

## **Appendix A – Satisfaction Survey Data**

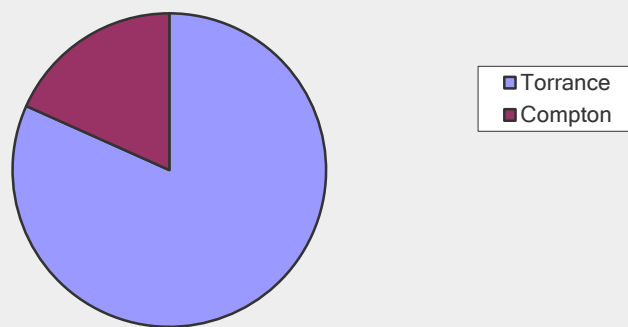
ECCCD constituents were surveyed in August 2014 to seek input from the various consumers of technology services gather their experiences and level of satisfaction with information technology in the District. Three surveys were issued, one each to students, faculty and staff. The summary results and open-ended comments are provided in this appendix.

## ECC IT Student Survey

**Q1: Please indicate your primary campus affiliation within ECCD:**

Answer Options	Response Percent	Response Count
Torrance	81.7%	215
Compton	18.3%	48
<i>answered question</i>		<b>263</b>
<i>skipped question</i>		<b>1</b>

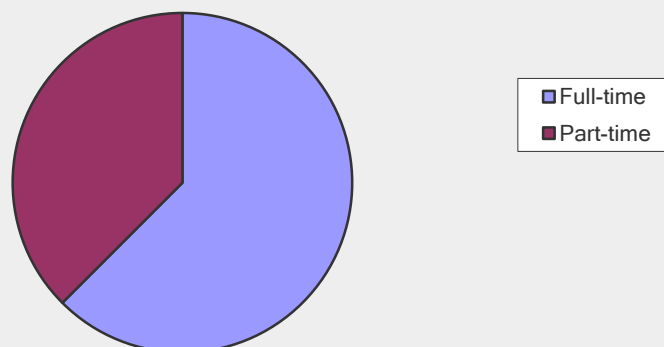
Please indicate your primary campus affiliation within ECCD:



**Q2: Please indicate whether you are full-time or part-time:**

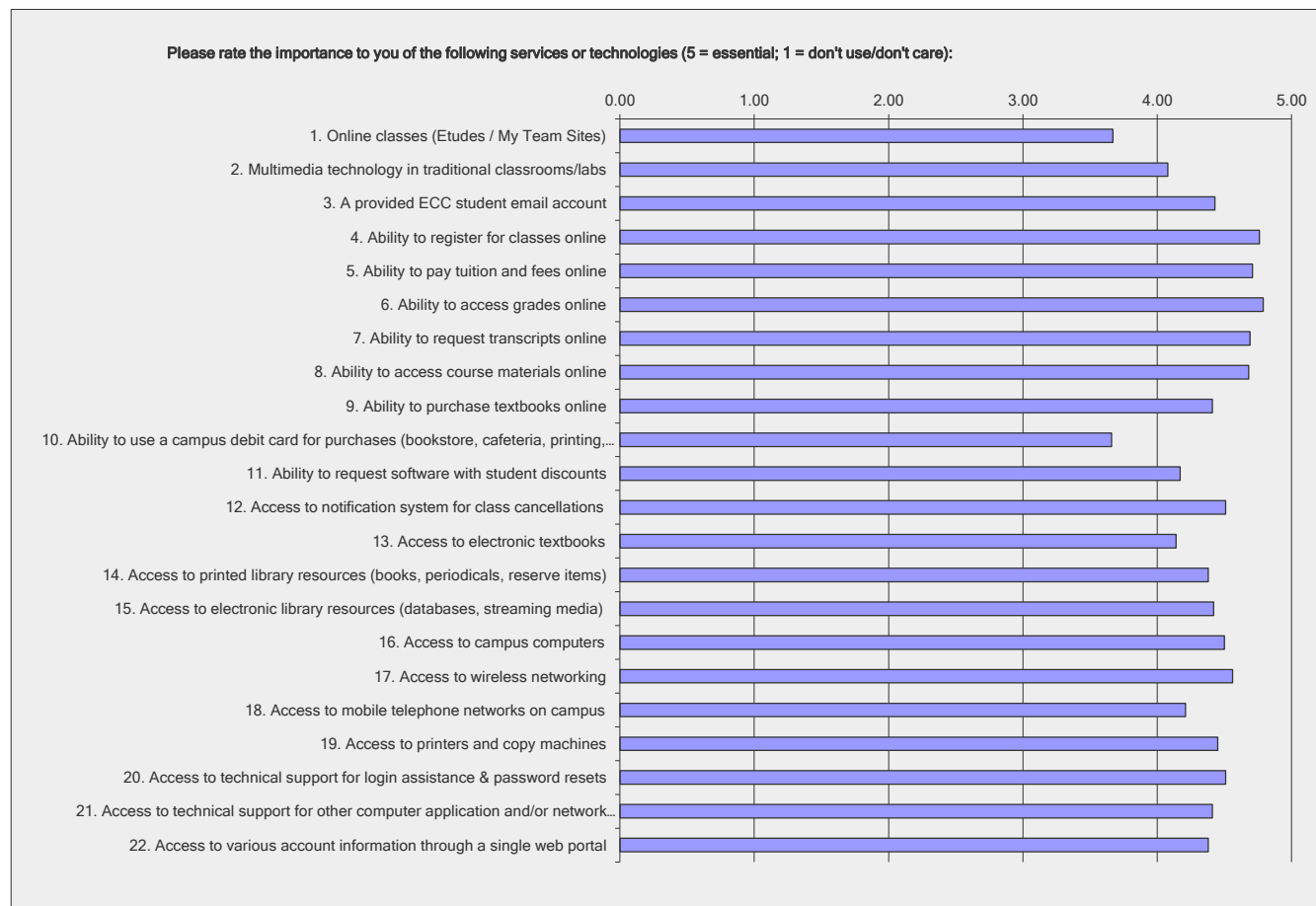
Answer Options	Response Percent	Response Count
Full-time	62.5%	165
Part-time	37.5%	99
<i>answered question</i>		<b>264</b>
<i>skipped question</i>		<b>0</b>

Please indicate whether you are full-time or part-time:



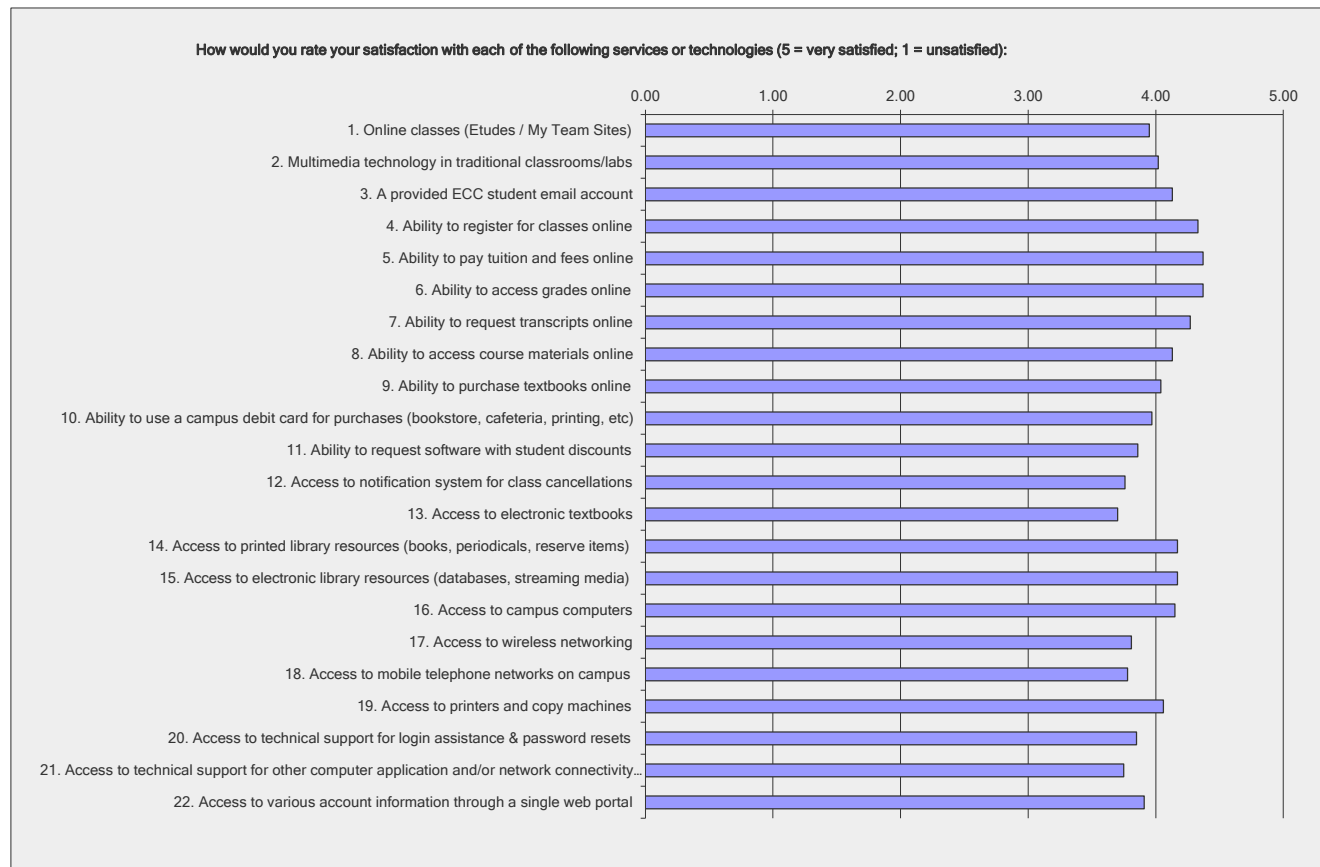
**Q3: Please rate the importance to you of the following services or technologies (5 = essential; 1 = don't use/don't care):**

Answer Options	Essential	Valuable	Useful	Not that important	Don't Use/Don't Care	Rating Average	Response Count
1. Online classes (Etudes / My Team Sites)	77	49	45	8	28	3.67	207
2. Multimedia technology in traditional classrooms/labs	89	64	37	7	7	4.08	204
3. A provided ECC student email account	138	30	27	10	1	4.43	206
4. Ability to register for classes online	172	23	10	1	1	4.76	207
5. Ability to pay tuition and fees online	170	19	17	1	1	4.71	208
6. Ability to access grades online	176	19	11	1	0	4.79	207
7. Ability to request transcripts online	164	25	16	1	1	4.69	207
8. Ability to access course materials online	157	33	17	0	0	4.68	207
9. Ability to purchase textbooks online	131	44	22	5	5	4.41	207
10. Ability to use a campus debit card for purchases (bookstore, cafeteria, printing, etc)	93	29	37	15	32	3.66	206
11. Ability to request software with student discounts	117	42	28	6	14	4.17	207
12. Access to notification system for class cancellations	145	37	17	2	6	4.51	207
13. Access to electronic textbooks	106	53	30	3	14	4.14	206
14. Access to printed library resources (books, periodicals, reserve items)	127	47	24	3	6	4.38	207
15. Access to electronic library resources (databases, streaming media)	133	42	26	1	6	4.42	208
16. Access to campus computers	139	42	19	2	4	4.50	206
17. Access to wireless networking	150	35	15	2	5	4.56	207
18. Access to mobile telephone networks on campus	119	45	24	3	15	4.21	206
19. Access to printers and copy machines	141	36	21	3	7	4.45	208
20. Access to technical support for login assistance & password resets	144	36	18	3	5	4.51	206
21. Access to technical support for other computer application and/or network connectivity issues	131	45	20	6	5	4.41	207
22. Access to various account information through a single web portal	133	40	22	1	10	4.38	206
<b>answered question</b>							<b>208</b>
<b>skipped question</b>							<b>56</b>



