

**NPC Technology Survey – Staff Responses January 2008**

**Technology Survey – Staff – January 2008**

**Total Sent Survey: 88 (est) (CASO, P & VP) Start Survey: 48 Complete Survey: 30**

[note – some staff are also adjunct faculty but were only sent staff survey]

<b>Divisions:</b>	<b>Administrative</b>	15	<b>Full-time:</b> 85.4% (41)
	<b>Instructional/Learning</b>	15	<b>Part-time:</b> 16.7% (8)
	<b>Information Services</b>	4	
	<b>Student Services</b>	8	
	<b>None given</b>	5	

<b>Years of Service at NPC:</b>	<b>0-1</b>	<b>2-5</b>	<b>6-10</b>	<b>11-15</b>	<b>16-20</b>	<b>20+</b>
	8	13	15	6	3	2

	<b>Dissatisfied</b>	<b>Adequate</b>	<b>Excellent</b>	<b>Not applicable</b>
<b>#5 Hardware</b>	12.9% (4)	74.2% (23)	12.9% (4)	
<b>#6 Learning about Technology</b>	25.8% (8)	67.7% (21)	6.5% (2)	
<b>#7 Tech Support</b>	0	14.9% (13)	58.1% (8)	
<b>#8 Software</b>	12.9% (4)	67.7% (21)	19.4% (6)	
<b>#9 E-Mail</b>	9.7% (3)	64.5% (20)	25.8% (3)	
<b>#10 Telephone</b>	19.4% (6)	41.9% (13)	38.7% (12)	
<b>#11 Network Connection</b>	25.8% (8)	61.3% (19)	12.9% (4)	
<b>#12 Personal Web</b>	6.5% (2)	9.7% (3)	9.7% (3)	74.2% (23)
<b>#13Dept Web</b>	16.1% (5)	38.7% (12)	12.9% (4)	32.3% (10)
Comments for questions are listed at the end of the document.				
<b>#14 Administrative Rights</b>	29.9% (9) YES	71% (22) NO	<b>Comments below #15</b>	

**#16 What is IS doing best:**

Customer service 24  
(majority listed only-see below)

**#17 What needs the most attention:**

Updated Computers: 5  
More IS Staff: 3  
Internet Speed 4  
(majority listed only – see below)

**#18 Technology Services Needed to Help Perform Job:**

Faculty & Student E-Mail 2    Web Conferences/Newsgroups 2  
Webpage control 2    Training 3  
(highest categories only)

**#19 Training Needed**

E-Mail/Outlook 3  
SmartBoard 2  
(highest categories only)

**#20 Training Methods Preferred**

Teach myself	32.3% (10)	Private tutoring	25.8% (8)
Online tutorial	45.2% (14)	½ day intensive class	48.4% (15)
Group classes	71% (22)	Full day intensive class	58.1% (18)

**#5 Comments – Rate your satisfaction with your NPC supplied hardware.**

1. There is one computer in the office that needs to be replaced because it runs so slow and you can only run one program at a time. Upgrading it would cost nearly as much as replacing it because it is so old. Other than that, our computers are great! We also have one printer that needs to be replaced.
2. Have often been told I have the slowest computer at NPC. Can't even play music as it cuts out all the time. Often can't open interdepartmental email because I don't have the version of Java or whatever is required and don't have the ability to download it, either. Unable to access Sharepoint again, either, which xxxx requests xxxx staff use. Frustrating.
3. Need better faster servers, faster computers and updated printers with scanners.
4. Our Macintosh computers remain very reliable. Unfortunately, the newest versions of our main software applications (Adobe Creative Suite CS3) are requiring fastest processor speeds than our CPUs. A survey of the department's 8 CPUs found 4 that will not support the latest operating system, with 2 too slow for the CS3 applications.
5. As a student, the computer equipment is improving, however plenty of room for more accessibility for staff especially for those working in offsite centers. Centers don't have access to the information on the intranet that many departments use. Also, our current server doesn't support anyone with a home computer with a new Vista operating system. This prevents responding to emails and such from home. Also, the frequency that the server is down.
6. This is adequate knowing that we have had a limited budget.
7. My four-year-old Mac G5 needs some RAM, but is mostly enough for what I do. I would like to be on a three-year replacement cycle, which is the industry standard, but in truth another GB would be likely to get me through year six without a hitch.
8. The scanner is outdated and very slow. The computers need to be upgraded. Printer works great, but we could use color.
9. The Hardware I use in my office works, and is well maintained.
10. The hardware I have is adequate for the job that I do. However, when zorba crashes during registration, customer service is compromised and students and advisors are left frustrated.

