foss or in the music building. it is a safety issue. [#2044763]

I find that when I'm on the first floor of the PUB, I sometimes lose my signal. This is a problem when we have an activity (club for example) and we are downstairs, in the evenings. Otherwise, I'm pretty satisfied with the cellular coverage. [#2045364]

I am not certain how this can change. Service is quite often lost when in the brick buldings. [#2045390]

My phone does not work on campus at all so I'm a bad person to ask! [#2045426]

This is mandatory for safety and security. [#2045803]

Having Web sites and online services that are easy to use.

The website is hard to navigate and does not provide some information (such as support for transfer students) that many other community college websites provide. I think there is room for improvement in this area! [#2044469]

I find out SCC website continues to be confusing and it is hard to find what I'm looking for. The search function is almost useless. [#2044763]

Having online services that enhance the teaching and learning experience.

I'd be curious as to what those services might be. [#2044763]

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

High-quality document cameras are extremely useful for my lectures. [#2044539]

we simply have to renovate some of the rooms, they are outdated. We should have the ability to display information and not cover white boards and in general more flexibility. Current set ups in class rooms are working but are not effective. [#2044690]

every space on campus should have the technology to enhance teaching and learning. [#2044763]

I'm pretty new at SCC and have only taught in 3 buildings but some of the classrooms are so dramatically better than others, and as teachers we just hope for the best. It would be great for students and teachers if the campus was updated and streamlined in a way where you can expect to have a smart room, a dry erase board, etc. [#2045426]

1. A 50-minute class is too short to spend any time fussing with the computer. In order for me to use the technology successfully in class, it needs to be ready for me as fast as possible. At this time, I rarely use the computer in my class because it takes me ten minutes to get it up and running and ready to go. 2. I would love to be able to use a document camera. I have not so far been in any classroom that had one, but I understand you are deploying more of them now. Still, though, if it takes me ten minutes to boot up the computer and projector and connect the cables and ..., it's easier to keep using the (analog) overhead projector. [#2045642]

There is no internet, computer, projector in the clsssroom [#2045803]

Getting timely resolution of technology problems that I am experiencing.

More often than not, I am asked additional questions about an issue before the issue is examined at all and a quick look at the problem would answer many of the questions being asked. An actual visit would prevent these long back and forth emails about the issue and allow me to answer the questions all at once while we examine the computer together. Essentially: more face time. [#2045352]

Technology support staff who have the knowledge to answer my questions.

It is very frustrating when I have a problem or question and I have to email/leave a message. It becomes a tag game to try to schedule a time to get answers or software installed. Also, it is difficult to access information about available technology==such as eligibility for computer upgrades. [#2044763]

While I think there are staff members who are knowledgeable, they rarely make face time to explain what went wrong or how to prevent issues in the future. [#2045352]

Getting access to training or other self-help information that increases my effectiveness with technology.

If there's a repeated issue, having information on how to fix it myself would be ideal. If that's not possible, I think training sessions for software/systems where anyone on campus could attend would be incredibly useful. [#2045352]

The problem is time. I like face-to-face sessions, but often I can't meet the times available. [#2045364]

The problem I see with this is that I am a part time faculty member and have another job. Often these classes are only offered when I am working and therefor can not attend. [#2045390]

Additional Questions for field1 In ('FACULTY')

The project coordinators for Shoreline Community College included these additional questions with this survey. At the end of the survey each respondent was provided the opportunity to respond to these questions. Below are their responses grouped together by question.

What are your top two concerns about technology related to your job at Shoreline? (Open-ended Question) Self-reported faculty, staff only.

#1: Improving the website to make it more student-friendly and more informative. #2: Automating internal processes that are currently paper-based. Students could apply for graduation online, for example. [#2044469]

Respondus Lockdown Browser issues and Canvas outages. [#2044485]

The networked computer terminal in my office often refuses to connect to the network, making it much less useful. I'd also like to see more stable internet service, with stronger signal throughout campus. [#2044539]

Student access Integration of technology with the actual classroom space. [#2044648]

1. Class room availability of equipment can widely vary. 2. Displaying data/information in the class room setting often conflicts with the white boards. This creates a situation where only one tool can be used at once, either technology or old fashioned writing. [#2044690]

reliable accessible internet up to date technology [#2044763]

LACK OF TRAINING AND COMMUNICATION BETWEEN YOUR TECH STAFF AND FACULTY--A HUGE DISCONNECT. [#2045105]

1. student accounts are difficult to troubleshoot: a single error message when signing into Canvas/email/computers could mean a multitude of things 2. 365 is still a bit glitchy when using the OWA app or when accessing calendars from off campus [#2045352]

semi smart rooms are not easy to use, seem antiquated compared to the smartrooms. It would also be nice if I could access my desktop from any room, like I can from room 2059. Students technology issues often come to me first, and I have to re-route them to technology, often losing time. A technology button and eLearning button, with explanations when to use them, would be helpful. [#2045364]

Having better access to classes offered so all instructor can stay upated and knowledgeable on the current technology. Requiring all staff members to use technology in their teaching as this is what the current job market requires therefore it is important to provide the students with "real life" expectations and experiences. [#2045390]

available access support when needed [#2045459]

1. I use technology all the time (except when I'm actually teaching in a classroom); when the system is having issues, I can only do about 10% of my job. 2. I see a lot of fads, where people get enamored of the next new thing. Most of these things are of no use to me (-hrm-hrmm- iPad). But it's hard to get the devices that do meet my needs, maybe because all the resources have been put into the new thing everyone thinks is cool. [#2045642]

Honestly I've found no technological limitations. What I am really annoyed with was the switch over to Office 365. Since the switchover, I have to "trick" the "service" into letting me log in as it wants to redirect me to the main Office 365 site where it doesn't recognize my email address. I have several bookmarks that I try repeatedly until somehow it decides that it will let me log in. The link on the main college website for campus email should link to a site where it is guaranteed to let you log in. [#2045656]

For years I have been hoping for an Elmo document camera, and just this quarter our classrooms have been equipped with them. Thank you! This greatly assists in my lectures. I'd like a more user-friendly AV/Smart system in the 2900 classrooms. [#2045791]

Lack of equipment in the classroom or accessible nearby [#2045803]

Do you have access to the Internet at home? (Multiple Choice Question) Self-reported students only.

a) Yes	0	0 %
b) Yes, but only through my cell phone	0	0 %
c) No	0	0 %

If you do not have access to the Internet at home, where do you access the Internet for SCC coursework? (Multiple Answer Question) Self-reported students only.

<i>a) Shoreline Community College</i>	<i>0</i>	<i>0 %</i>
<i>b) A relative's or friend's house</i>	<i>0</i>	<i>0 %</i>
<i>c) Public ibrary</i>	<i>0</i>	<i>0 %</i>
<i>d) Coffee shop, restaurant, or similar place</i>	<i>0</i>	<i>0 %</i>
<i>e) Other</i>	<i>0</i>	<i>0 %</i>
<i>f) I actually have Internet access at home</i>	<i>0</i>	<i>0 %</i>

Please describe any ways in which you think new technologies could be used to enhance teaching and learning in the classroom. (Open-ended Question) Self-reported faculty, students only.