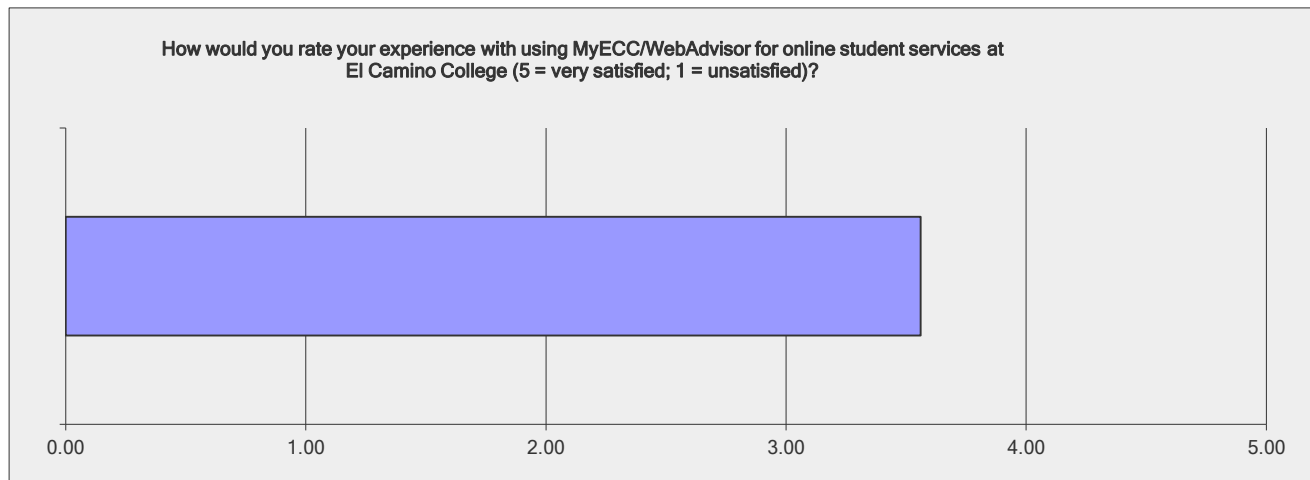
**Q4: How would you rate your satisfaction with each of the following services or technologies (5 = very satisfied; 1 = unsatisfied):**

Answer Options	Very satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	N/A	Rating Average	Response Count
1. Online classes (Etudes / My Team Sites)	65	60	30	8	9	36	3.95	208
2. Multimedia technology in traditional classrooms/labs	69	79	38	6	5	11	4.02	208
3. A provided ECC student email account	94	73	21	10	9	1	4.13	208
4. Ability to register for classes online	118	59	14	8	7	0	4.33	206
5. Ability to pay tuition and fees online	122	52	17	10	3	3	4.37	207
6. Ability to access grades online	129	47	17	9	6	0	4.37	208
7. Ability to request transcripts online	107	54	24	6	6	9	4.27	206
8. Ability to access course materials online	99	57	28	10	8	6	4.13	208
9. Ability to purchase textbooks online	83	53	36	9	7	18	4.04	206
10. Ability to use a campus debit card for purchases (bookstore, cafeteria, printing, etc)	66	33	52	3	4	47	3.97	205
11. Ability to request software with student discounts	65	44	41	10	9	37	3.86	206
12. Access to notification system for class cancellations	78	41	35	12	21	21	3.76	208
13. Access to electronic textbooks	65	41	39	14	17	31	3.70	207
14. Access to printed library resources (books, periodicals, reserve items)	87	57	36	5	3	18	4.17	206
15. Access to electronic library resources (databases, streaming media)	87	64	33	6	3	13	4.17	206
16. Access to campus computers	95	58	22	10	8	13	4.15	206
17. Access to wireless networking	79	57	20	21	18	12	3.81	207
18. Access to mobile telephone networks on campus	73	45	34	14	17	25	3.78	208
19. Access to printers and copy machines	89	52	32	8	10	17	4.06	208
20. Access to technical support for login assistance & password resets	81	46	36	13	16	16	3.85	208
21. Access to technical support for other computer application and/or network connectivity issues	71	45	41	13	17	19	3.75	206
22. Access to various account information through a single web portal	76	55	36	9	13	18	3.91	207
<b>answered question</b>								<b>208</b>
<b>skipped question</b>								<b>56</b>



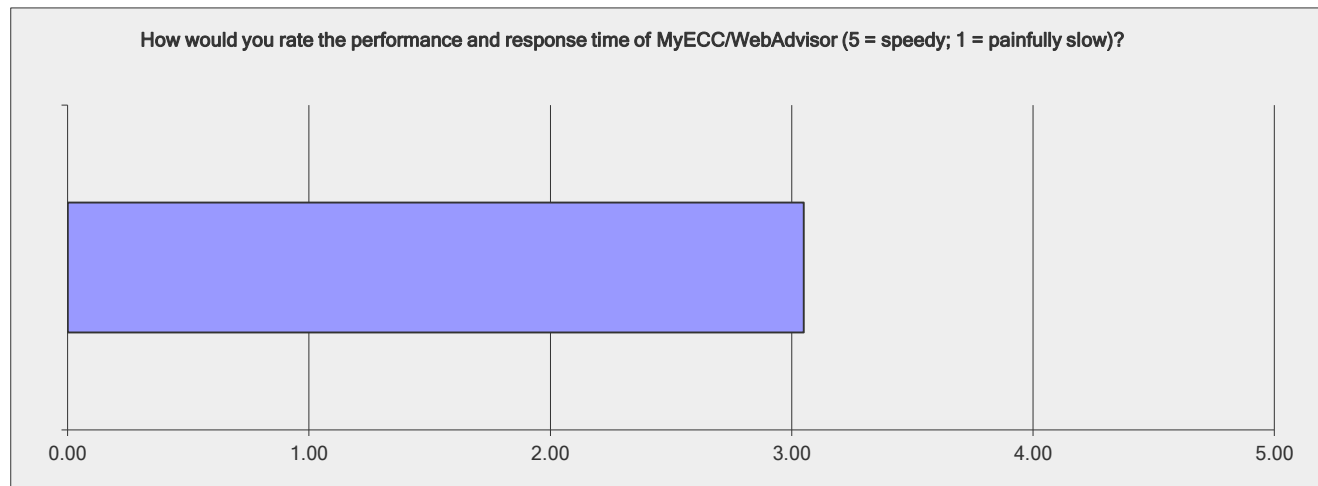
**Q5: How would you rate your experience with using MyECC/WebAdvisor for online student services at El Camino College**  
(5 = very satisfied; 1 = unsatisfied)?

Answer Options	Very satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	Rating Average	Response Count
	55	70	34	29	18	3.56	206
<i>answered question</i>							<b>206</b>
<i>skipped question</i>							<b>58</b>



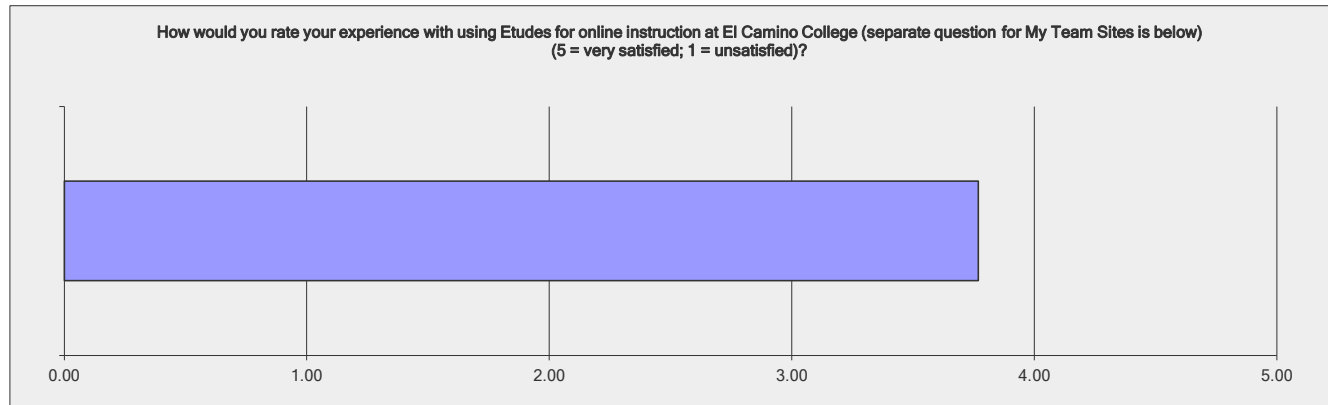
**Q6: How would you rate the performance and response time of MyECC/WebAdvisor (5 = speedy; 1 = painfully slow)?**

Answer Options	Speedy	Somewhat fast	Good enough	Somewhat slow	Painfully slow	Rating Average	Response Count
	31	47	55	46	26	3.05	205
	<i>answered question</i>						<b>205</b>
	<i>skipped question</i>						<b>59</b>



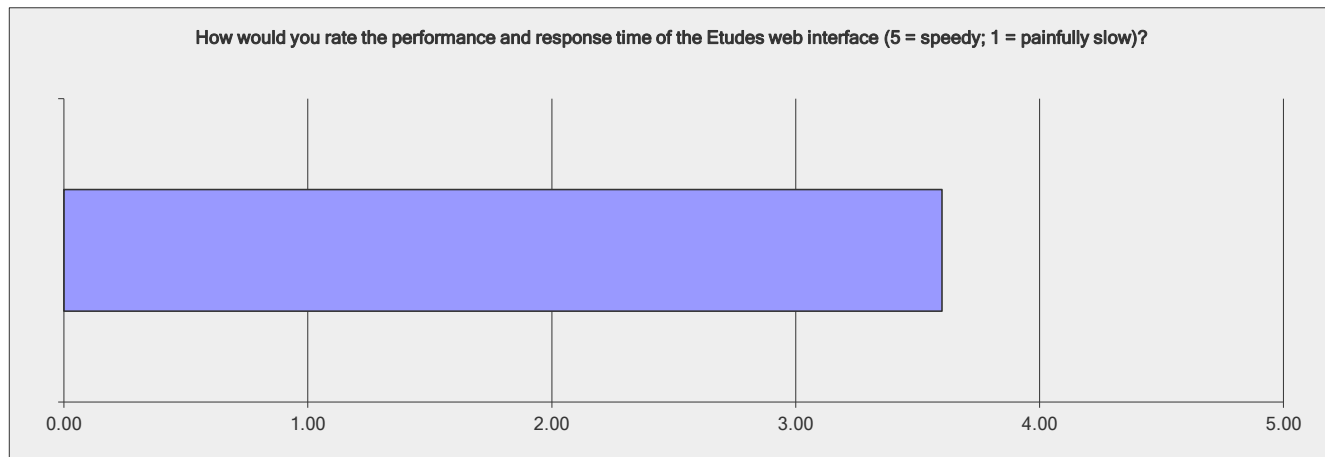
**Q7: How would you rate your experience with using Etudes for online instruction at El Camino College (separate question for My Team Sites is below)**  
(5 = very satisfied; 1 = unsatisfied)?