**#6 Rate your satisfaction with your opportunities for learning more about technology.**

1. I would like more training on how to use the Smart Board. I can't attend the training when it is held during registration. Also, I would like more training on how to use MS Calendar. I can make it do what I want but I am sure there are more things I can do with it.
2. Maybe more comprehensive information on HLC page on website?
3. I have learned by taking an actual class, rather than by being trained as part of the job, thus mark "adequate". Otherwise, it would be a "dissatisfied". I must say, however, that the people in the IS department are fantastic about helping you when you have a problem and will do whatever possible to be of assistance.
4. The IT staff has been willing to share information about technology issues - if I ask the right questions.
5. Except for my Jenzabar training from xxxx, I've pretty much had to figure out what I've needed on my own through trial and error and calling other staff members.
6. no comment
7. It would be nice for Adjunct Faculty members to receive technology learning skills.
8. I've fought very hard to attend an average of one conference per year. These have all been paid for out of Title III funds--I don't think I could have gone for the most part if I was counting on institutional dollars. The rest of my learning is self-study, primarily on my own time. In a perfect world, xxxx membership and a chance to go to at least one event a year would be in my contract, as it is with many IT workers--but I won't be holding my breath for it.
9. Possible training on new programs.
10. New software keeps coming and coming, and I am expected to be the expert on all of it.
11. AS adjunct faculty, I would like to learn more about smart board, video presentations and internet courses. Learning opportunities in those areas are not available regularly or at a time/place I can attend.
12. I did not get any training on the phone system, video system or your INFO Web system. This needs to be more organized.
13. Not sure what this means but with my job only I am familiar with my equipment but not at all with another department or office.
14. Could have more professional development workshops in this area.
15. More training is needed prior to the installation of NEW revised software programs for enrollment, etc
16. The campus office has requested a short lesson on how to turn on the smart boards and basic use but nothing was done with our request.
17. Personally, I just don't have the spare time to continue the education necessary to become more technologically inclined.

**7. Suggested Improvement - Rate your satisfaction with the technological support you receive from IS personnel at NPC.**

1. Everyone in the IS department is courteous and they work very hard to solve any of the problems we may be having with our computers, phones, etc.
2. These guys and gals are awesome! We need to recognize their efforts and ability and compensate them in some way. Very few of us would be able to do our jobs without their support and assistance. I feel they are often overlooked and need to be commended for their contribution to making NPC the great school it is.
3. There is not enough of them to respond as needed--need more IS employees trained on the equipment we have and have the opportunity to be trained on any updated equipment we get.
4. And improving. The attitude that Macs are "toy computers" is fading as we are proving the reliability and cross-platform ability of the CPUs. Now seeing a willingness of IT staff to work with us on solving cross-platform compatibility.
5. In previous years--only adequate, however within the last 6 months or so, very good. They are responsive, listen well, and follow-up to make sure problems are resolved.
6. no comment
7. I do my own tech support (95%) because NPC IS is uncomfortable around Macs. Oddly, that suits me just fine; please change nothing.
8. Always willing to help.
9. The IS staff that I work with are top notch
10. Our IS staff is great. Very helpful and patient with dummies like me.
11. Not enough tech support for Mac machines.
12. Except that I put in a request over 6 months ago (or maybe a year now!) asking that they come load WordPerfect again. They have never done this.
13. I.S. has improved a lot and we get faster service and follow up on requests. they have done an excellent job and improvement appreciate that and we thank you
14. xxxx is outstanding as is xxxx!
15. The staff is excellent but definitely short handed.
16. When I call they always come to help me or assist the students and the instructors.
17. We do have some computers that are still waiting for repairs but that is due to staff shortage in IS. I think the staff they do have work hard and are very helpful - just need more staff.