Working with Respondus and Canvas to avoid technical issues. [#2044485]

The new technologies are wonderful (wireless access, projection systems, ..), but the integration with the classroom space is often not well thought through. Example: Rm 2712. The huge screen covers 60% of the whiteboard space making it difficult to use both simultaneously. Rm 2703: Again the screen size is way too large for the size of the room. Just my opinion. [#2044648]

No particularly new technology comes to mind... [#2044690]

Software demos, handouts, and online tutorials on how to use software we have installed on campus computers along with ideal solutions for sharing files etc with OneDrive/365. [#2045352]

I am very weak with the video lectures feature. I wish I had more time to learn it. [#2045364]

1. (don't know if the right technology exists -- TSS hasn't let us test likely candidates) I write on the white board a lot, sometimes for the full 50 minutes of class. It would be great if there was a way to automatically capture what I do so the students could refer to it later. Not just the noun (white board full of writing), but the verb (white board filling with writing). 2. (not exactly new technologies) If it became standard practice to leave the classroom computers on all the time, that would help me use technology in the classroom. If there were projectors that you could leave on without burning out incredibly expensive bulbs, that would help me use technology in the classroom. If there was adequate whiteboard space so that the screen didn't cover all the usable space, I would use technology in the classroom more. If the lighting was better in the room so there was less glare on the whiteboard when I project onto it, that would help. [#2045642]

I really haven't used any of the clusters or projectors yet, but I know they are there and I know they work. I may someday want to use clickers for my classes (a system in which students answer questions in real time using clickers), but I realize this is expensive and I'm not even sure if I would use them, but it is something I am considering. [#2045656]

Since today's students are more internet and tech savvy, equipping students with more classroom tech is essential. It would be great to integrate more touchscreen and hands-on tech in math classrooms. [#2045791]

It would be useful to access images for teaching [#2045803]

How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)

7.1905 (n=21)

How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

6.3333 (n=21)

Key Findings for field1 In ('STAFF')

To ascertain statistical significance a two-tailed p-value (P) is calculated for each survey item to test the null hypothesis H_0 : Adequacy Gap Score = 0. A positive adequacy gap score indicates service performance exceeding respondent's minimum expectations, a negative score indicates service performance below respondent's minimum expectations. Based on this analysis the statistically significant findings (0.05 confidence level) from this survey are as follows:

Positive Perceptions (Adequacy Gap Score > 0)

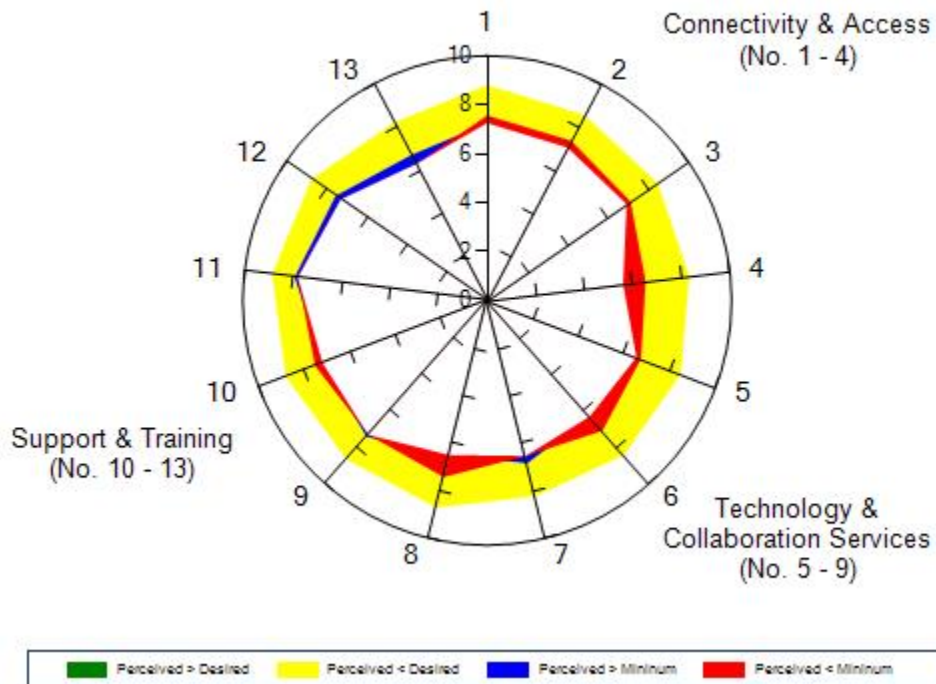
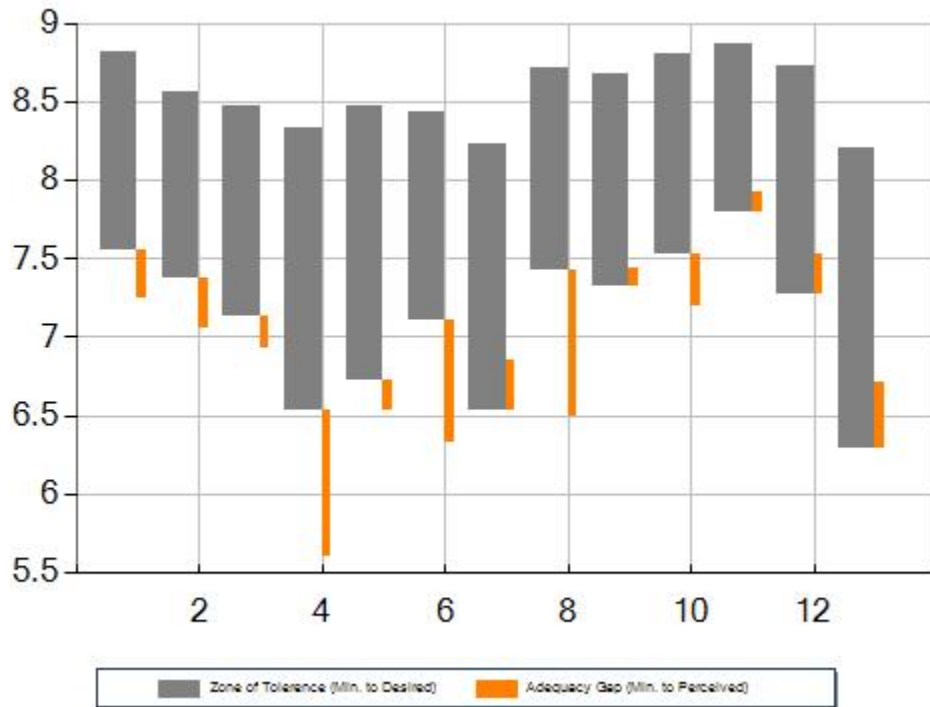
Negative Perceptions (Adequacy Gap Score < 0)

Having adequate cellular (or mobile) coverage throughout campus.

Adequacy Gap Score = -1.38; N = 16; P = 0.04

Results for field1 In ('STAFF')

Below are the charts for this view of the survey data.