Answer Options	Very Satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	N/A	Rating Average	Response Count
	49	55	46	7	9	40	3.77	206
	<i>answered question</i>							<b>206</b>
	<i>skipped question</i>							<b>58</b>



**Q8: How would you rate the performance and response time of the Etudes web interface (5 = speedy; 1 = painfully slow)?**

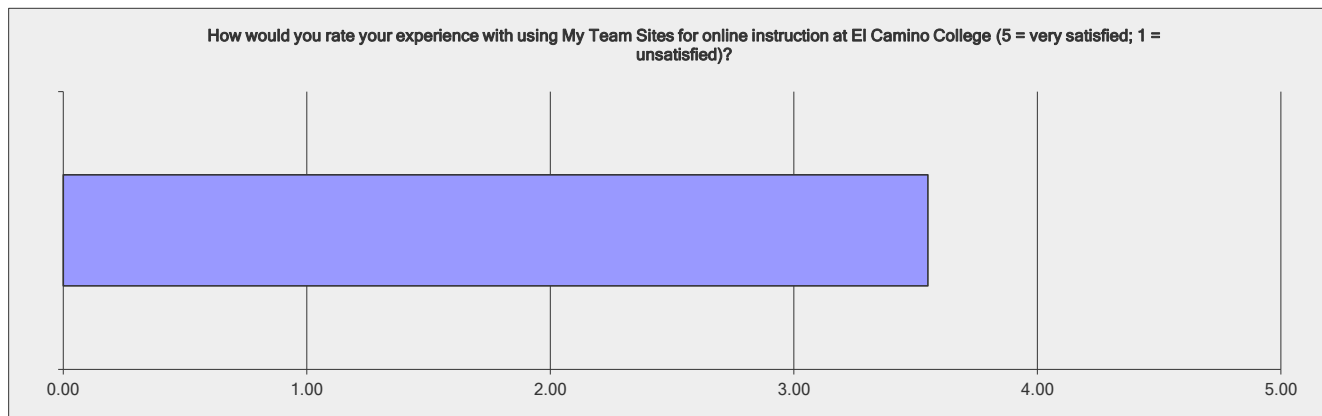
Answer Options	Speedy	Somewhat fast	Good enough	Somewhat slow	Painfully slow	N/A	Rating Average	Response Count
	42	41	59	15	6	41	3.60	204
<i>answered question</i>								<b>204</b>
<i>skipped question</i>								<b>60</b>





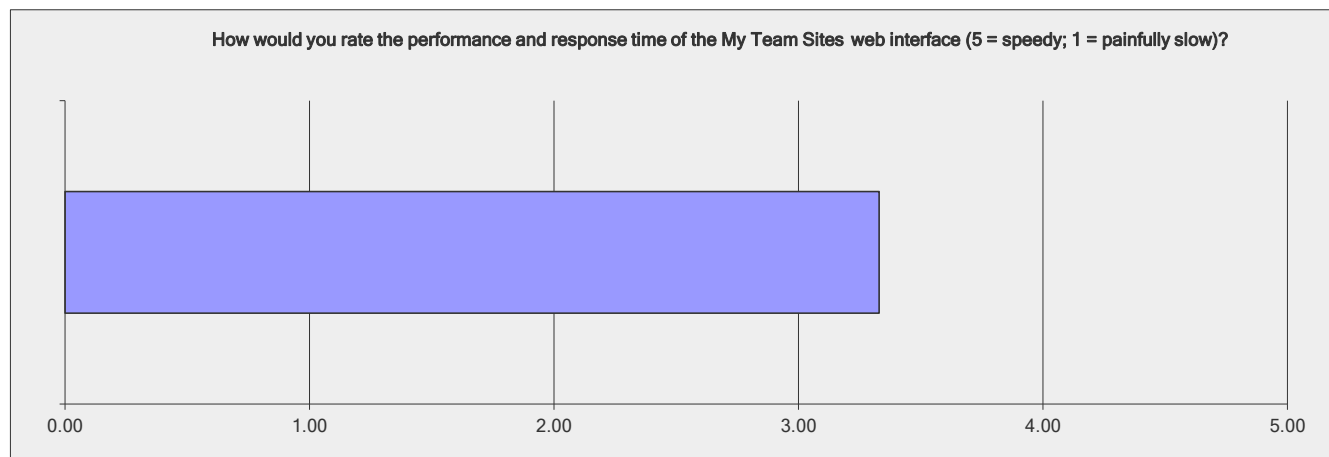
**Q9: How would you rate your experience with using My Team Sites for online instruction at El Camino College (5 = very satisfied; 1 = unsatisfied)?**

Answer Options	Very Satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	N/A	Rating Average	Response Count
	31	39	53	12	6	62	3.55	203
<i>answered question</i>								<b>203</b>
<i>skipped question</i>								<b>61</b>



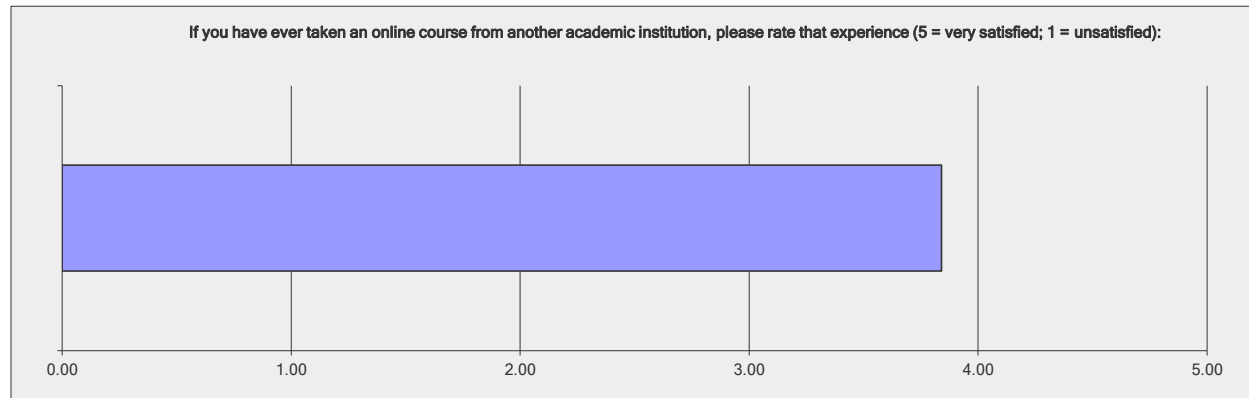
**Q10: How would you rate the performance and response time of the My Team Sites web interface (5 = speedy; 1 = painfully slow)?**

Answer Options	Speedy	Somewhat fast	Good enough	Somewhat slow	Painfully slow	N/A	Rating Average	Response Count
	27	30	56	19	9	64	3.33	205
<i>answered question</i>								<b>205</b>
<i>skipped question</i>								<b>59</b>



**Q11: If you have ever taken an online course from another academic institution, please rate that experience (5 = very satisfied; 1 = unsatisfied):**

Answer Options	Very Satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	N/A	Rating Average	Response Count
	27	25	24	2	4	122	3.84	204
<i>answered question</i>								<b>204</b>
<i>skipped question</i>								<b>60</b>



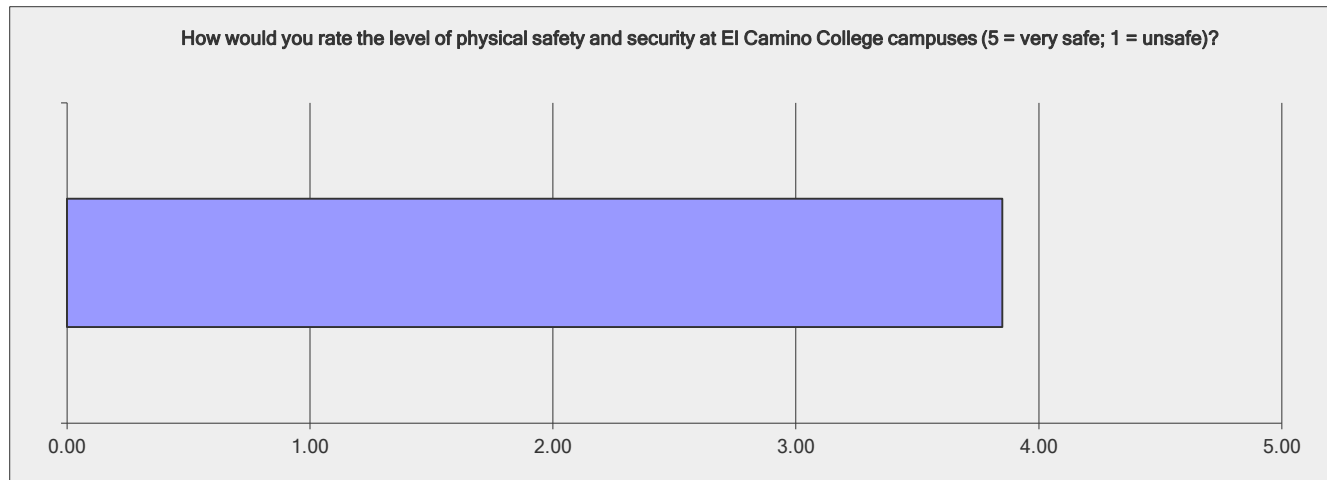
Q12: If you have ever taken an online course from another academic institution, please indicate the name of the online learning system rated above (e.g. Moodle, BlackBoard, Etudes, etc.):

Answer Options	Response Count
	35
<i>answered question</i>	35
<i>skipped question</i>	229

	Response Date	Response Text
1	Aug 29, 2014 5:00 PM	no
2	Aug 29, 2014 3:42 PM	Etudes
3	Aug 29, 2014 10:39 AM	Moodle
4	Aug 28, 2014 7:13 PM	No Clue
5	Aug 28, 2014 6:43 PM	etudes
6	Aug 28, 2014 4:01 PM	unsure
7	Aug 28, 2014 8:26 AM	blackboard
8	Aug 28, 2014 5:55 AM	n/a
9	Aug 28, 2014 3:03 AM	etudes
10	Aug 28, 2014 1:00 AM	Blackboard at Cypress College and Talon Net at Cerritos College
11	Aug 28, 2014 12:28 AM	Coursera
12	Aug 28, 2014 12:16 AM	N/A
13	Aug 27, 2014 5:42 PM	N/A
14	Aug 27, 2014 3:27 PM	Etudes, MasteringChemistry, WebAssign
15	Aug 27, 2014 2:24 PM	BlackBoard Collaborate
16	Aug 25, 2014 5:27 PM	Edutes, Vista
17	Aug 25, 2014 5:22 PM	student portal ash worth college online
18	Aug 23, 2014 8:19 PM	Cal State University Long Beach
19	Aug 21, 2014 3:12 PM	I think they're called Education To Go
20	Aug 20, 2014 7:41 PM	n/a
21	Aug 19, 2014 3:03 PM	BlackBoard
22	Aug 17, 2014 1:01 AM	moodle
23	Aug 15, 2014 11:21 PM	taking my first online course this upcoming semester at El Camino
24	Aug 15, 2014 8:24 AM	Blackboard
25	Aug 14, 2014 5:32 AM	etudes
26	Aug 13, 2014 7:50 PM	Etudes
27	Aug 12, 2014 5:34 AM	no
28	Aug 12, 2014 3:31 AM	Moodle
29	Aug 11, 2014 7:54 PM	N/A
30	Aug 8, 2014 5:50 PM	n/a
31	Aug 8, 2014 6:11 AM	mymathlab
32	Aug 8, 2014 3:56 AM	Thomas Edison State College and Westwood College online several years ago
33	Aug 7, 2014 10:37 PM	Aleks
34	Aug 7, 2014 8:02 PM	BlackBoard
35	Aug 7, 2014 7:50 PM	Don't remember