**8. Suggested Improvement - Rate your satisfaction with your current NPC supplied software (operating system, office suite, task-specific tools).**

1. Relates back to question 5. Often unable to open NPC email or put attachments for co-workers in a format they can access because I do not have the proper tools. I could REALLY use Adobe on my computer; not having it has caused some problems.
2. The operating system is outdated as is the software programs we are using.
3. Our department must purchase own software. There needs to be college site licensing, especially for Adobe and Microsoft Office to help reduce costs. Would like to see more offices running Adobe Acrobat Professional - with training provided for doing secure document review/approval.
4. As a student dropped out of 2 CIS classes because software wasn't available for the course offered. As a staff member...I have a newer computer and newer software, so I've no problem there. However as stated in #1 above, I'm unable to communicate on my new home computer because NPC's server doesn't integrate with the new Vista operating system.
5. Ok giving the current budget and budget in past years.
6. The district's student service data base; ZORBA/CARS is antiquated. A better package equipped with documentation and noting capabilities that allows input and reading from related shared systems is strongly needed. OSIRIS would be a step up.
7. Again, I would note that equipment is advanced in age, but still doing most of what I need it to do.
8. My PC and software let me do my job.
9. I have what I need. NPC needs to look into site licenses to ensure we are not paying more than we have to for software that is commonly used. An Adobe site license would save the college LOTS of money.
10. Our office equipment is adequate and functional there are down times and xxxx and xxxx are great to call on and help us out xxxx rescued me once this registration period when the system went down and I was in the middle of a registration and she was able to save my work thanks.
11. Need to update to Office 2007
12. I would like the latest Word program.
13. As far as, what is offered in the library the software is adequate. When new or updated information is available

it is uploaded on our computers. However, I think more software that the students can use should be updated every other day; rather than, when IS has the time to visit our locations.

14. My office software is great. IS very helpful when I need something additional. Problem with library computers and open lab computers - need same version of Office on each computer.

### **9. Suggested Improvement - Rate your satisfaction with your current NPC supplied e-mail.**

1. n/a
2. Again, relates back to questions 5 & 8. Usually is fine for simple, non-attached emails.
3. I almost marked "Dissatisfied." Exchange email is horrible! Adding attachments is complicated, and fails regularly. Addressing, even with contacts in address book, fails 2 out of 3 times. Gmail and Apple's Mail are a whole lot easier to use.
4. Less than satisfied...I'd like to know how to create email groups as I'm on several committees, I don't appreciate the spam we receive, and I can't access it at home because of the new Vista operating system.
5. good
6. It worked a lot better before the propellerheads put everyone's address online. I never got spam before that ... now I get plenty. I'd be interested to know how many NPC users are still using the same universal default password on their accounts. I change mine periodically, but figuring out how is far from obvious. This is a major security hole. I don't know enough about the email infrastructure to comment on how it might be improved. Uptime is acceptable but not stellar.
7. it works
8. Its fine - just too much of it.
9. Need to provide email to adjunct faculty and all students. This is a basic service that all other colleges provide and we look backward when we don't offer it. It also makes it VERY difficult to distribute important information. We also need a larger server to handle that load.
10. junk emails are less and less thanks for the filters etc that you do to stop the junk
11. Program goes down to often. Need a server to handle volume.
12. Have had many problems receiving e-mails from my daughters ASU e-mail account. IS worked on it but the problem was never solved completely. Still receive quite a few x-rated spams.
13. Not sure I know how to use all the features - like the calendar and contacts.