Data Tables for field1 In ('STAFF')

For each IT service outcome the statistical mean, standard deviation, N (number of observations), and P are presented. P represents a two-tailed p-value for a null hypothesis H_0 : Adequacy Gap Score = 0. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

Connectivity and Access

Tell us about your ability to access technology services through the Internet

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	7.56	8.81	7.25	-0.31	-1.56	16	0.47
		Dev	1.06	0.39	1.03	1.69	1.17		
2	Having an Internet service that provides adequate capacity or speed.	Mean	7.38	8.56	7.06	-0.31	-1.50	16	0.53
		Dev	0.99	0.61	1.34	1.93	1.54		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.13	8.47	6.93	-0.20	-1.53	15	0.61
		Dev	1.20	0.72	0.85	1.47	1.09		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	6.69	8.38	5.31	-1.38	-3.06	16	0.04
		Dev	1.76	1.11	1.99	2.50	2.16		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H_0 : Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Technology and Collaboration Services

Tell us about the quality of Web sites, online services, and technologies for collaboration

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	6.81	8.50	6.31	-0.50	-2.19	16	0.36
		Dev	1.33	1.00	1.26	2.12	1.67		
6	Having online services that enhance the teaching and learning experience.	Mean	7.11	8.44	6.33	-0.78	-2.11	9	0.15
		Dev	1.20	0.68	0.67	1.47	1.10		
7	Having technology services that allow me to collaborate effectively with others.	Mean	6.64	8.29	6.71	0.07	-1.57	14	0.86
		Dev	1.11	0.88	1.10	1.53	1.24		
8	Having systems that provide timely access to data that informs decision-making.	Mean	7.43	8.71	6.50	-0.93	-2.21	14	0.06
		Dev	0.90	0.59	1.18	1.71	1.42		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	7.40	8.70	7.10	-0.30	-1.60	10	0.59
		Dev	0.92	0.46	1.14	1.68	1.36		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H_0 : Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Support and Training

Tell us about your experiences with those supporting your use of technology services

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	7.38	8.69	7.25	-0.13	-1.44	16	0.75
		Dev	1.11	0.58	1.03	1.54	1.22		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.63	8.75	8.00	0.38	-0.75	16	0.32
		Dev	1.11	0.56	1.06	1.45	1.15		
12	Receiving communications regarding technology services that I can understand.	Mean	7.27	8.73	7.53	0.27	-1.20	15	0.45
		Dev	1.06	0.57	1.02	1.34	0.91		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.47	8.27	6.47	0.00	-1.80	15	1.00
		Dev	1.63	1.06	1.67	2.39	1.83		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H_0 : Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Suggestions from field1 In ('STAFF')

When a respondent indicates that the perceived quality of a service dimension is less than their minimum expectation they are provided the opportunity to make suggestions on how to improve the quality of this service. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term. The responses that follow are unedited.

Having an Internet service that operates reliably.

It might just be my computer because it needs updating, but there are often times when my internet and/or outlook freezes. It usually doesn't last long, but it is an inconvenience. [#2044472]

I think if we have issues it is a server issue. [#2045326]

Having an Internet service that provides adequate capacity or speed.

My particular computer is slow and sometimes freezes. [#2044472]

I notice that every afternoon about 2:30-3:00 internet service slows way down. I am not sure how to fix this issue. [#2045326]

Having an Internet service that provides adequate Wi-Fi coverage.

I hear students complain about this once in awhile. [#2044376]

I do not use this much but I know the students do. I have heard no complaints from them. [#2045326]

Having adequate cellular (or mobile) coverage throughout campus.

I have no cellular coverage on this campus and know that, for others, coverage is very spotty. It would be nice, especially in the case of emergencies, to have more coverage (maybe extra towers) on this campus. [#2044472]

It is a safety issue as well as a "given" for students to be able to use their phones on a college campus. [#2044585]

My simple cell phone does not get reception anywhere on campus. Others complain that that can only get it in certain places on campus. I do not know how to solve this issue. [#2045326]

no cell service inside buildings [#2045358]

Having Web sites and online services that are easy to use.

The college's web site is not user friendly and I often have to resort to using the A-Z index. For those outside of campus or those who don't see the index it's sometimes impossible to find things on the site.
[#2044910]

I notice that changes have been made and find the search function working better than ever. Thank you.
[#2045326]

Having technology services that allow me to collaborate effectively with others.

The list serves have allowed more collaborate connections and program connections. [#2044585]

Having systems that provide timely access to data that informs decision-making.

Room scheduling? Financial information? [#2044585]

We have server issues. We store all of our info on a share drive. If we don't have access to the S drive we are pretty much dead in the water. It seems like it goes in spurts. It works for awhile then we have a little spurt where service is inconsistent. It seems like we go along until there is a problem then we fix it. Is there a way to anticipate this and avoid the downtime? [#2045326]

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

Seniority of faculty or program should not dictate the room assignments. [#2044585]

Technology support staff who have the knowledge to answer my questions.

There are several TSS people who have knowledge, are helpful, and kind. However, some staff talk too fast, and/or give non-helpful canned comments that are almost like saying "too bad" at times. I have had staff mention they haven't contacted TSS about technology problems because they perceive they won't receive help or will only be told to "reboot". Whether that is real or perceived, it seems like the customer service could be improved. [#2044376]

Getting access to training or other self-help information that increases my effectiveness with technology.

The 365 has been thrown on staff. It has been a challenge for many for multiple reasons. One reason "home technology" doesn't necessarily meet the minimum requirements of the work technology. I.e., using older phones, iPads, etc. [#2044376]

When I have an issue with Word or Excel I try using the help info from MS and it is usually garbage and does not help. I have tried the internet and sometimes I can find the info I need but not always and it always takes time to sift through the junk info. [#2045326]

Additional Questions for field1 In ('STAFF')

The project coordinators for Shoreline Community College included these additional questions with this survey. At the end of the survey each respondent was provided the opportunity to respond to these questions. Below are their responses grouped together by question.

What are your top two concerns about technology related to your job at Shoreline? (Open-ended Question) Self-reported faculty, staff only.

The HP needs to be replaced. All staff need to use Outlook effectively for messages and calendars. There should be policy that requires a response to email within 24 hours in order to know that the technology is working effectively. [#2044376]

In my position, I use outlook to schedule appointments and meetings for quite a few other people. We have had problems in the past with this system going down and have also had times when the computers in our office didn't sync up immediately and caused double bookings for our Advisors and Counselors. So I would say that having an reliable outlook system is the most important thing. [#2044472]

Getting new technology and then the training in how it relates to our program and needs. While the HP is OLD I know how to run reports and download to formats and needs of our office. [#2044585]

The top concern is getting help ASAP when I'm either in the classroom or office so that I can give the service to my students and get my work done without glitches. The second concern would be getting the help I need in a manner that makes me feel like I'm not a dope for not understanding, and that technology is an aid to my teaching, not the focus of it. Technology support at it's best enhances the complex learning relationship between instructors and students and makes the instructor feel more empowered. [#2044804]

Reliable access to the shared servers when off campus. Cell phone connectivity on campus [#2044894]

Communication during outages and user-friendly access for meetings. [#2044960]

keeping hardware and software updated, and continued training on new information [#2045280]

Security of student records and my saved documentation on the S drive. I limit the hard copies of important documents. I do worry that all that documentation might disappear someday, never to be seen again. I understand that all the work that is done is backed-up every night. Is this true? [#2045326]

Training in the new tech that is needed to help user with their tech issues. That those in the TSS department are working together by providing each with tech knowledge that can be share will all involved in providing outstanding customer service. [#2045596]

I use the Financial Aid Management System and it is internet based, and lately the server at SBCTC has had a lot of problems, which causes the FAM database to go down. I hope the CTC-Link project will replace the problematic FAM database. Also, we are using multiple databases, such as Minisoft SMS/FMS to interpret financial aid related questions for students and the requirement to sign onto multiple databases slows down processing. It will be nice to have the new ctc-Link system that we will be linked under one system. [#2045602]

Do you have access to the Internet at home? (Multiple Choice Question) Self-reported students only.

a) Yes	0	0 %
b) Yes, but only through my cell phone	0	0 %
c) No	0	0 %

If you do not have access to the Internet at home, where do you access the Internet for SCC coursework? (Multiple Answer Question) Self-reported students only.