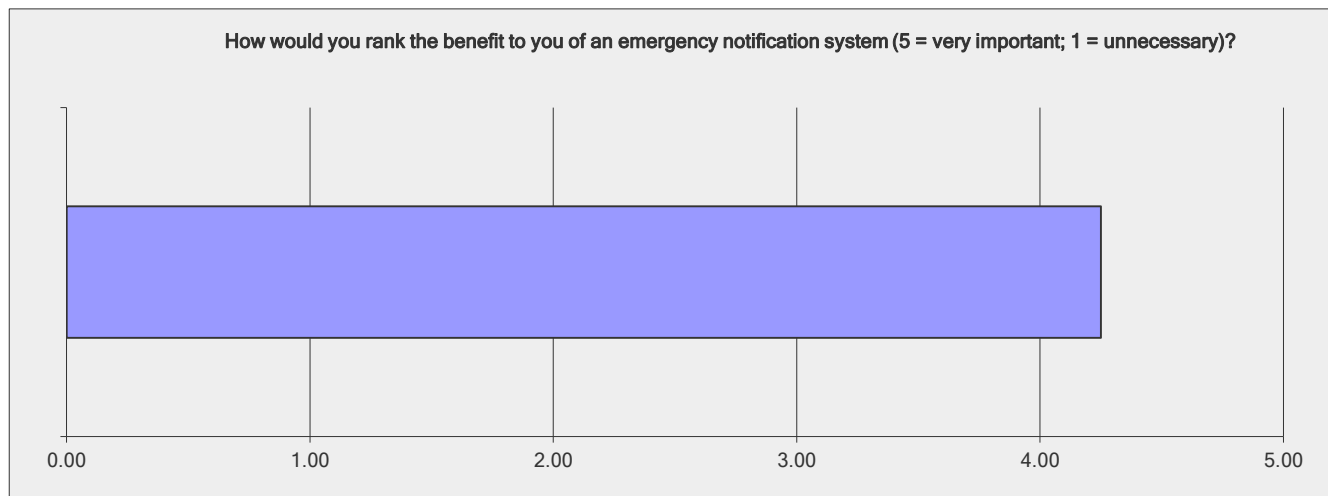
**Q13: How would you rate the level of physical safety and security at El Camino College campuses (5 = very safe; 1 = unsafe)?**

Answer Options	Very safe	Somewhat safe	Neutral	Somewhat unsafe	Unsafe	Rating Average	Response Count
	58	83	43	12	7	3.85	203
<i>answered question</i>							<b>203</b>
<i>skipped question</i>							<b>61</b>



**Q14: How would you rank the benefit to you of an emergency notification system (5 = very important; 1 = unnecessary)?**

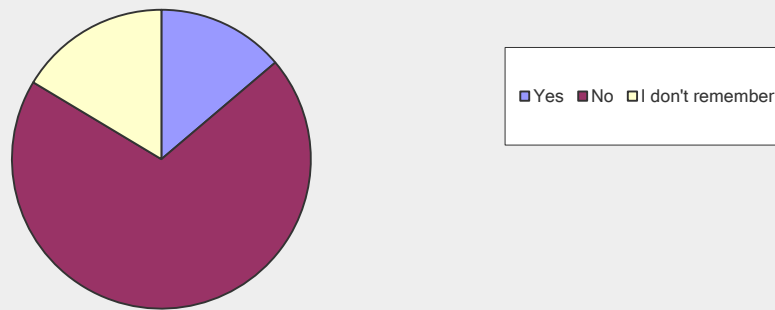
Answer Options	Very Important	Some value	Neutral	Low value	Unnecessary	Rating Average	Response Count
	112	35	42	7	2	4.25	198
<i>answered question</i>							<b>198</b>
<i>skipped question</i>							<b>66</b>



**Q15: Are you participating in the opt-in campus emergency notification system? This system is joined by sending a text message to address 888-777 with the message body of either "ECCPD" (for Torrance campus) or "CECPD" (for Compton Center).**

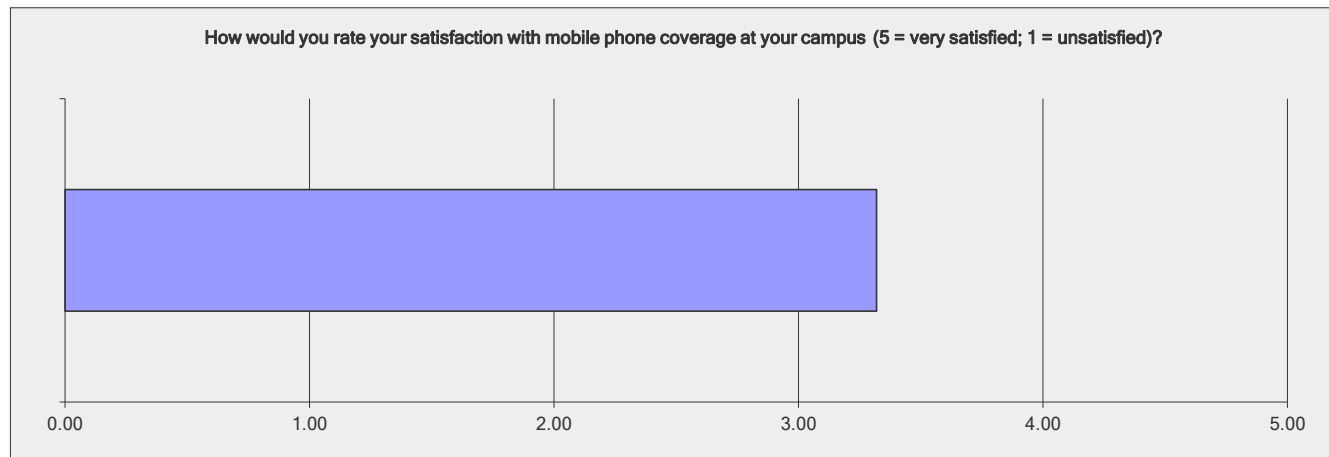
Answer Options	Response Percent	Response Count
Yes	13.8%	26
No	69.8%	132
I don't remember	16.4%	31
<b><i>answered question</i></b>		<b>189</b>
<b><i>skipped question</i></b>		<b>75</b>

Are you participating in the opt-in campus emergency notification system? This system is joined by sending a text message to address 888-777 with the message body of either "ECCPD" (for Torrance campus) or "CECPD" (for Compton Center).



**Q16: How would you rate your satisfaction with mobile phone coverage at your campus (5 = very satisfied; 1 = unsatisfied)?**

Answer Options	Very Satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	N/A	Rating Average	Response Count
	38	49	46	25	21	25	3.32	204
<i>answered question</i>								<b>204</b>
<i>skipped question</i>								<b>60</b>





**Q17: Please specify your primary mobile phone carrier:**

Answer Options	Response Count
	177
<i>answered question</i>	<b>177</b>
<i>skipped question</i>	<b>87</b>

	Response Date	Response Text
1	Aug 30, 2014 5:28 AM	sprit
2	Aug 30, 2014 5:24 AM	Tmobile
3	Aug 30, 2014 5:02 AM	tmobile
4	Aug 30, 2014 2:11 AM	Metro PCS
5	Aug 30, 2014 1:24 AM	Simple Mobile
6	Aug 29, 2014 9:03 PM	T-Mobile
7	Aug 29, 2014 7:26 PM	
8	Aug 29, 2014 5:01 PM	tmobile
9	Aug 29, 2014 3:53 PM	AT&T
10	Aug 29, 2014 10:41 AM	Verizon
11	Aug 29, 2014 7:31 AM	Verizon
12	Aug 29, 2014 7:09 AM	T-Mobile
13	Aug 29, 2014 6:44 AM	SPRINT
14	Aug 29, 2014 5:09 AM	verizon
15	Aug 29, 2014 4:54 AM	Boostmobile
16	Aug 29, 2014 4:52 AM	at & t
17	Aug 29, 2014 3:02 AM	AT & T
18	Aug 29, 2014 2:57 AM	at&t
19	Aug 29, 2014 2:52 AM	Sprint
20	Aug 29, 2014 12:36 AM	at&t
21	Aug 28, 2014 11:32 PM	Metro PCS
22	Aug 28, 2014 11:10 PM	T-Mobile
23	Aug 28, 2014 10:37 PM	Version
24	Aug 28, 2014 10:11 PM	metro pcs
25	Aug 28, 2014 9:36 PM	AT&T
26	Aug 28, 2014 9:12 PM	metro pc
27	Aug 28, 2014 8:17 PM	at&t
28	Aug 28, 2014 7:18 PM	Sprint
29	Aug 28, 2014 6:45 PM	tracfone
30	Aug 28, 2014 6:22 PM	sprint
31	Aug 28, 2014 4:31 PM	att
32	Aug 28, 2014 4:02 PM	sprint
33	Aug 28, 2014 3:20 PM	AT&T
34	Aug 28, 2014 2:57 PM	Verizon
35	Aug 28, 2014 8:33 AM	TMobile
36	Aug 28, 2014 8:26 AM	verizon
37	Aug 28, 2014 6:25 AM	metropcs
38	Aug 28, 2014 5:15 AM	Boost Mobile
39	Aug 28, 2014 4:56 AM	verizon
40	Aug 28, 2014 3:03 AM	sprint
41	Aug 28, 2014 1:53 AM	VERIZON
42	Aug 28, 2014 1:15 AM	ATT
43	Aug 28, 2014 1:11 AM	Virgin Mobile
44	Aug 28, 2014 1:03 AM	AT&T
45	Aug 28, 2014 1:03 AM	CTL Wireless
46	Aug 28, 2014 12:30 AM	T-Moble
47	Aug 28, 2014 12:11 AM	MetroPCS
48	Aug 27, 2014 11:15 PM	sprint
49	Aug 27, 2014 10:39 PM	metro pcs
50	Aug 27, 2014 10:10 PM	AT&T
51	Aug 27, 2014 9:41 PM	Sprint (Nextel)