### **10. Suggested Improvement -Rate your satisfaction with your current NPC supplied phone service.**

1. n/a
2. Really appreciate the "brown phone" - 4 digit system. Most of my complaints relate to the actual outside line phone itself, not the system.
3. The equipment needs to be updated.
4. The system is on its last legs. Transfer and forwarding functions are not operating at several campuses. The 2006 handsets were inadequate when first installed - office stations should have visual caller ID, hands-free, and conferencing. Those of us with multiple phones can not have one common voice mailbox. Automated attendant services need total revamp.
5. Since I'm offsite...it doesn't really apply. I dial the toll free number to reach anyone that isn't in Winslow. However, the phone list needs to be kept current and available to everyone.
6. It has its moments just like everything else in life
7. The ability to have a multi line, speaker, up to date phone and system would be great.
8. It's amazingly good. No suggestions.
9. It works.
10. No problems
11. My phone does not transfer. The phones are REALLY old and out of date. There is a problem with the server that runs the phone system. This is a basic service that shouldn't even have to be thought about. (Campus Admin)
12. Things are much better than what they were when I first started here and we had the old PBX system.

### **11. Suggested improvement - Rate your satisfaction with your current NPC supplied network connection (to the Internet).**

1. But, boy sometimes it's really sloooooow...
2. Slow because of the equipment and server.
3. Beats dial-up, but just barely. Additional bandwidth needed - probably VOIP would kill the network.
4. As long as the server is up and running...I usually have no issues.
5. Current is ok at times it is bad.
6. Why not go dial up? It wouldn't be much slower.

7. It would be nice to get internet service from the laptop I've receive. Who do I contact to get these services?
8. It's slow by modern standards and it drops a lot.
9. Very slow, especially in the afternoons. It's very annoying to have to sit and wait for my reports or whatever I'm doing to come up.
10. Works, but could be faster.
11. When it's up, it's good (maybe a little slow).
12. The network connection is unstable. It is slow. We must fix this problem. Every time we have a network problem we lose students and they go and tell everyone they know not to come to NPC because we can't even keep our network up. My connection to the internet is faster at home than here. (Campus Admin)
13. Wish it were faster.
14. Connection is down too often. Usually at critical registration times.
15. It is very slow. I don't have time to research the things I need to here. I have to do it at home.
16. Using the Internet can be very slow but rarely have problems getting TO the Internet.

**12. Suggest Improvement - Rate your satisfaction with your current NPC supplied personal web space.**

1. Did not know we had that available.
2. Do not understand this question--perhaps it should be reworded
3. What's this?
4. Denied request.
5. Don't think there is one.
6. I'd like to see faculty given a web folder at hire, tied to their email account. I had this even as lowly staff at the last place I worked, and increasing number of seventh graders have it at their schools too. Our web servers are insecure in the extreme, and not very functional from a web authoring point of view. For five dollars a month or less, I can go buy a big chunk of digital real estate and administer it myself through an online control panel (and, of course, I do). NPC has nothing close to this in terms of functionality for the average employee. My personal opinion is that it all starts with the operating system on the server, and that we need to dump the current IIS model and start over with Red Hat or Sun or Canonical.
7. The organization of the NPC web site is terrible. You can not find anything. Makes us look very unprofessional.
8. It would be nice.

**13. Suggested Improvement -Rate your satisfaction with your current NPC supplied departmental web space.**

1. Would be nice to have the application on line for applicants to down load.
2. M&PR is investigating a Content Management System to make posting web content easier to comply with college graphic standards.
3. No access...not sure where it is and no one's advise us on what can be done with it.
4. It's ok for what we do with it.
5. I'm not listed in it, doubt that it is very up to date or accurate.
6. I don't have web space and it's o.k. I don't need it.
7. Well, I wrote it, so it better be good. And it is.
8. We need more user friendly controls. Need to be able to post forms and collect data in a much easier way. We need a content management system.
9. I would be really nice to have departmental web space with something on it.

**15. Are you satisfied with the level of administrative privilege you have on your computer? Please comment.**

1. It is difficult when you try to update a computer (for Office or something) and it won't let you, but I understand why they do it.
2. I believe that if I had more administrative priviledges on my computer and those of the campus office I could do some problem solving when minor glitches occur. This would save time for the IS techs too because they wouldn't have to travel -- they could walk me through the sequence of steps needed to fix the minor problem.
3. I do not have any admin privileges.
4. n/a
5. Not at all. I have been having a bugaboo with a shared Excel document (two users on our CPU) that I have been unable to rectify because I have to play phone tag with IT.
6. I understand the need to limit access, however, when it comes to upgrading the system to be able to open interdepartmental email, that would be extremely helpful. By the time someone is able to come over and add what is generally considered a low priority, weeks may have passed and it has caused a few problems.
7. No--would like to be able to load program without getting IS to do it.
8. In many ways, I'm glad we are Mac - and control the way our machines are personalized to our needs. So often find that a software feature was not fully installed on an NPC Windows machine, causing compatibility

- problems. I can install security and software patches immediately, not having to wait for IS techs.  
9. No, I can't even change the time, so that it is correct.  
10. Yes.