<i>a) Shoreline Community College</i>	<i>0</i>	<i>0 %</i>
<i>b) A relative's or friend's house</i>	<i>0</i>	<i>0 %</i>
<i>c) Public ibrary</i>	<i>0</i>	<i>0 %</i>
<i>d) Coffee shop, restaurant, or similar place</i>	<i>0</i>	<i>0 %</i>
<i>e) Other</i>	<i>0</i>	<i>0 %</i>
<i>f) I actually have Internet access at home</i>	<i>0</i>	<i>0 %</i>

Please describe any ways in which you think new technologies could be used to enhance teaching and learning in the classroom. (Open-ended Question) Self-reported faculty, students only.

I'm sure I could profit by more trainings on how technology could give me options to review material taught and practice it in novel ways. Finding time for that training and then becoming adept at using new technology quickly is always a challenge for those of us who are not so tech inclined. I'm using the smart classroom technology more and more and for group presentations and project preparation, as well. [#2044804]

How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)

7.2667 (n=15)

How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

6.5333 (n=15)

Key Findings for field1 In ('STUDENT')

To ascertain statistical significance a two-tailed p-value (P) is calculated for each survey item to test the null hypothesis H_0 : Adequacy Gap Score = 0. A positive adequacy gap score indicates service performance exceeding respondent's minimum expectations, a negative score indicates service performance below respondent's minimum expectations. Based on this analysis the statistically significant findings (0.05 confidence level) from this survey are as follows:

Positive Perceptions (Adequacy Gap Score > 0)

Negative Perceptions (Adequacy Gap Score < 0)

Having an Internet service that operates reliably.

Adequacy Gap Score = 0.46; N = 164; P = 0.00

Having an Internet service that provides adequate capacity or speed.

Adequacy Gap Score = 0.60; N = 158; P = 0.00

Having Web sites and online services that are easy to use.

Adequacy Gap Score = 0.58; N = 154; P = 0.00

Having online services that enhance the teaching and learning experience.

Adequacy Gap Score = 0.70; N = 149; P = 0.00

Having technology services that allow me to collaborate effectively with others.

Adequacy Gap Score = 0.58; N = 142; P = 0.00

Having systems that provide timely access to data that informs decision-making.

Adequacy Gap Score = 0.29; N = 140; P = 0.05

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

Adequacy Gap Score = 0.45; N = 134; P = 0.01

Technology support staff who have the knowledge to answer my questions.

Adequacy Gap Score = 0.49; N = 120; P = 0.00

Receiving communications regarding technology services that I can understand.

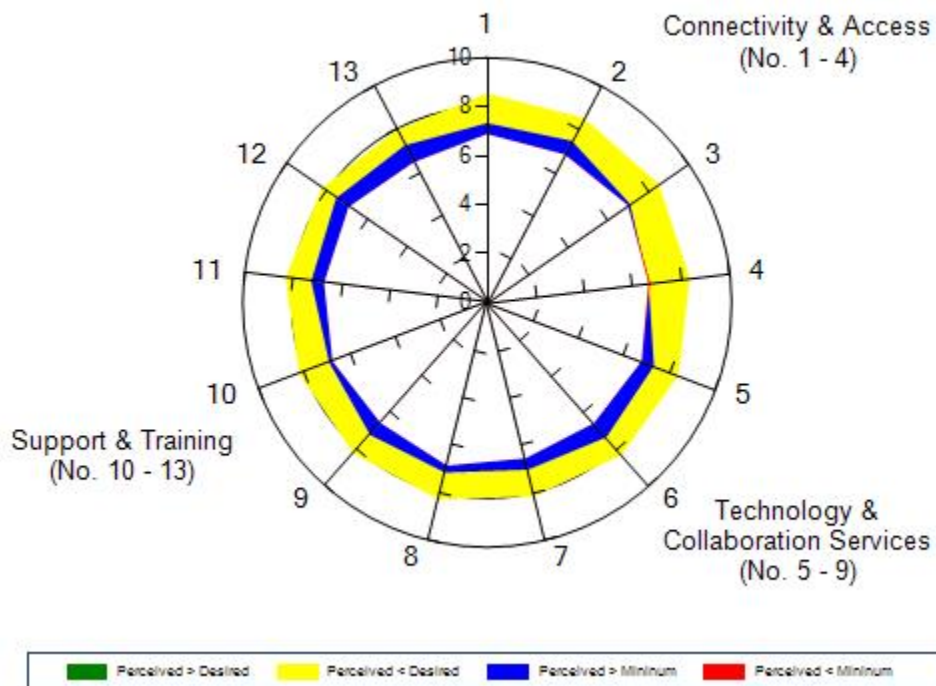
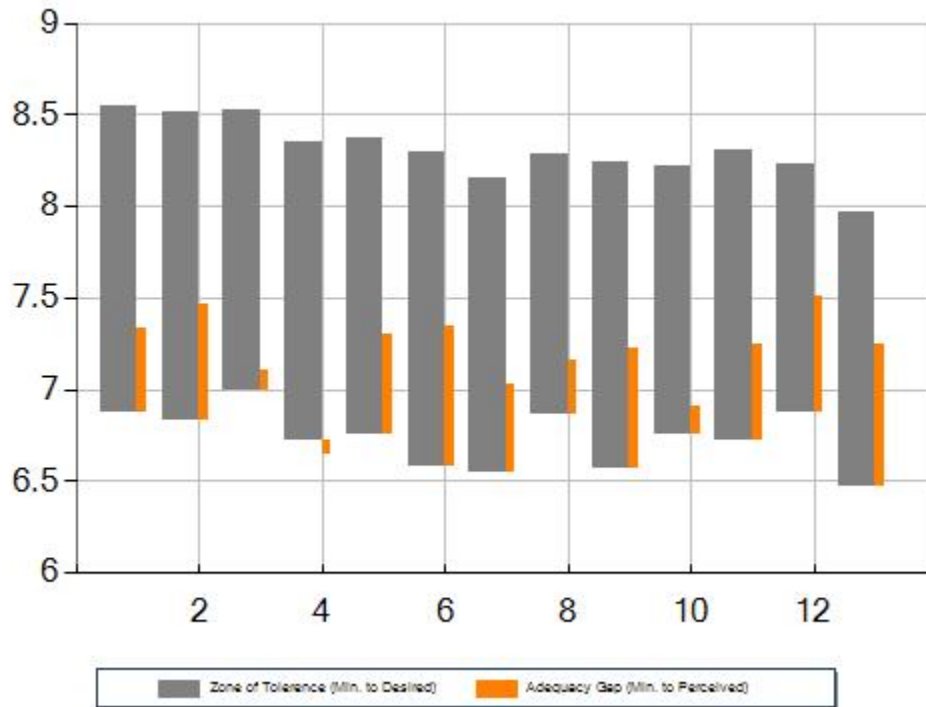
Adequacy Gap Score = 0.69; N = 140; P = 0.00

Getting access to training or other self-help information that increases my effectiveness with technology.

Adequacy Gap Score = 0.78; N = 133; P = 0.00

Results for field1 In ('STUDENT')

Below are the charts for this view of the survey data.