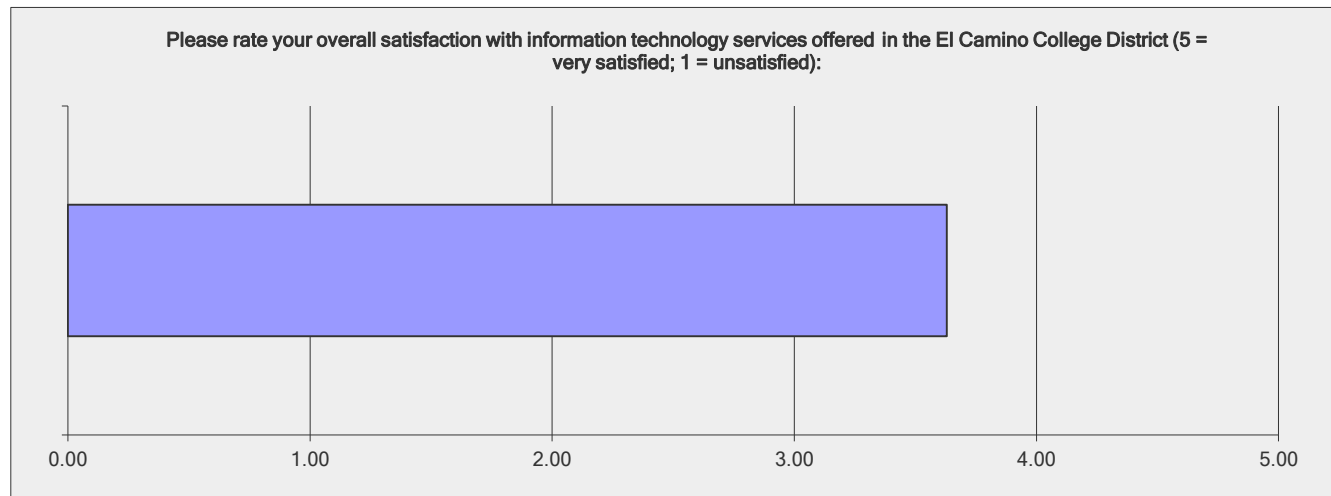
52	Aug 27, 2014 9:36 PM	Verizon
53	Aug 27, 2014 9:27 PM	verizon
54	Aug 27, 2014 9:00 PM	T-mobile
55	Aug 27, 2014 8:49 PM	T-mobile
56	Aug 27, 2014 8:14 PM	AT&T
57	Aug 27, 2014 7:35 PM	Metro PCS
58	Aug 27, 2014 7:07 PM	verizon
59	Aug 27, 2014 7:01 PM	MetroPCS
60	Aug 27, 2014 6:29 PM	AT&T
61	Aug 27, 2014 6:25 PM	boost mobile
62	Aug 27, 2014 6:16 PM	Sprint
63	Aug 27, 2014 5:57 PM	Virgin Mobile
64	Aug 27, 2014 5:43 PM	Verizon
65	Aug 27, 2014 5:43 PM	N/A
66	Aug 27, 2014 5:02 PM	metro pcs
67	Aug 27, 2014 4:56 PM	T Mobile
68	Aug 27, 2014 4:18 PM	metro pcs
69	Aug 27, 2014 4:07 PM	Sprint
70	Aug 27, 2014 4:02 PM	AT&T
71	Aug 27, 2014 3:47 PM	Verizon
72	Aug 27, 2014 3:44 PM	Sprint
73	Aug 27, 2014 3:32 PM	Metro PCS
74	Aug 27, 2014 3:28 PM	Virgin Mobile
75	Aug 27, 2014 3:20 PM	t-mobile
76	Aug 27, 2014 3:19 PM	Verizon
77	Aug 27, 2014 3:16 PM	Verizon Wireless
78	Aug 27, 2014 2:29 PM	Sprint
79	Aug 27, 2014 2:27 PM	Verizon
80	Aug 27, 2014 2:20 PM	Verizon Wireless
81	Aug 27, 2014 2:04 PM	metro
82	Aug 27, 2014 1:55 PM	Virgin Mobile
83	Aug 25, 2014 8:46 PM	Tmobile
84	Aug 25, 2014 5:29 PM	AT&T
85	Aug 25, 2014 5:25 PM	metro pcs
86	Aug 25, 2014 1:45 AM	Sprint
87	Aug 23, 2014 8:23 PM	T-Mobile
88	Aug 21, 2014 11:33 PM	na
89	Aug 21, 2014 7:53 PM	T-Mobile
90	Aug 21, 2014 3:18 PM	Metro PCS
91	Aug 21, 2014 3:13 PM	Verizon
92	Aug 21, 2014 6:29 AM	Sprint
93	Aug 20, 2014 7:42 PM	metro pcs
94	Aug 20, 2014 5:17 AM	verizon
95	Aug 19, 2014 3:03 PM	AT&T
96	Aug 19, 2014 3:47 AM	
97	Aug 19, 2014 1:48 AM	was metro pcs, now using assurance
98	Aug 19, 2014 12:36 AM	Verizon
99	Aug 18, 2014 8:55 PM	T Mobile
100	Aug 18, 2014 3:32 PM	AT&T
101	Aug 18, 2014 3:07 PM	verizon
102	Aug 18, 2014 5:16 AM	verizon
103	Aug 17, 2014 1:01 AM	att
104	Aug 15, 2014 11:27 PM	Tmobile
105	Aug 15, 2014 10:54 PM	AT&T
106	Aug 15, 2014 9:43 PM	Virgin Mobile
107	Aug 15, 2014 4:07 PM	Verizon
108	Aug 15, 2014 8:29 AM	AT&T
109	Aug 15, 2014 4:10 AM	tmobile
110	Aug 15, 2014 3:21 AM	Tracfone
111	Aug 15, 2014 3:01 AM	Virgin Mobile

112	Aug 14, 2014 9:03 AM	At&t
113	Aug 14, 2014 6:46 AM	boost mobile
114	Aug 14, 2014 5:33 AM	t-mobile
115	Aug 14, 2014 12:42 AM	T-Mobile
116	Aug 13, 2014 10:01 PM	T-mobile
117	Aug 13, 2014 4:22 PM	boost mobile
118	Aug 13, 2014 6:54 AM	T-Mobile
119	Aug 13, 2014 4:02 AM	
120	Aug 13, 2014 1:30 AM	metropcs
121	Aug 12, 2014 10:24 PM	TMobile
122	Aug 12, 2014 8:00 PM	verizon
123	Aug 12, 2014 7:24 PM	verizon
124	Aug 12, 2014 3:43 PM	T-moble
125	Aug 12, 2014 2:38 PM	Sprint
126	Aug 12, 2014 5:35 AM	AT&T
127	Aug 12, 2014 4:58 AM	ATT
128	Aug 12, 2014 3:32 AM	Virgin Mobile
129	Aug 11, 2014 10:29 PM	Verizon
130	Aug 11, 2014 9:41 PM	metropcs
131	Aug 11, 2014 7:56 PM	Sprint
132	Aug 11, 2014 2:27 AM	at&t
133	Aug 11, 2014 12:17 AM	SIMPLE MOBILE
134	Aug 10, 2014 9:52 PM	T-Mobile
135	Aug 10, 2014 3:51 PM	ATT
136	Aug 10, 2014 1:31 PM	Sprint
137	Aug 10, 2014 12:56 AM	sprint
138	Aug 9, 2014 9:31 AM	T-Mobile
139	Aug 9, 2014 8:51 AM	Verizon
140	Aug 9, 2014 6:39 AM	at&t
141	Aug 9, 2014 5:47 AM	Tracfone
142	Aug 9, 2014 12:20 AM	sprint
143	Aug 8, 2014 11:37 PM	At&t
144	Aug 8, 2014 6:50 PM	Virgin Mobile
145	Aug 8, 2014 5:56 PM	Sprint
146	Aug 8, 2014 5:51 PM	virgin mobile
147	Aug 8, 2014 4:59 PM	T-Mobile
148	Aug 8, 2014 4:48 PM	T-Mobile
149	Aug 8, 2014 4:12 PM	Tracfone / Sprint
150	Aug 8, 2014 3:41 PM	Verizon
151	Aug 8, 2014 8:34 AM	att
152	Aug 8, 2014 7:31 AM	Sprint
153	Aug 8, 2014 6:12 AM	att
154	Aug 8, 2014 4:58 AM	T Mobile
155	Aug 8, 2014 4:22 AM	Sprint
156	Aug 8, 2014 4:03 AM	Verizon
157	Aug 8, 2014 3:13 AM	At&t
158	Aug 8, 2014 2:29 AM	
159	Aug 8, 2014 1:53 AM	at&t
160	Aug 8, 2014 12:11 AM	T&T
161	Aug 7, 2014 11:24 PM	Sprint
162	Aug 7, 2014 11:15 PM	T-Mobile
163	Aug 7, 2014 10:48 PM	N/A
164	Aug 7, 2014 10:33 PM	T-mobile
165	Aug 7, 2014 9:44 PM	T-Mobile
166	Aug 7, 2014 9:42 PM	Virgin Mobile
167	Aug 7, 2014 9:37 PM	att
168	Aug 7, 2014 9:23 PM	Sprint
169	Aug 7, 2014 9:23 PM	tmobile
170	Aug 7, 2014 8:44 PM	verizon
171	Aug 7, 2014 8:15 PM	t-mobile

172	Aug 7, 2014 8:13 PM	verizon
173	Aug 7, 2014 8:02 PM	T-Mobile
174	Aug 7, 2014 8:02 PM	Att
175	Aug 7, 2014 7:54 PM	At&t
176	Aug 7, 2014 7:52 PM	At&t
177	Aug 7, 2014 7:52 PM	Sprint

**Q18: Please rate your overall satisfaction with information technology services offered in the El Camino College District (5 = very satisfied; 1 = unsatisfied):**

Answer Options	Very Satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	Rating Average	Response Count
	43	72	60	16	8	3.63	199
	<i>answered question</i>						<b>199</b>
	<i>skipped question</i>						<b>65</b>



**Q19: Please offer any other comments on technology at ECCD.**

Answer Options	Response Count
	67
<i>answered question</i>	<b>67</b>
<i>skipped question</i>	<b>197</b>

	Response Date	Response Text
1	Aug 29, 2014 3:53 PM	N/A
2	Aug 29, 2014 10:41 AM	Everything seems fine with the technology aspect of the school, the only thing that it needs is a stronger Wi-Fi signal.
3	Aug 29, 2014 7:31 AM	Campus technology seems as if we still live in the 90s.
4	Aug 29, 2014 5:09 AM	Over the past 6 years the technology has improved! Thank you for the efforts. Please allow safari on my iphone to access my ecc webadvisor. To fix this problem I would have to Jailbreak my ipone to allow google chrome be my default browser. This voids my insurance on the phone.
5	Aug 29, 2014 4:52 AM	When I use my laptop the wifi is great! But when I use my phone it is really slow.
6	Aug 29, 2014 3:02 AM	Regarding # 15, I did not even know this was available, but just NOW signed up for it.[] Perhaps more info on wireless connections and the ECCPD notifications should be made available on campus or even online at ECC websites.
7	Aug 29, 2014 2:57 AM	Sometime the wireless network is slow. Sometimes the audio systems do not work, and the projector maybe too old.
8	Aug 29, 2014 2:52 AM	There have been problems with MyECC for quite some time now. I rarely get the full page to load when I log on. Its very frustrating.
9	Aug 28, 2014 11:10 PM	My Web Advisor is frequently crashed and I'm unable to use it. I'm hardly ever able to reach my El Camino email directly from MyEcc, I have to click the link provided. I would just suggest that those be more reliable or that there be more alternatives to using those resources.
10	Aug 28, 2014 7:18 PM	The process to register for a class on-line is unbelievably complex and confusing. It must just be me but I would think I am not alone with that assessment. Not being able to Login and see all of the ECC sites is also a point of frustration, this has bee so for the past 1.5 years. Why can you not fix the Login problem so that I can easily Login from home without major headaches?
11	Aug 28, 2014 3:20 PM	Sometimes the Internet in the computer labs are very slow and some buildings need to have better wi-fi.
12	Aug 28, 2014 6:25 AM	Please improve the speed of connection. It is expected that a lot of students are going to use the internet at almost the same time.
13	Aug 28, 2014 5:15 AM	We need better quality music instruments and studio equipment. I am really hoping to see big improvements on the music building this semester.
14	Aug 28, 2014 4:56 AM	I am grateful for the late hours in the computer lab.
15	Aug 28, 2014 1:11 AM	The technology available has been improving, but at times resources become unavailable (the ECC site or email service goes down often at times). Also at times when most students (near the end of the semester) are using available resources, there is not enough for everyone to use.
16	Aug 28, 2014 1:03 AM	El Camino College Torrance Campus is a lot better. There are a lot more resources at the Torrance Campus. Classrooms are much nicer and they have better lighting. Transfer Center is amazing. The Torrance campus faculty are much friendlier a lot more willing to help. Not including professors because the professors I had at the Compton campus were amazing. When I say faculty, I'm talking about counselors, admissions faculty, student services. Everything seems to be more up scale at the Torrance campus. I wish I would have gone there for all of my classes.
17	Aug 28, 2014 12:30 AM	When one attempts to use the Compton Center email while on campus, it is none operational more than it is working inside of any given week, regardless of where a student tries to access it. Many times school work is emailed by instructors to us the students, and we cant access it due to this specific issue. Everyone does not have access to computers and/or printers, and many of us rely on the school for that purpose. We are unfairly disenfranchised and there should be attention directed to this problem immediately.
18	Aug 27, 2014 11:15 PM	Wireless Internet should be available all over the campus. Little to no Internet service near science buildings
19	Aug 27, 2014 9:41 PM	Service is so bad and spotty at school. Not only in class, which is fine since students should be learning and not on their phones but on and around the campus there is literally always roaming charges because, I assume, so many buildings are made of concrete which probably blocks out service. It is very unfortunate.
20	Aug 27, 2014 8:14 PM	Please switch the WiFi registration in the MBAH building to the one used in the Social Sciences building. Thanks in advance.
21	Aug 27, 2014 7:35 PM	ECC Compton is a campus that has made vast improvement in the curriculum (the courses available to the students) and the infrastructure of the campus. However, I think that there should be more attentiveness paid to notifying students about documentation needed by the Admissions and Records, Financial Aid, and EOP&S offices. My suggestion is a mobile alert program that notifies students about issues that may jeopardize their satisfactory as a student at El Camino. Also; if there is any way possible, to fix and/or enhance the ECC email system, please do so. It makes it very difficult for students who don't have internet access at home to be able to keep up with pertinent information that the school gives us when it is always down. Thank you for your consideration.
22	Aug 27, 2014 6:29 PM	I am not sure why it is, but it is always a problem to register online. [] [] Also, I don't feel that departments at ECC have sufficient information online or access. In this digital age, we should not have to waste time on the telephone system, which is often a dead end and is rarely answered. Email is far more efficient and yet far less frequently utilized than should be the case and as is the case in other postsecondary institutions.
23	Aug 27, 2014 6:25 PM	I feel like Etudes should be in classes who need them like math, English, etc. But I've taken classes where we don't even use the site or the professor isn't responding to you on time. That is when I feel it isn't useful and not all courses should be taking it. Just from my experience in different classes.
24	Aug 27, 2014 5:43 PM	N/A