**16. What is Information Services doing best?**

1. You're great at communicating, letting us know what has happened or what you still have to do or are waiting on so we know what's going on. I really appreciate that.
2. Customer service -- they are always polite when they come to work on our machines. I also appreciate the follow-up e-mail I get asking if my issue/request was solved.
3. Being available when you need them. They come to the sites when requested to fix things in a timely manner.
4. All computers are operational.
5. Prompt and considerate.
6. Customer Service and doing their best to install upgrades as soon as possible. Their follow-up communications are also very welcome and a great reminder to us to make sure we've done our part to verify things are taken care of.
7. The smart boards are great--need more with the newest software especially in the Symposiums.
8. Stretching limited funds and personnel to keep network, phone, video and audio systems and office computers and printers operational.
9. The response time is great, whenever there is a problem.
10. Wonderful customer service, good follow through, willingness to work with user to fix and understand the issue at hand
11. Being responsive to problems in a timely matter and keeping us posted when something is taking longer than expected.
12. No comment, I work for the department.
13. Communication, friendliness, expediency and thoroughness. Follow up is fantastic. (All across the board)
14. Don't know.
15. Phone service. Accessibility in web pages, though it's deteriorating and needs some love. Bringing the personal touch to support requests.
16. Response time is excellent.
17. Responding to problem calls.
18. GREAT SERVICE - always willing to help and explain things to me.
19. HEAT Calls
20. They are responding to needs (at least mine) in a timely manner and are knowledgeable enough to fix my problems.
21. I have not worked with them much yet but xxxx has been my IS contact. He has been very friendly, genuinely concerned with ensuring my computer is running correctly and interested in learning about Apple OSX operating system. He has responded to my requests quickly and if he didn't know the answer he found out. I would recommend that NPC get him Apple certified. As far as I know NPC does not have an Apple certified tech.
22. Computer I have is satisfying my needs, except for above complaints.
23. Responding to problems called in follow up and calling back working over the phone if they can't be here in person.
24. Quick response time.
25. Providing visits to fix problems ASAP and doing a great job. Clone Michael so he can be more places all the time.
26. They just keep trying. Even when they are back-logged they usually have a smile on their face. Almost always a pleasure to work with them.
27. Trying to do the best they can with what they have.
28. They are always prompt and take care of whatever problem there is. I really appreciate the support they give.
29. Nothing noticeable around this department because we've never encountered any major problems other than last summer when lightning fried our computer and telephone.
30. They have been trying very hard to be more available and attentive to our needs as far as keeping the computers maintained and operable.
31. Friendly, courteous, helpful customer-oriented staff. Work on emergencies quickly. Will get quotes and help you understand your options. Great with video and audio classrooms - helping instructors, figuring out what is wrong.

**17. What areas need the most attention:**

1. I can't think of anything off hand.
2. More staff -- there aren't enough staff members to go around.
3. Computer lab classrooms, they need to be upgraded to the current systems to match the textbook instructions.
4. none
5. A more efficient web server.