Data Tables for field1 In ('STUDENT')

For each IT service outcome the statistical mean, standard deviation, N (number of observations), and P are presented. P represents a two-tailed p-value for a null hypothesis H_0 : Adequacy Gap Score = 0. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

Connectivity and Access

Tell us about your ability to access technology services through the Internet

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	6.80	8.54	7.27	0.46	-1.27	164	0.00
		Dev	1.75	0.91	1.40	1.70	1.38		
2	Having an Internet service that provides adequate capacity or speed.	Mean	6.79	8.52	7.39	0.60	-1.13	158	0.00
		Dev	1.80	0.93	1.52	1.78	1.40		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	6.92	8.53	7.01	0.09	-1.51	146	0.56
		Dev	1.79	0.88	1.68	1.82	1.63		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	6.76	8.35	6.44	-0.32	-1.91	149	0.09
		Dev	1.83	1.13	2.35	2.29	2.38		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H_0 : Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Technology and Collaboration Services

Tell us about the quality of Web sites, online services, and technologies for collaboration

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	6.67	8.35	7.25	0.58	-1.10	154	0.00
		Dev	1.64	1.14	1.52	1.62	1.47		
6	Having online services that enhance the teaching and learning experience.	Mean	6.57	8.27	7.28	0.70	-0.99	149	0.00
		Dev	1.81	1.24	1.45	1.75	1.50		
7	Having technology services that allow me to collaborate effectively with others.	Mean	6.41	8.08	6.99	0.58	-1.08	142	0.00
		Dev	1.86	1.25	1.71	1.59	1.54		
8	Having systems that provide timely access to data that informs decision-making.	Mean	6.82	8.29	7.11	0.29	-1.19	140	0.05
		Dev	1.77	1.16	1.69	1.73	1.59		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	6.62	8.27	7.07	0.45	-1.20	134	0.01
		Dev	1.85	1.13	1.77	1.83	1.76		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H_0 : Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Support and Training

Tell us about your experiences with those supporting your use of technology services

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	6.79	8.23	6.75	-0.04	-1.48	133	0.83
		Dev	1.73	1.13	1.80	1.97	1.85		
11	Technology support staff who have the knowledge to answer my questions.	Mean	6.70	8.29	7.19	0.49	-1.10	120	0.00
		Dev	1.91	1.27	1.79	1.81	1.63		
12	Receiving communications regarding technology services that I can understand.	Mean	6.81	8.19	7.51	0.69	-0.68	140	0.00
		Dev	1.94	1.28	1.57	1.50	1.50		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.41	7.90	7.19	0.78	-0.71	133	0.00
		Dev	2.09	1.53	1.86	1.75	1.71		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H_0 : Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Suggestions from field1 In ('STUDENT')

When a respondent indicates that the perceived quality of a service dimension is less than their minimum expectation they are provided the opportunity to make suggestions on how to improve the quality of this service. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term. The responses that follow are unedited.

Having an Internet service that operates reliably.

The quality of available Internet service in the Library Media Center and Computer Science centers are more than adequate. However, the Math Learning Center and Science Labs deserve upgrades to allow updates. [#2044508]

I've had quite a bit of trouble just trying to pay tuition, for example, and will often get "error" messages many times. I just wait until the next day and then it operates again. [#2044524]

Needs to be online 24/7 MY BIGGEST GRIPE is that the SCC websites aren't always available. Unacceptable! [#2044590]

Yes, this is very important. [#2044595]

Pretty good [#2044598]

Make sure to have good servers and back up. Have a good reliable company contract with the college for servers and storage/backup. [#2044720]

Reliable is the operative word and what I need to be able to depend on the internet service provided by school. [#2045011]

n/a [#2045063]

While full outages are pretty uncommon, it seems like the network from whatever device I'm using out to the internet isn't particularly robust. The most common way this manifests is having to request pages multiple times, almost like the request gets sent out to the DNS server, but it takes a few pokes for the server to start paying attention. [#2045217]

Yes [#2045282]

Canvas has been the main source of frustration for me. In general, things like not being able to sign in, problems with submitting pdfs and such, etc. [#2045453]

the internet at the school is pretty much always down. [#2045509]

Having an Internet service that operates reliably is essential not only in todays everyday living but especially in school. [#2045530]

I had no issues with the internet other than the obvious known failures. [#2045697]

I've only been attending Shoreline for 1 quarter, and the internet has gone out once for a whole day. The communication regarding the problem was excellent and I can tell that a lot of time and thought went into creating a way to access and use Canvas without the Shoreline server. I was impressed with the way the problem was handled. Thank you. [#2045769]

Having an Internet service that provides adequate capacity or speed.

Good [#2044595]

Internet services need to support all commonly used browsers at similar levels of reliability and functionality. Also there should be some consideration of students with older operating systems and applications, as they may have financial limitations on upgrading to the latest. [#2044805]

The speed or capacity of Internet service are quite enough. [#2044896]

Sometimes, the service seems slow. That could be though because a lot of people are on the server at one time. [#2044992]

We live in a technology hub, I feel my internet service should reflect that. [#2045011]

n/a [#2045063]

I definitely think it's important to have fast internet on campus. I used to stay on campus after class to isolate myself and get homework done. When the internet was running to slowly I often get side tracked and become much less productive. My short attention span can't wait to load web pages and videos...21st century problems [#2045158]

This could be better. After the recent crash of the system I am no longer able to copy anything from systems such as MS Word to Canvas for submitting assignments. I have never been able to do so on the (reply) section of daily classes. [#2045228]

Yes [#2045282]

Good speed. Sometime, if I want to use scc-student wifi on the phone, it disconnects after couple minutes later so I have to manually re-connect wifi again. [#2045336]

when spending time in the library it is not uncommon to hear over the intercom that the internet is done [#2045509]

Sometimes there is glitch on streaming videos related to school assignment. [#2045741]

Having an Internet service that provides adequate Wi-Fi coverage.

Wi-Fi coverage is great in the Library, but not so great on other areas of the campus. [#2044508]

I'm having a heck of a hard time logging on to Shoreline's Wi-Fi. I haven't figured out how to do it yet, in spite of talking to other students about how to do so. Comparatively, I go to my hair salon, and I ask them for their password, and--voila--I'm on in about 10 seconds. [#2044524]

i think a whole campus hot spot is important [#2044572]

The Wifi is not covered all of the campus, some of the place that i go, i lose the connection and then i have to wait 5 minutes to access again [#2044578]

Pretty good, but do have trouble accessing via phone and laptop. [#2044595]

On some parts of the library, the wifi coverage isn't accessible and wifi sometimes gets disconnected in building 2200, 1700 and art building [#2044598]

Sometimes I have troubles accessing to the Internet service. It takes about five minutes to access again. [#2044817]

sometimes wifi can't connect very well. [#2044896]

I hope wifi won't go down again or often because it makes students unable to do online work or send emails at school making them less likely or wanting to go to campus. I suggest having a back up plan or a warning when it goes down like a text or call or email saying it's down as soon as they find out its down. So people with online classes won't waste their time coming here to study. [#2044945]

I have a lot of issues logging in to WiFi from my phone. I've borrowed computers from the library before and they get satisfactory service from areas near or in the library. I don't understand why the portal I need to log into for my own devices isn't recognizing any user/password combo and no one I've talked to seems to know why either. I've tried both the public and student WiFi. [#2045156]

I often have trouble getting on the student wifi or getting service fast enough to meet my demand. I usually avoid campus for that reason. That being said I haven't used the wifi in about 2 years so I don't know if wifi has gotten better since then. [#2045158]

Stronger wifi through the school would be MUCH better. [#2045198]

The campus is, from experience, pretty close to having Wi-Fi everywhere...but not quite there yet. A number of outdoor areas seem to have signal, but no connectivity, and the west side of the ground floor in the library (near the AC condensers) hardly has any signal at all. [#2045217]

Yes [#2045282]

I have noticed the internet crash a handful of times since I've been going here. Though I don't mind, I'm sure this has been very stressful for students trying to do a last minute assignment or something during those times. [#2045453]

Wi-fi service is important to get lecture materials. [#2045555]

Wifi service at shoreline no longer works for my Android tablet. I have spent time at the technology department in the library and they could not get it to work either. I have never had this problem elsewhere with my tablet. [#2045643]

Yes, all the way to parking lots. [#2045741]

Having adequate cellular (or mobile) coverage throughout campus.