25	Aug 27, 2014 5:02 PM	Sign up for classes online with a mobile device
26	Aug 27, 2014 4:18 PM	All the Technology aspects at El Camino Compton Center are very important for student academics, and safety
27	Aug 27, 2014 3:20 PM	Any other additional access to computers and printing machines would be beneficial in other parts of the campus. Things can always be improved!
28	Aug 27, 2014 3:19 PM	Being that computers are not in every classroom and being that the instructors are becoming more comfortable with having the student work on their own electronic devices (cellphones, tablets, etc.), the Wi-Fi should be readily available campuswide. Currently, it is not and in some classes has actually set us back in even an instructional class on how to access our campus database for research. I know this isn't the topic here, but also housekeeping inside the classrooms is something that needs to be tended to. The campus (outside) looks great, but don't enter the classroom, definitely not if you have allergies. I'm just saying, it's almost embarrassing.
29	Aug 27, 2014 3:16 PM	Thank you.
30	Aug 27, 2014 2:27 PM	I noticed that professors don't make use of the official grading options available on MyECC. Perhaps a more fleshed out grading system can be placed directly in the Grades section of the MyECC website so I can more easily access my grades in sufficient detail.
31	Aug 27, 2014 2:20 PM	New-hire professors should be given not only a briefing on what they will be teaching but also on how to utilize the technology found in their classrooms. Some new part-time professors come to class on the first class prepared and prepped to begin the new year but yet they continually struggle to handle the projector, the computer, or sound system. This lack of basic training causes UNNECESSARY delays and distractions. The professor cannot effectively focus on educating the class if they do not how to project their PowerPoint. And seeing as how many professors want to utilize video examples, music examples, movies, and presentations to appeal to all student learners, it is imperative that the hiring departments at El Camino prepare their new-hires on how to effectively prepare their students by means of a thorough understanding and mastery of the technology in classrooms.
32	Aug 27, 2014 1:55 PM	Is there anything to be done with the wifi. I try and access it and a good chunk of the time I have to wait ages for a page to load, if it ever loads.
33	Aug 25, 2014 5:29 PM	N/A
34	Aug 25, 2014 1:45 AM	I have taken a few classes at El Camino- Compton and I am very disappointed with the online course. I really hope that you can fix the problems with the online technical issues. It's just to slow or I can't get in. Please help!
35	Aug 23, 2014 8:23 PM	I find it remarkably difficult to access MYECC and register for a class. The system barely works, the process is confusing. If you respond to the prompts, it won't process the request for some reason. It's difficult to understand the printed explanation. Several times my attempt to register was refused with a prompt. It took a day or more to understand I need only check one box in the prompt. Further, the website doesn't move a person freely from one page to another, it continually creates new pagers in the browser. An attempt to register can result in 16 open pages on my browser, all El Camino College. The system is the worst I have ever experienced.
36	Aug 21, 2014 7:53 PM	Please fix MyECC especially before registration. What's the ***ing point of registering online if you can't even get pass the login page? I can't believe that your servers are actually ***er than the ones back in 1979! Are you guys still on MDOS or nah? Oh and thanks to your super speedy servers, I couldn't get the math class I needed so now I'm pushed back a whole semester! That experience was SOOO much fun with no stress or anxiety at all while trying to register! I mean it wasn't like I was busy cramming for my finals or anything. THANK YOU SO MUCH for the best possible experience I could ONLY obtain here at El Camino! I can't wait to go over this *** of a process again when I register for Winter/Spring semester! #3YearzAtElCo
37	Aug 21, 2014 6:29 AM	There is no wifi in the construction yard, and cell reception is really horrible there. Also vending machines there would be great!!!!
38	Aug 20, 2014 5:17 AM	Ecc technology networking could run a little faster...we have a high volume of students using the network. Perhaps ECC could consider update to to Windows 7 or 8.
39	Aug 19, 2014 12:36 AM	The MyECC website is not organized very well and is fairly slow to respond. It also only allows a short window of time to view information at which point an error message appears, making it even more difficult to access the information again without returning to the home page. Also logging in to the provided email can be frustrating because there is no way to save login information. El Camino is also very unorganized with information about required course materials/texts. The physical bookstore is also unorganized in this manner.
40	Aug 18, 2014 5:52 PM	The access to MY ECC email has always been a major problem and still is not fixed after years of failed attempts to make it right. it is still a failure to students who need access to it. Most students now won't use it.
41	Aug 18, 2014 3:32 PM	There needs to be a print icon or button on the unofficial transcript link. I had to copy & pasted onto Word document inorder to print my unofficial transcripts.
42	Aug 15, 2014 11:27 PM	Looks like I do not use much resources to give much feedback, sorry. I will be taking an online course this upcoming semester. I have used computers, printers and few library resources. Great, but being new to them ,I had to ask around, but yes, great! I have yet to need technical support. I would feel safer if the lights were working in certain areas for those taking late night classes! I love how we are informed when there is construction, or late night incidents. The online emails and notifications is useful. Only lagged when it was being updated.. I forgot what else to mention but perhaps there will be another survey out next year!
43	Aug 15, 2014 10:54 PM	I was unaware of the emergence notification system. It should be advertised around campus.
44	Aug 15, 2014 8:29 AM	Please fix the constituency errors! And the online orientation! And quickly finish overhauling the MyECC portal so that students both old and new can be spared from the frustration of registering for courses or simply just using the portal.
45	Aug 15, 2014 4:10 AM	should be able to go on my phone to el camino college website
46	Aug 15, 2014 3:21 AM	To me education is a high priority and I wish the State of California, would think that to how can they justify being ranked 47th now. when 25 yrs. ago we were in the top 15 in the country explain that to the people of California.

47	Aug 14, 2014 6:46 AM	Rock n Roll
48	Aug 14, 2014 12:42 AM	I like the new layout of the MyECC site. I don't like that I can't access anything on my phone. I had a teacher last semester who posted what was needed for class or if class was cancelled on the team site, yet I had to be on a computer to see this. Before the changes, I could see everything on my phone. I liked that. The ability to check quickly without the hassle of finding a computer or finding a spot to set up to use my laptop. If that could be fixed, I would be so much happier.
49	Aug 13, 2014 1:30 AM	keep providing assistance to youth as well as adults ☹ especially homeless youth!
50	Aug 12, 2014 10:24 PM	The quality of online learning is pathetic at best. Just took an online humanities class where the sum of teaching was being told to read the book and do the assignments. Often the assignments were ambiguous 4 word questions. In 2014 I expect at least a powerpoint presentation. Some offerings such as PSY5 are much better with podcasts that match up to the book content and a portal provided by the manufacturer. Also having taken online math classes here I don't understand why a once a week on campus class is necessary. Other schools utilize an online proctoring service for exams.
51	Aug 12, 2014 5:28 AM	It would be greatly appreciated if there were wifi available for students at the Compton campus.
52	Aug 12, 2014 4:58 AM	Allow for mobile friendly sites.
53	Aug 11, 2014 12:17 AM	Wifi network coverage varies.
54	Aug 10, 2014 3:51 PM	The few times I have had difficulty accessing ECC email from home and have called for tech support, the tech support people are not at all friendly. The attitude is they are doing me a favor by answering the phone. Sad because email is such a critical and vital tool of communication, especially for those students who take as many online courses as possible.
55	Aug 10, 2014 2:44 AM	Very Good Teachers. Very Nice.
56	Aug 9, 2014 12:20 AM	The wifi service is poor.
57	Aug 8, 2014 4:12 PM	The wifi seems to be split across 2 systems that don't talk to each other: walking from the north end of campus to the south, I lose connectivity and have to log in again to maintain wifi access. It would be really helpful to get those two gateways talking to one another, and/or increase the amount of wifi around campus, as there are several dead zones on the north-west end of campus.☹ ☹ The tech support for email is impossible to find, let alone reach.☹ ☹ I don't like the Torrance campus' notification system: I still get notifications via email -- and appreciate them! -- of all security and construction issues on the Compton campus, though I haven't attended there in about 2 years, and Torrance ECC tells us NOTHING. I do not want to rely on my prepaid phone for texts notifying me of problems around campus, I want them going to my ECC e-mail, as they have done at the Compton campus. It is very frustrating to find out that lot closures are in effect when I'm trying to park, and the police officer closing them only shrugs at me when I ask what's going on. If the Compton Campus is doing it right, why isn't ECC Torrance??
58	Aug 8, 2014 3:41 PM	Painfully slow wifi, difficult to connect, often times much worse than using the 3G on my cell phone. Wifi should never be worse than 3G. Created a big problem when trying to do anything on the internet without being at a school desktop of which there are few.
59	Aug 8, 2014 8:34 AM	Myecc is terrible under heavy load. Something must be done to be alleviate the demand!
60	Aug 8, 2014 4:03 AM	Trying to overhaul the colleges computer network right before (even several weeks or a month before) is kind of stupid. As with the last one in Spring of 2014, issues with my funding were messed up and access was ridiculously not existent at times. What kind of professional organization in their right mind would do something like that? And it's not the first time also....it's getting to the point where a lot of the students are getting sick of it. All the students joke about it when it starts to get close to the end of the semester when it's time to register for the next semester's classes. "Gee, I wonder how long the network is going to be f*cked up this time before I can even see or register for any classes."
61	Aug 8, 2014 3:13 AM	Professors rarely use technology in classes other than computer science etc. The mobile application of "myecc" is in a disastrous state; it's unusable. Sometimes using a computer for myecc the links does not load properly. They have computers in the library but they seem to cherish/ protect the computers so much that they have so few and you can only do so much. Wifi is very spotty throughout campus. You sometimes receive it in the humanities building. The el camino website itself is in a bad shape. If you try search for classes too many times, you need to empty your cookies before you can use that module again.
62	Aug 7, 2014 10:48 PM	I want to say that when I'm in "MyECC" account, and I'm looking for something, for example, my "grades" or other area, when I switch to another area, the system kick me out automatically. So I have to sign in again, I don't like that. For instance, If you were doing something important like making an appointment to talk to a counselor, and then the system kick you out, you would be mad, right??? In my case, I have not presence anything like that so think about it. So that is the only problem that I see that the system "should" or "must" fix. Traten de arreglar ese problema.☹ ☹ Thanks... Anonymous...
63	Aug 7, 2014 9:42 PM	I try to avoid evening classes because of safety concerns. I notice many of the blue police notification stations around campus have signs saying they are out of order.
64	Aug 7, 2014 9:37 PM	Figure out how to get servers to stand the influx of site visits for class registration.
65	Aug 7, 2014 8:44 PM	The Mox App does not work anymore
66	Aug 7, 2014 8:02 PM	I can not get to my ECC from my iPhone anymore, which is a major problem for me.
67	Aug 7, 2014 7:52 PM	The wireless system really needs an update. Can almost never get online with my tablet while at school.