6. Personally, upgraded hardware and software and being able to access Sharepoint without constantly having xxx try to fix it, again. For our site, any new additions made to video and audio systems.
7. Nursing Computer Lab in M-5 on the White Mountain Campus. The computers are old and the software outdated and need more printers instead of one printer for 19 working computers.
8. 1) Off-site mirror of web site for instructional access when our internal servers or network connections fail. 2) Phones. 3) More technicians trained cross platform. 4) Secure website to accept payments online for play tickets or tuition.
9. They need more help in the IS dept.
10. MORE PERSONNEL!!!!!! Keeping pace with the technology available.
11. Server up grades.
12. There are lots that is urgent, as i will be one that will be working on these requests no additional comments.
13. Student data base/records system.
14. Don't really know and I'm not a computer whiz. I want to learn more.
15. Universal email, including adjuncts and students, and accounts (+webspace etc.) Improved bandwidth and reliability in the Internet connection. Offsite redundancy of our webs and a fix for whatever DNS issues prevent other parts of the state from seeing us periodically. A fix for the vacant Webmaster position, preferably someone who knows what they're doing, like that highly accomplished and strikingly handsome former incumbent. It's also my opinion that while a website might be partly a Marketing vehicle, Marketing is not a Student Service. I would like to have seen the Web go under IS instead, but that ship has sailed and I'm done carping about it, unless somebody gets me going with a survey or something.
16. x
17. Connectivities (Internet, Video, audio, network systems)
18. Internet connection - needs to be faster.
19. Network, more communication NPC as a whole, and in each division.
20. We need more broadband at WMC (not their problem, I know)
21. Since we offer on-line classes to students it is imperative that we have a FAST and stable Internet system. We need to be able to communicate with the ENTIRE college community through at least one method and that means email. Upgrade the phones and phone system so that we can service students better.
22. Give me administrator rights (then I could load the WordPerfect myself!).
23. Don't know at this time.
24. Need better computers.
25. The video rooms at LCC need to work better. The systems are down or don't work properly too much of the time. This is a main complaint of the students.
26. Keeping web access up and running esp. at Centers. (Phones and CARS too)
27. All the above.
28. I think our website really needs to be revamped and then maintained.
29. Updating software that is frequently used, i.e., Adobe.
30. Up-to-date technology so that the students will receive better services. In some cases, we do not have the information readily available software installation for student that have CDs with their textbooks. However, the instructor should be able to know ahead of time that certain installations are best for students.
31. Adjunct faculty and student email T1 line to Hopi Backup equipment so if something fails they can replace it quickly Training for students in Support Center.

**18. What technology services (not currently supported) would you like to see made available that would help you do your job more effectively?**

1. None
2. I think it would be great if we could have some sort of scanning system for the bookstore where we scan the ISBN number and the price automatically comes up. This system would also keep an inventory of books sold and available for us.
3. 2007 upgrades..
4. none
5. Can't think of any.
6. TABE on-line would be helpful. We tend to be bottom of the line over here, so just continue with up-grading would be helpful to us.
7. News groups for meetings, trainings, etc. Something better than CTweb which is outdated and not user friendly. Bigger, faster servers.
8. Web conferencing, such as Microsoft Live Meeting, or Adobe Connection. Support for secure web site. Email for students and adjunct faculty. Maybe a "Reverse 9-1-1" system to contact NPC employees and students regarding emergency closures.
9. For all adjunct faculty to have an NPC email account.
10. Instant messaging for staff
11. n/a
12. Several but we would need more funds to do more

13. Scantron for testing purposes.
14. Everything
15. Bringing the Moodle Learning Management System to a fast in-house server to replace our current hosted solution. Bringing our bandwidth and hardware up generally to the point where most users could go online to a virtual world and take classes there. In ten years this will be the future of Distance Education, not video or audio or moodling. We are way behind this curve and I would like to see us get out in front of it.
16. x
17. ?
18. Be able to download programs on my work computer when needed.
19. Training.
20. Smart boards in more classrooms. Some of our classrooms do not have DVD players and those that do cannot fast forward. Often times I only want to show a few minutes of a DVD and the skip function won't put me in the right place.
21. Web content management system, site licenses to cut software costs that include MAC versions.
22. Administrator rights.
23. None that I can think of.
24. None.
25. I would like more training on Outlook when advisors could attend.
26. Not that knowledgeable on technology. As long as I can do my job effectively I don't have any concerns.
27. More understanding.
28. Again, our website. In this department the class are continually changing. The printed schedule is out of date before its printed. I would like to have all the classes our website under our department.
29. Implement software that would allow our department to keep better track of our customer base.
30. Updated modern computers; public fax machine that has a coin collector.
31. Training.