My cellular carrier is AT&T. I am not able to get a consistent signal on campus. It will go from 4 bars to no service by moving three feet. Most of my classes are in the 2900 building. There is no service there at all. Yesterday it took me 3 hours to get a text message sent to my wife. [#2044436]

Inside the pub its scary not to get any cell service because if something goes wrong I do not have the ability to call for help. I know there are signal boosting devices out there, look into it! [#2044448]

My phone doesn't work in many areas of campus. [#2044524]

AT&T doesn't have signal in campus [#2044560]

I have adequate cellular coverage but some of my colleagues do not have good coverage with their service providers which makes it difficult when trying to communicate with them. [#2044565]

no service with at&t [#2044572]

My mobile always out of cellular in school, so i decide to choose air plane mode in my iphone. I dont want to be like that anymore. my friends cant call me. [#2044578]

Please have adequate cellular/mobile coverage. I have a kid and it's very important to for his school to get a hold of me. I've had several dropped calls where the school could not get a hold of me for an emergency. [#2044595]

Put some repeaters for ATT! [#2044598]

I am using AT&T, I cannot get any signals in campus. [#2044610]

There is really inadequate cell service on campus with lots of dead zones [#2044634]

No service in Nursing building. [#2044652]

Don't know about other carriers, but my at&t cell phone hardly gets reception on campus both inside and outside. Others I have spoken with have the same issue. [#2044736]

I've encountered many dead-spots, particularly in and around the VCT building, and the WIFI reception in the lower floor is pretty much nonexistent. [#2044816]

I think the cellular (or mobile) coverage throughout campus is not efficient and active. My carrier is AT&T but I can rarely receive the signal in campus. [#2044817]

Having adequate cellular connection is a very big thing because students need to be able to contact with the offices and faculty on campus. [#2044847]

sometimes wifi can't connect very well. [#2044896]

It would be nice to have better reception throughout campus because in some buildings, it cuts out. [#2044992]

Not as important in a school setting, but in case of an emergency, cell service is vital. [#2045011]

need better connection for wifi when using phone somewhere in the building that has lower level/downstairs. [#2045063]

I rated this the lowest because I had a track phone no-contract-plan for a long time, and it would never get through the calling net block over SCC and it could have been very dangerous. For example last quarter I was taking a evening class and I would not get out until after dark, what if someone had come up behind me while I was getting to my car? What then I ask you? god forbid they try to rob or rape me, I mean for the what if and could happens it is better to have the ability to at least have a chance to call out on your cell phone for help, but no you block it just so kids will not use them in class, yet for the few that can afford the smart phones that have wifi calling, they do it anyway. I am sorry for ranting, but this is a real issue for people with cell phones that are not smart. [#2045107]

Yes it is nice to have good cell service, but I don't go on campus. I've had problems with cell service on campus before, but I've learned not to rely on my cell phone while on campus. <--I really don't need to use my cell phone on campus except for emergencies(rare) so it's almost better that I can't access social media or messenger apps while on campus. How am I suppose to suggest ways to improve cell service on campus I know nothing about cellular towers. [#2045158]

AT&T is my service provider, and given a full day (7:30am-4pm) on campus, if I don't put my phone in airplane mode, the battery will be dead from searching for service before the day is out. There are only a couple places where there's enough service for the data connection to work, and placing calls in those areas is far from a sure thing. I realize the lack of service is a complex issue to solve and mostly AT&T's problem, but still frustrating. [#2045217]

I'm a disabled person using online classes, so the questions about on campus services don't really apply to me. [#2045228]

I have bad reception in library and I can't accept any phone calls except emergency phone call ,911. [#2045336]

Consistently have little to no service on AT&T throughout campus, even when outside. [#2045412]

Cellular service extension for inner most parts of Foss building. [#2045465]

Have more cell phone towers. [#2045516]

I was having a harder time with getting mobile service at the nursing building. [#2045555]

I do not get phone service on campus. I use tracphone. Once i lose service I can not get it back until i leave campus. [#2045643]

I don't get any mobile service inside any if the buildings. I have to go outside to send or receive cell phone calls or texts. It's very frustrating. [#2045769]

Having Web sites and online services that are easy to use.

Totally! User-friendly is of paramount importance. [#2044524]

Good. The school home page is a bit confusing. Now I can navigate more easily, but when I was new, I was very confused. [#2044595]

Website is kinda old looking and boring, sometimes a little bit hard to navigate. [#2044598]

The user experience with Canvas has been mostly positive, aside from the screw-up earlier this year. However, the Shoreline website, especially for current students, is a convoluted nightmare. The page is full of minimally important crap, while I have to dig through pages trying to find no-brainer vital information like stuff for Financial Aid and required texts. [#2044816]

The school does an excellent job of providing students access to computers, fast internet service and a range of online support thru the website. [#2044836]

Canvas is easy to use but teachers use it differently which makes it complicated at times. Maybe find a way for everyone to get on the same pace. [#2045198]

yes [#2045282]

I think the website could be organized more effectively in terms of the search bar. Many times when I'm trying to find something specific, I have to look all over the place rather than just searching it, because it doesn't do any good. [#2045453]

Make it simpler and easier to use, in particular ECHO or club access. [#2045516]

no [#2045672]

I thought of the schools website but also canvas which I do like, but tends to run slow... Again this is not a suggestion but a comment. [#2045697]

Having online services that enhance the teaching and learning experience.

More teachers could use Canvas. It is easy to forget things when there are multiple sites for one class. [#2044476]

The online experience here at Shoreline is great. I have taken several classes online and have had great interactions with my instructors online. [#2044595]

i have only taken one online course to date. It was definitely not intuitive and took awhile to get used to. It also was not easy to find on the website. The registration should give directions on where to find your "classroom" [#2044634]

Making sure that all teachers are using the canvas cite or letting the students know when signing up for classes on how much each teacher uses it would be very welcomed [#2044905]

n/a [#2045063]

I would love if their was an information session to let us know about all the learning and networking tools we have access to as students here. I feel like no one is taking advantage of the online Oxford Dictionary, Eco, and other things. [#2045453]

Having technology services that allow me to collaborate effectively with others.

From what I know about Canvas, there is a lot more functionality than what is currently being used. Teachers need better education on how to use it, the administration should encourage it's use, and the students need training too. Also, it would be nice to be able to access Zanzibar from the on campus Wi-Fi, although I understand the security risk there. [#2044436]

There needs to be a way for the network security protocol to allow student file sharing across multiple platforms. This would include using Outlook 365 and other cloud based software to upload documents to Canvas in a streamlined manner. [#2044508]

Not sure what this means. Something like Skype? I don't know. [#2044524]

Yes, very important. [#2044595]

Floppy drives are sparse and unreliable. We need more in our computer lab so CNC program codes can be saved easily and modified if necessary. [#2044849]

While I appreciate Canvas, there are some things that need improvement for it to be most efficient: 1. No delay in my inbox notifying me of a message 2. Easier navigation to and in Discussions, etc. 3. People understanding the features better so that they know how to use them (I think this is lack of motivation to figure things out on students' parts) 4. The ability to message other students - even after a class has closed or they are not directly enrolled in a class with me I also feel that general understanding of how email composition and attachments function most effectively as well as how to use shared files - not necessarily on Canvas - would greatly benefit the student population. I'm thinking of MS Office suite, G-Docs, OneDrive, etc. Availability of laptops that function better would also be nice as I do take advantage of those sometimes for a variety of reasons. [#2045156]

The networking with other students, besides direct classmates through Canvas, is really lacking. I think their should be some way for ALL the students to communicate online about current issues, event announcements, and surveys together. Like an actual community. [#2045453]

no [#2045672]

in this point I thought of echo, and how unpleasant and user unfriendly it is. This is not a suggestion, other than maybe the suggestion to change... [#2045697]

Having systems that provide timely access to data that informs decision-making.