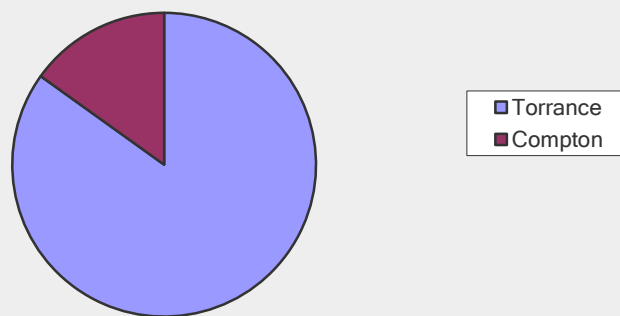


## ECC IT Faculty Survey

**Q1: Please indicate your primary campus affiliation within ECCD:**

Answer Options	Response Percent	Response Count
Torrance	84.9%	163
Compton	15.1%	29
<i>answered question</i>		192
<i>skipped question</i>		2

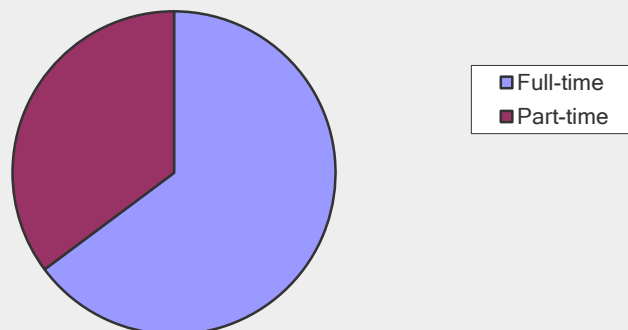
Please indicate your primary campus affiliation within ECCD:



**Q2: Please indicate whether you are full-time or part-time:**

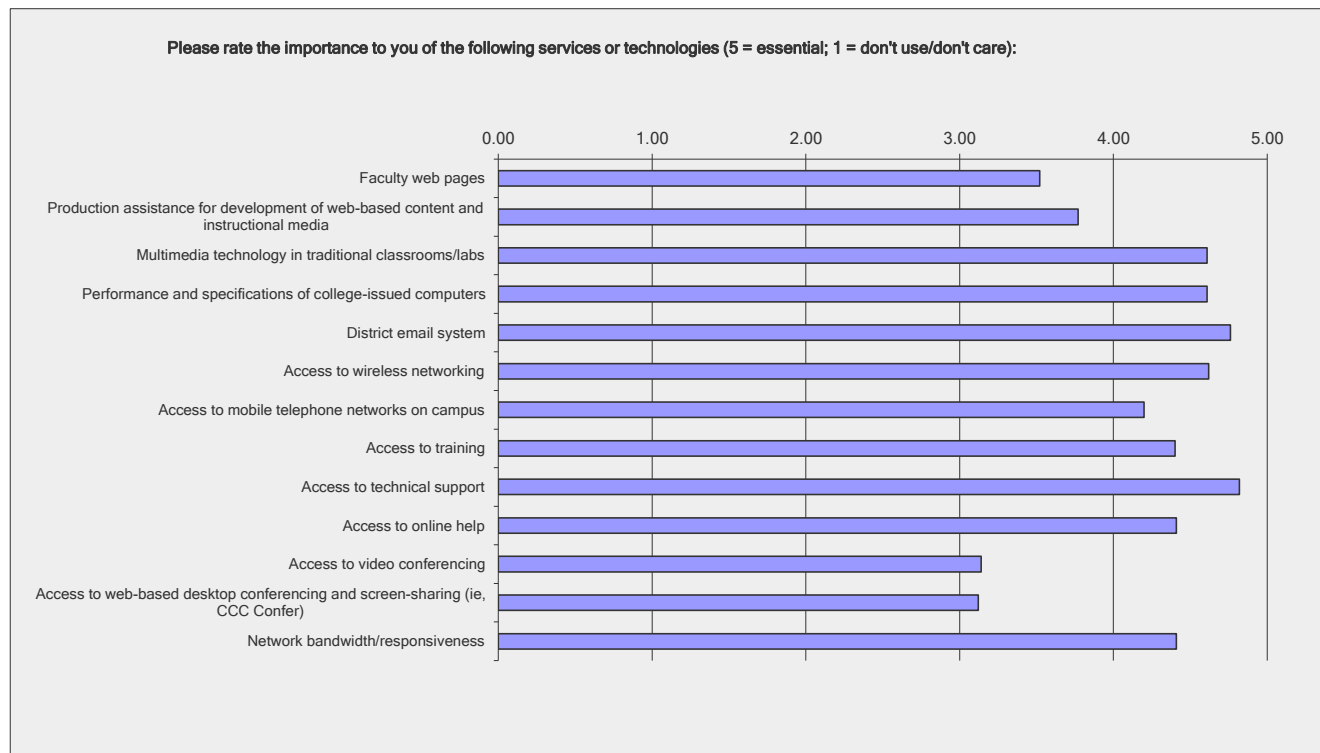
Answer Options	Response Percent	Response Count
Full-time	64.8%	125
Part-time	35.2%	68
<i>answered question</i>		193
<i>skipped question</i>		1

Please indicate whether you are full-time or part-time:



**Q3: Please rate the importance to you of the following services or technologies (5 = essential; 1 = don't use/don't care):**

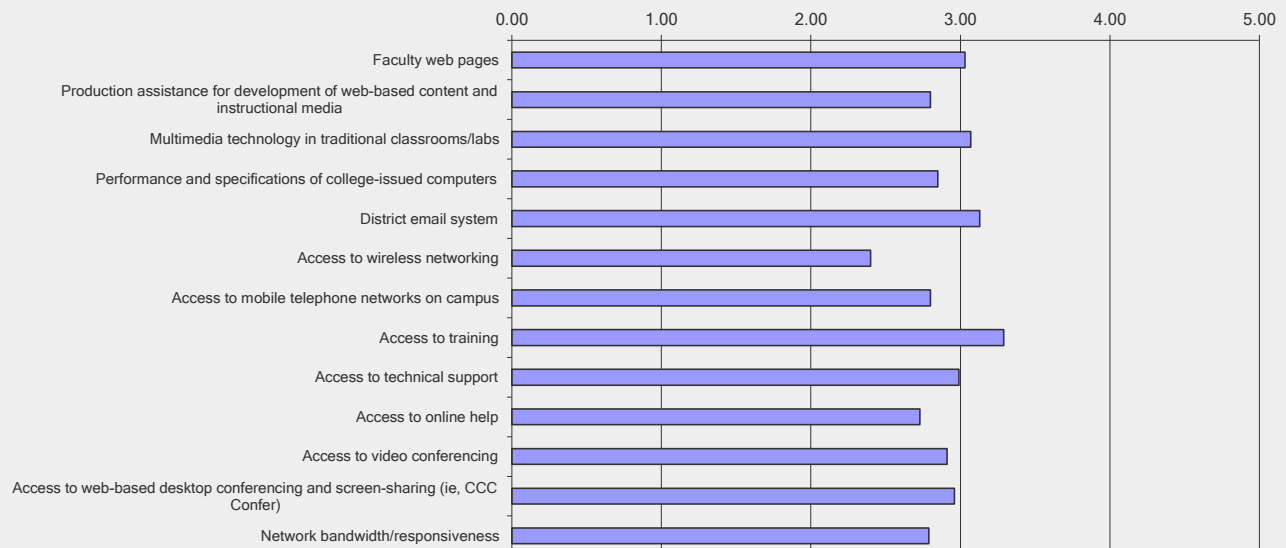
Answer Options	Essential	Valuable	Useful	Not that important	Don't Use/Don't Care	Rating Average	Response Count
Faculty web pages	59	51	27	19	27	3.52	183
Production assistance for development of web-based	64	60	28	12	18	3.77	182
Multimedia technology in traditional classrooms/labs	140	26	13	3	3	4.61	185
Performance and specifications of college-issued	138	34	5	3	5	4.61	185
District email system	152	24	4	3	1	4.76	184
Access to wireless networking	138	35	5	3	4	4.62	185
Access to mobile telephone networks on campus	91	57	21	8	6	4.20	183
Access to training	112	48	16	2	6	4.40	184
Access to technical support	157	23	5	0	0	4.82	185
Access to online help	111	52	12	6	4	4.41	185
Access to video conferencing	22	58	57	17	30	3.14	184
Access to web-based desktop conferencing and screen-	31	47	52	19	34	3.12	183
Network bandwidth/responsiveness	121	38	9	4	10	4.41	182
<b>answered question</b>							<b>185</b>
<b>skipped question</b>							<b>9</b>



**Q4: How would you rate your satisfaction with each of the following services or technologies (5 = very satisfied; 1 = unsatisfied)?**

Answer Options	Very satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	Rating Average	Response Count
Faculty web pages	13	37	86	22	18	3.03	176
Production assistance for development of web-based	5	28	90	31	21	2.80	175
Multimedia technology in traditional classrooms/labs	17	68	32	42	24	3.07	183
Performance and specifications of college-issued	18	49	40	40	36	2.85	183
District email system	21	68	34	36	25	3.13	184
Access to wireless networking	5	41	35	44	58	2.40	183
Access to mobile telephone networks on campus	9	35	75	35	27	2.80	181
Access to training	18	66	61	23	13	3.29	181
Access to technical support	18	61	34	41	29	2.99	183
Access to online help	7	36	71	35	32	2.73	181
Access to video conferencing	2	15	137	10	12	2.91	176
Access to web-based desktop conferencing and screen-	5	19	133	8	14	2.96	179
Network bandwidth/responsiveness	7	40	74	32	30	2.79	183
<i>answered question</i>							<b>184</b>
<i>skipped question</i>							<b>10</b>

**How would you rate your satisfaction with each of the following services or technologies (5 = very satisfied; 1 = unsatisfied)?**



Q5: Are there examples of instructional multimedia technology available for your use on campus that meets or exceeds your expectations and, if so, where?

Answer Options	Response Count
	127
<i>answered question</i>	127
<i>skipped question</i>	67