**19. What technology training do you need?**

1. None.
2. MS Outlook Calendar would be nice.
3. A little information about how the internet courses operate because each instructor has a different way of logging unto the courses and it would be so helpful to the students if we knew each instructors requirements. OR, that they all do it one way so we don't have to do that.
4. None.
5. More advanced training in MS Excel.
6. I took CIS 230, so have a fairly good general background, and I've worked with computers with my jobs for the past 10 years. However, there is still much I am not familiar with. Most times I simply luck out with CARS information being told to me by someone who is wanting me to access information I am unaware of how to locate. I feel that ANYTHING I can learn about our systems that would be beneficial needs to be learned.
7. Faster e-mail and web access and a new printer.
8. Latest software applications (Office and Adobe) Better ways to interface cross platform
9. Jenzabar for the budget
10. I would be interested in any training available, even if not directly applicable with my job description.
11. n/a
12. Several but seeking it through my supervisor.
13. NA
14. Everything
15. I'd like something comprehensive in the LAMP area (Linux/Apache/MySQL/PHP-Perl-Python).
16. x
17. ?
18. How to better utilize the email service, calendar, etc.
19. Office 2007 Cisco Vista
20. Teaching on Video/Audio/Smartboard Developing an on line course
21. Video 1
22. None.
23. Training? not sure I would like to learn other areas but might have to do that on my own time.
24. More knowledge of hardware and software.
25. see question #18
26. A short class on how to work the smart boards. Just general knowledge on how to turn it on and trouble shoot.
27. all we can get
28. How can I set up and maintain my portion of the website? How time consuming would it be?
29. I think everyone should learn how to access a computer before they even start a job that would require them to use a computer as part of their daily work schedule.



30. I need training for the new equipment, as far as, trouble-shooting and how newer equipment work. Much of what I know is from visual observations and playing with the equipment when I have the time.
31. E-mail software features.

## **20. Additional Comments**

1. It would be great to have NPC as one of the most up-to-date AZ Colleges with the latest hardware and software for teaching and student support in all areas.
2. You asked for our department, and years at NPC, but not our name. I'm willing to share -- this is xxxx -- and I have been fortunate that NPC generally provides the technology tools I need to do my job. My duties have expanded over my 14 years, and I have tried to keep up with the technology. I applaud this effort to gain employee input, and offer to assist in anyway possible to develop a 5-year technology plan.
3. This survey probably should have been edited/proofread before being published. Additionally, I think there should have been more choices available for rating than simply dissatisfied, adequate, and excellent. Having only these three choices do not provide for a comprehensive evaluation and therefore this survey will offer only a very limited scope of the areas you are trying to critique.
4. Before this survey was sent out it should have been proof read.
5. The Constellation and Convocation comments noted that IS is understaffed, underpaid, undertrained, and somewhat demoralized. All true from what I can see. Money and good jobs are at the heart of fixing this--the specific comments and fixes above all depend on hiring and retaining savvy alpha geeks, giving them good tools and a clear mandate, and cutting them loose
6. I think it is imperative that NPC spend the money that is needed to improve the technology used. We can not undo the damage that is done every time we make a student mad because they can't get what they need (because of old or broken systems). They go out and tell 5 other people their complaint and that is very powerful, negative press. No amount of money spent on marketing can undo that damage once it has been done.
7. Thanks for your help and support keep up the good work .
8. Keep up the good work. We can only do what we can do.
9. Being that I was pursuing a degree in Computer Information Systems, not being able to finish my degree has me frustrated at the lack of courses offered at this campus, as well as other campuses. So technologically speaking, NPC needs to improve on that aspect of their commitment to bringing quality education to their students, as well as adding instructors to teach those courses. While my experience here at Northland Pioneer College has been wonderful, the need for more courses that would attract students, needs to be addressed if NPC wants to be the leader of education in Northern Arizona.
10. Need cooperation on AV equipment - who is in charge of purchasing? who is doing inventory of all equipment? Need discussion on equipment being added to classrooms - this affects what library should purchase or be able to help instructors with. Need to coordinate.