Making decisions about my time, money and energy in taking a class should be informed by up-to-the-moment info. [#2044524]

Good [#2044595]

everything is good [#2044612]

The format of the notification emails is difficult to decipher, and show the date the information was added more prominently than the date and time of the events themselves. [#2044816]

I check into Canvas often, but use gmail to alert me to new messages. Sometimes I don't get an alert that I have a new message in my inbox until much later. In time-sensitive scenarios this causes issues. [#2045156]

Sometimes not clear where to go to get information for certain things. [#2045412]

Next time that we have an outage that effects my ability to complete class work a more timely response vs using just the school email but using all emails on file. Possibly a call to those students that are strictly online students. [#2045537]

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

The majority of classes have instructors who use Canvas for either hybrid or online classes, therefore students must have access to computers on a regular basis. One suggestion is for the library to have loaner laptops available during open hours. [#2044508]

In my music classes, we've had considerable difficulty with technology and usually I see the teacher of the class making due with inadequate technology and their personal computers. [#2044524]

I love my building. Classrooms are always available on the weekends and after school hours, but during school hours, when all the classrooms are full, it is very difficult. I am the VCT program, so the library computers don't have the programs I need. I'd like at least one to 2 more classrooms with computers in the Visual Arts Building for students who need to do work and the clubs, like the Visual Communication Technology Club, who need computers for the students. [#2044595]

as above [#2044634]

I have found the computer labs and such to have plenty of space, or maybe I went on a day that was not so busy, but never had an issue with not enough space/classrooms. [#2044720]

This has nothing to do with canvas itself. I just wish classes like Anthropology 100, CMST&203, POLS203, and foreign language classes were available to take online as well. I am mainly taking online courses because of my busy work schedule but I have not seen any of those classes available to take online. [#2044734]

i think, shoreline already provide us with enough technology. [#2045272]

Computer labs are set up well but there a lot of other classrooms could use improvements. [#2045412]

There doesn't seem to be any technology like this in the main library meeting rooms, which could be useful. [#2045453]

the technology in some of the classrooms is a bit outdated i came from the snohomish school district and they had smart boards in every classroom. [#2045509]

Getting timely resolution of technology problems that I am experiencing.

A few times this quarter the internet has gone out unexpectedly, see if you cannot make it happen less!
[#2044448]

Submitting homework to Canvas presents unnecessary time consuming challenges because the instructors work on a different network from the students. Therefore they have administrative rights and privileges that will allow them to use file sharing and document sharing licenced products to which students have no access; thus making it easy for an instructor to upload documents with relative ease.
[#2044508]

difficult to contact staff...only tried once a year ago so might have changed [#2044590]

Good [#2044595]

provide more staff to help people [#2044612]

Maybe designated a help desk department for all of Shoreline Community College technical problems, for all such as Canvas, and all other online programs. Contract with an outside company who has knowledge of the software and are experts so students can just know about the SCC help desk at 888-toll free line for every tech. problem. [#2044720]

I haven't had that experience yet. [#2044896]

Comment: Staff can't always resolve issues, but they do make immediate effort to resolve. [#2045156]

Usually it is timely but lately it has been slow. The wifi has gone out multiple times for no reason. Hooking up is harder even though I have hooked up many times. Stronger signal through out would be better for our laptops. [#2045198]

This is so, SO important. It's the most stressful thing ever to be low on time for finishing an assignment, when something goes wrong...and I'm just waiting on a reply from technology support! [#2045453]

The audio is always out of order [#2045598]

no [#2045672]

Technology support staff who have the knowledge to answer my questions.

n/a [#2044572]

NA [#2044595]

I have not experienced any issues with the technology [#2044836]

There is not enough information for me to know about why can I get help. [#2044896]

I had an issue uploading an image onto a Discussion board. The image file was saved in my files on Canvas and I used the insert file feature built into the website. However, the image doesn't display. I don't know who to contact about issues like this. Sometimes staff is limited in how much they can resolve due to age and condition of equipment (laptops or video players). [#2045156]

yes [#2045282]

Have more and better trained tech people. [#2045516]

when I had a problem with the technology that the school provided, the stuffs were able to tell me what's wrong with it. the problem that I had was about class registration. I was not able to register online by myself in early morning. Because of this, I was in the wait list for 3 of my classes. [#2045580]

Receiving communications regarding technology services that I can understand.

Good. [#2044595]

I do think that there should be more publicity about the opportunity to get o365 (MS Office suite) for free through the school. [#2045156]

Getting access to training or other self-help information that increases my effectiveness with technology.

It would be great if there were a "help" area for teaching specific tasks. I can often figure out things on my own, but I'd love to access more specific information. [#2044524]

Yes very important to me. [#2044595]

Yes [#2045282]

I would love more of this kind of thing. I think that if at least the tools we already have were flaunted more, they would be more used in general--therefor better grades from everyone. [#2045453]

Have more access to assistive technology for people with disabilities. [#2045516]

Additional Questions for field1 In ('STUDENT')

The project coordinators for Shoreline Community College included these additional questions with this survey. At the end of the survey each respondent was provided the opportunity to respond to these questions. Below are their responses grouped together by question.

What are your top two concerns about technology related to your job at Shoreline? (Open-ended Question) Self-reported faculty, staff only.

Do you have access to the Internet at home? (Multiple Choice Question) Self-reported students only.

a) Yes	152	95 %
b) Yes, but only through my cell phone	6	3 %
c) No	2	1 %

If you do not have access to the Internet at home, where do you access the Internet for SCC coursework? (Multiple Answer Question) Self-reported students only.

<i>a) Shoreline Community College</i>	<i>37</i>	<i>23 %</i>
<i>b) A relative's or friend's house</i>	<i>10</i>	<i>6 %</i>
<i>c) Public ibrary</i>	<i>20</i>	<i>12 %</i>
<i>d) Coffee shop, restaurant, or similar place</i>	<i>27</i>	<i>16 %</i>
<i>e) Other</i>	<i>3</i>	<i>1 %</i>
<i>f) I actually have Internet access at home</i>	<i>82</i>	<i>51 %</i>

Please describe any ways in which you think new technologies could be used to enhance teaching and learning in the classroom. (Open-ended Question) Self-reported faculty, students only.

I am an online student who is located in Florida. I am a Technology Coordinator at a school, so I am well familiar with technology. I think that overall, Shoreline's technology, as far as the online facet of it, is very good. I have little or no problems. [#2044412]

The VCT program needs more fonts on the computers in the 2900 building. There are certain types of fonts that are not available, yet are necessary for graphic design. Adobe programs on library computers would be nice too. It is sometimes difficult to get access to them as classes are going on. The school needs to promote the Adobe CC student rate and free Microsoft Office 365 for students that are available. Despite the anti-Microsoft sentiment that students tend to have, they will be required to use these programs in business. Knowing how to use them when they get there is important. Having worked in IT for 15+ years, I understand the risk of BYOD, but having access to get to homework assignments on Zanzibar from Wi-Fi would make things much easier for VCT students. Overall, I would say the IT department is doing a very good job. The personnel I have talked to are friendly and on top of the IT issues. [#2044436]

Adjust phone notifications. While I realize that texts need to have information to verify, I really don't want my full name sent with a text alongside a school website. It's rather easy to mix up your phone number and/or get texts sent to the wrong person (when using school email, addresses are already in the system). [#2044452]

0 [#2044463]

You can get instant feedback on tests/quizzes, not to mention all of the visual teaching aids that can be leveraged from current technology. [#2044502]

An interactive whiteboard that will allow instructors to save and convert information to pdf that will readily post to Canvas. Also, using Google docs or Microsoft 365 to complete and upload homework assignments for instructors to grade in RealTime. [#2044508]

Make online grading mandatory. Any downloadable content from the modules should appear under the files tab. Option to receive notification when someone replies to a comment of yours. All of this refers to Canvas. [#2044536]

communication [#2044572]

New technology can get students in America in touch with other students and professionals around the world. [#2044595]

none, its already perfect [#2044612]

I Recommend to renew the devices in the classroom. [#2044619]

Keeping good equipment in classrooms by having an audit done in all rooms that have projectors/printers and seeing if they still work, if not toss and replace. Just keeping good equipment and knowing the equipment is functioning is really helpful. Know what you have in the classrooms and if they are working or maybe a room needs power plugs etc.. [#2044720]

Aside from offering more online classes I don't think there's any thing wrong with the format, and the tech staff are quick to answering any questions. [#2044734]

I've mainly done online classes, as I live about an hour away from campus, but I think further development of the Canvas smart phone app would be beneficial. If possible, a link to the campus map on that app would be helpful too. I cannot really think of anything in the classroom that would enhance teaching/learning. [#2044736]

so far, i appreciate with the technology service, and i am okay with everything so far. just let students to use computer softly. i see some computers are broken or not working. everything is fine with me. i like to work in the school while using school computers. they are good. [#2044790]

I'm part of the VCT department so technology is crucial to us. One thing I have noticed is that our club (VCT club) doesn't have effective means for mass online communication and collaboration. If all clubs could have a better way to do this - much like a web site forum, this may be achievable through Canvas as well- I believe it would increase our effectiveness and productivity. [#2044802]

Posting faculty office hours for each quarter on a webpage. [#2044805]

I think the addition of SmartBoards or similar technology to classrooms would allow for a more interactive learning experience. [#2044808]

Take the computers out of the closets. [#2044829]

I find it easier to come to school to complete online homework assignments because of the computers available and large screen size coupled with fast internet service. [#2044836]

Have WiFi printing in the classrooms for people that have personal laptops and tablets. [#2044905]

Hybrids can be great but sometimes it makes it just like submitting info to the prof. Maybe if there were a better method or more interactive approach it would feel more like a classroom. [#2044992]

Providing loaner devices to those who may not be able to afford them at affordable rates. (Possibly \$40-\$60 per quarter, or \$100-\$150 per year) [#2045006]

Since returning to school, I have found that the classroom is now a 24 hour entity. Regardless if you meet on campus daily, professors use online communities for reference materials, discussions, homework/exams, course announcements etc. so the more development that goes into making these programs user friendly and accessible from a myriad of mediums will benefit the student and teacher. The global classroom is as real as social media. Expanding the network will lead to boundless opportunity and innovation. [#2045011]

More convenient. Teachers can give students a lot of useful material through the Internet [#2045027]

The campus map app for smartphones is a little useless. A search function would be nice. Panopto access to lectures on the mobile app is a little inefficient, there should be a way to access my class without scrolling through every class offered. Although this may be an issue with panopto itself. Also, teachers should get better training for canvas. I often find that they all use it differently, such as posting the syllabus to "files" rather than under "syllabus". It makes it very difficult to find things teachers posted if they all have a different style of posting or put them in different locations and often results in not

knowing that they had posted something, not finding it and then not having the file for class time or when needed. [#2045052]

for students who has drawing tablets (example: wacom cintiq) and needs to work on it while they're at school. They can bring it to school and have better control to use them to finish up their assignments/projects. [#2045063]

One way that teaching and learning that could be enhanced is thinking about getting a program or some technology that allows the teachers to set up a "quiz" in class that allows the students to electronically answer the questions in class so that every student has time to think and answer the question. Another thing would be to have more plug in's in class rooms that allow students to charge their devices (laptops, tablets, etc.) for note taking or classwork purposes. [#2045140]

First, I thank those who are working hard to give us a best education. However, there still some works that need to be done. My first advice is about the noise in the library and in the computer lab. If you can do something about it, that will increase the results. Talking in the same path, I have seen students lacking respect to the personal in charge of the computer lab. If you can enforce the lab's use policy, that will help everyone. In addition, I want to know if you can help students to get new laptops. One way of doing that is by including the cost of the laptop into the school tuition. So students' parents will have to pay for new laptops for their children and at the same time will benefit the students. Last but not least, I suggest if it is possible to extend the Internet access to an air connection, that will help a lot of students to keep on work since not all of them have Internet access when they are home. The situation is different from one student to another. Thanks for your selection !!! [#2045142]

I have used online textbooks more frequently in the past few years and I think those and other online learning materials could be improved to be more reader friendly. Also some teachers give you a lot of materials to read through or add to, I hate downloading all of those materials, they take up too much room in my hard drive and are hard to organize or separate the important ones from unimportant information. It would be easier to have a cloud where all of our reading materials and publications are so they are easier to access. [#2045158]

I have internet access as indicated, and changed to Google to attend Shoreline and use Canvas successfully. I can't transfer any work done outside of Canvas however. For example, when I complete an assignment on MS Word, or any other outside system, I am unable to copy and paste to the daily submission in the reply section of the class page. This has been happening throughout my enrollment, and has expanded and worsened since the recent crash and restructure of the system. [#2045228]

I can't think of anything at the moment. It seems like we have a good form of technology at the campus except when we have that problem and it took a while to fix it - maybe that should be improved more quickly and have a reliable backup. [#2045361]

Maybe more classes can be done in the computer lab to help students that are not familiar with Canvas [#2045441]

No suggestions [#2045464]

some of the current technology is outdated and unreliable, New technology would make it possible for lecture material to be presented more accurately and consistently [#2045509]

The Shoreline Community College Tech Team has been quick to notify me as a student with any tech disruptions. Please know I appreciate you! [#2045530]

I'm never onsite, really I have no objective input. [#2045537]

Having new technologies will enhance learning by seeing other images and explanation from youtube or website or through songs. I think it's important to have the teachers have technology training to emerges themselves in the possibilities of new technologies. [#2045555]

This is probably not what you are thinking about, but I would like to be able to pay a fee and be able to use a 3D printer. I think it would be an interesting thing to explore, without having to take an engineering course first. [#2045568]

Technology makes learning (ie. SCC coursework) more appealing to students in today's generation. Plus, it would be more easier to turn in coursework. [#2045587]

Not all of the teachers are knowledgeable in the use of the technology that we already have. If the teachers were properly trained in this it would make lessons go smoother. [#2045643]

i have no idea [#2045672]

How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)

7.1646 (n=158)

How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

6.8679 (n=159)