	Response Date	Response Text
1	Aug 30, 2014 4:34 AM	No there are very limited resources on our campus especially as it relates to the Film/Video classes. We bring our own wireless Internet so that we can use online resources for instruction.
2	Aug 30, 2014 4:17 AM	Somewhat meets my expectations: Humanities Building
3	Aug 30, 2014 12:31 AM	None.
4	Aug 28, 2014 11:23 PM	In most of the rooms I teach in, there are multimedia access points with Computer projectors, VGA cable connections with audio jacks to hook up to my laptop, internet access, Youtube and similar web-based media to give me more than just a chalk board or white board.
5	Aug 28, 2014 10:27 PM	I teach in several Smart classrooms that usually work, but one has to be completely self-sufficient and bring all the necessary cables, connectors, adaptors to use a laptop for presentations. Boot up times are way too long and many of the computers are slow. Also Mac compatibility is a problem at times if room is equipped with PC.
6	Aug 28, 2014 9:54 PM	LIBRARY! CLASSROOM
7	Aug 28, 2014 9:23 PM	I teach online. There has been training for various technologies
8	Aug 28, 2014 8:26 PM	Not used
9	Aug 28, 2014 7:46 PM	We need new technology in all classrooms.
10	Aug 28, 2014 7:03 PM	NO
11	Aug 28, 2014 4:48 PM	Yes the Behavioral and Social Arts staff are very helpful in this area.
12	Aug 28, 2014 4:43 PM	Having technology in each classroom is great!
13	Aug 28, 2014 3:44 PM	projector in classroom
14	Aug 28, 2014 3:05 PM	teach in Vocational Training Bldg.....zero instructional multimedia technology for instructor
15	Aug 28, 2014 12:53 PM	nursing department
16	Aug 28, 2014 4:39 AM	no
17	Aug 28, 2014 4:11 AM	There are no multimedia technology available in my classrooms and it would be extremely helpful if there were. I teach in PE South 212, 230 and 233. We are still using old TVs and VCRs and have no access to the internet in the classrooms.
18	Aug 28, 2014 3:48 AM	It is just really important that I have access to PowerPoint, and video (youtube) feeds w/sound.
19	Aug 28, 2014 1:42 AM	Current classroom Admin 209
20	Aug 27, 2014 11:55 PM	I use the multimedia in the Humanities building classrooms every day. I love everything there except I would like the projection bulbs to be checked more frequently.
21	Aug 27, 2014 10:55 PM	for our classrooms (Adm 202, 204, 206 and 209, technology is available, especially in 209, the "smart-classroom". The other classrooms have internet connections. We have 3 high density projectors on carts with VCR's and DVD players.
22	Aug 27, 2014 10:35 PM	The distance Education room is set up quite nicely.
23	Aug 27, 2014 9:14 PM	None
24	Aug 27, 2014 8:21 PM	In the Library
25	Aug 27, 2014 7:46 PM	Doc. camera, DVD, PC with projector in the Humanities building is excellent.
26	Aug 27, 2014 7:14 PM	Lecture capture and use of the multimedia lab.
27	Aug 27, 2014 6:56 PM	No
28	Aug 27, 2014 5:51 PM	smart classrooms
29	Aug 27, 2014 5:43 PM	SOCS rooms are good. Communications rooms are not.
30	Aug 27, 2014 5:15 PM	Not really.
31	Aug 27, 2014 5:00 PM	none
32	Aug 27, 2014 4:47 PM	none that I am aware of
33	Aug 27, 2014 4:03 PM	N/A
34	Aug 27, 2014 4:00 PM	document cameras
35	Aug 27, 2014 3:09 PM	1) DE Conference Room! 2) NATS 105 - Faculty Workroom
36	Aug 27, 2014 2:08 PM	Video projector in the classroom in north gym
37	Aug 25, 2014 4:14 AM	The smart classrooms generally have exactly what I need to instruct a class.
38	Aug 22, 2014 11:10 PM	Yes in the Vote Tech Building/Library
39	Aug 22, 2014 4:43 AM	The SOCS building has terrific instructional technology in the classrooms. Also, when there is a problem, Wendy fixes it lickety-split. Faculty have become much better at not messing with the hardware.
40	Aug 21, 2014 5:58 PM	None
41	Aug 20, 2014 5:26 PM	None to which I have access
42	Aug 20, 2014 7:15 AM	No
43	Aug 19, 2014 11:28 PM	No
44	Aug 19, 2014 12:10 AM	We recently had new projectors installed in the classrooms in Physics. I have not yet had the time to use them, but their resolution is supposed to be much improved over the earlier versions. The connectivity is also supposed to be more reliable.
45	Aug 18, 2014 10:09 PM	No
46	Aug 18, 2014 9:29 PM	The smart classrooms in the Social Sciences Building are new, user-friendly and Howard and Sal are VERY responsive if there's ever a question or a problem.
47	Aug 18, 2014 1:13 PM	classrooms - meets expectations. (does not mean no problems, however)
48	Aug 16, 2014 1:31 PM	I wanted you to know that I teach for both Torrance and Compton. I am very happy with Etudes. I like it better than Blackboard, which I also use.
49	Aug 16, 2014 7:07 AM	?

50	Aug 15, 2014 5:11 PM	The equipment in my (traditional) classroom: computer, CD/DVD player, doc. projector, LCD projector are all OK. The equipment itself is good to very good, but there are often problems with their actual operation.
51	Aug 14, 2014 9:20 PM	I just completed an awesome online teaching certification course. It was excellent, free, professional, had face to face assistance as well as online.
52	Aug 14, 2014 8:18 PM	no
53	Aug 14, 2014 4:52 PM	MBA building is great. I use the projector with my laptop, doc cam, or desk top computer.
54	Aug 14, 2014 2:25 PM	No.
55	Aug 14, 2014 1:14 AM	The smart classrooms in the Humanities building meet my expectations.
56	Aug 14, 2014 1:09 AM	Classrooms in new MBA Building are hit and miss - sometimes the technology works and sometimes it does not. When it works, it is great, however, when the projector constantly flashes on and off during class time, it becomes a hindrance to the classroom environment.
57	Aug 13, 2014 6:55 PM	classroom projectors,
58	Aug 13, 2014 5:11 PM	The newly constructed or refurbished buildings have great technology.
59	Aug 13, 2014 4:36 PM	smart classroom instructional capabilities
60	Aug 13, 2014 4:16 PM	no.
61	Aug 13, 2014 6:07 AM	I use the smart classroom features where I lecture. I like the basic configuration and hook-ups. I don't like the responsiveness of the computer at the station but I'm glad I can use my own laptop.
62	Aug 13, 2014 1:26 AM	n/a
63	Aug 13, 2014 12:15 AM	Études is fantastic. I hope we have the option to continue with it. I have worked with Moodle, MyData, and Blackboard. Études is the most user friendly for students and instructors. I love it. It is not perfect but highly intuitive and easy for my students to use. It makes online teaching much easier than other programs. I think the classrooms with new projection systems that are bright enough to display powerpoints while the classrooms lights are fully on are great. I do not like having to dim lights for students to see PowerPoint presentations.
64	Aug 12, 2014 11:43 PM	Multimedia towers in Humanities building
65	Aug 12, 2014 8:51 PM	I like etudes.
66	Aug 12, 2014 6:38 PM	The powerpoint projector system (to be used with a provided PC or with my laptop) usually meets my expectations.
67	Aug 12, 2014 6:01 PM	LCD Projector in classroom.
68	Aug 12, 2014 5:32 PM	Uteology Dashboard to control the projection is very sporadic - the server is on the other side of campus - and sometimes it won't work - which wastes valuable class time
69	Aug 12, 2014 3:38 PM	Most rooms are equipped with a functioning PC and projector.
70	Aug 12, 2014 2:16 AM	no
71	Aug 12, 2014 1:04 AM	Classrooms in the humanities building, equipped with computers, projectors, and internet connection, meet my expectations.
72	Aug 11, 2014 11:44 PM	I appreciate the computers and the LED projectors in the Humanities building. They are very useful, and allow one great flexibility in teaching.
73	Aug 11, 2014 10:49 PM	computer labs
74	Aug 11, 2014 10:24 PM	NA
75	Aug 11, 2014 9:57 PM	Yes. Having access to the Internet with audio on an overhead screen is excellent and critical to good instruction. Also, the facilities in the distance ed conference room are great.
76	Aug 11, 2014 8:42 PM	Yes, in the Humanities Bldg.
77	Aug 11, 2014 8:05 PM	The computers in the classrooms are very useful.
78	Aug 11, 2014 7:52 PM	doc cams in the classrooms
79	Aug 11, 2014 7:51 PM	No
80	Aug 11, 2014 7:51 PM	The work stations in the Humanities Bldg--when it is working.
81	Aug 11, 2014 7:23 PM	N/A
82	Aug 11, 2014 7:00 PM	In the Humanities Building, the multimedia technology has been extremely valuable for my teaching. Recently the DVD players, the projectors, the screens and occasionally the computers have malfunctioned. Tech support has been swift to fix them, but the hardware is showing its age.
83	Aug 11, 2014 6:42 PM	The MBA building has great technology in the math classrooms. During the summer session on Monday morning the system was not connected which made it difficult to conduct class.
84	Aug 11, 2014 6:38 PM	No
85	Aug 11, 2014 6:04 PM	Since I teach in a computer lab, what I have is sufficient for my needs, although we have had trouble with sound.
86	Aug 11, 2014 5:20 PM	I was impressed this summer with the new multimedia capabilities installed in Chem 133 this summer.
87	Aug 11, 2014 5:13 PM	Document Cameras in Humanities meet expectations.
88	Aug 11, 2014 4:38 PM	downloads of video taped materials from outside sources streamed to our classroom computers.
89	Aug 11, 2014 4:29 PM	None that I know of
90	Aug 11, 2014 3:39 PM	NO multimedia exceeds expectations; some barely even meet expectations. It is the worse in comparison to other colleges
91	Aug 11, 2014 3:06 AM	no
92	Aug 10, 2014 11:56 PM	computer labs, except the issue with keeping them updated
93	Aug 10, 2014 10:27 PM	I selected a classroom to use that has an overhead media projector which is invaluable. However, it is old technology and I would very much like to access it wirelessly so I can walk about the classroom with my tablet.
94	Aug 10, 2014 1:24 AM	No
95	Aug 9, 2014 9:52 PM	Yes, the business classrooms in the MBA building has excellent multimedia technology.
96	Aug 9, 2014 2:30 PM	I am grateful for the computer labs and instructional media tech in the Humanities classrooms
97	Aug 8, 2014 8:59 PM	The technology in the art building is good in rooms for art history/lecture.
98	Aug 8, 2014 6:25 PM	Yes. But way too old.
99	Aug 8, 2014 6:05 PM	The computer labs in the MBA buildings are great. The Vision program makes it a lot easier to help students with problems.
100	Aug 8, 2014 5:55 PM	NATS 129 and 127
101	Aug 8, 2014 5:55 PM	Document cameras are available and I'm thankful for them in Humanities Building, but many need replacement bulbs -- not having this in ongoing budget is a problem. All classrooms have SmartBoard tablets, few rooms have software installed. No real instruction provided. This has been a shameful misuse of resources. Each lab should have instructional software and equipment for sight and hearing-impaired students (and instruction for faculty). We are not ADA compliant.

102	Aug 8, 2014 5:19 PM	class rooms are well equip (social sciences) except older smart systems get slow and cranky and getting them fixed can take time or they just do not get serviced
103	Aug 8, 2014 3:31 PM	the classroom projection systems
104	Aug 8, 2014 1:40 PM	none
105	Aug 8, 2014 5:21 AM	I have access to overhead projectors.
106	Aug 8, 2014 4:30 AM	No
107	Aug 8, 2014 2:32 AM	NO
108	Aug 8, 2014 2:25 AM	The multimedia podiums equipped in the classrooms would be adequate if fully and regularly maintained
109	Aug 8, 2014 2:22 AM	New technology in the MBA building is very nice!
110	Aug 8, 2014 1:43 AM	DE166 is a room that fulfills my multimedia needs in the classroom.
111	Aug 8, 2014 12:45 AM	does not meet needs or expectations - very little is available
112	Aug 7, 2014 11:00 PM	The multimedia technology in the humanities building classrooms is excellent. However, it needs much better maintenance (the projection screens won't even stay down anymore), and the faculty could use training on how to make use of all the tech options (e.g., clickers & NetOp School).
113	Aug 7, 2014 10:52 PM	Scantron machine in D32 the English department Smart class computer equipment in E40 and AS7
114	Aug 7, 2014 10:51 PM	classroom
115	Aug 7, 2014 10:27 PM	Ha. What a joke. No technology offered by our lowest bid seeking, willfully ignorant, unresponsive to our actual needs and disinterested in our rationale, administration and the unimaginative, sycophantic IT department has ever met expectations let alone EXCEEDED them.
116	Aug 7, 2014 10:18 PM	I'm not sure what "instructional multimedia technology" refers to.
117	Aug 7, 2014 9:44 PM	not known
118	Aug 7, 2014 9:41 PM	classroom multimedia technology meets expectations, but DOES NOT exceed. Connections are slow and requires ITS representative to do ANY updates.
119	Aug 7, 2014 9:34 PM	Smart classroom access to textbook computer tutorials, workbook, lab manual, quizzes and tests (Vista higher learning, Panorama, Spanish 1 & 2).
120	Aug 7, 2014 9:19 PM	The distance ed classroom. But that is slowly becoming extinct.
121	Aug 7, 2014 8:53 PM	smart classrooms in ARTB and SOCS
122	Aug 7, 2014 8:51 PM	Classroom computers in the humanities building meet my expectations, though it would be nice if they were updated more regularly.
123	Aug 7, 2014 8:22 PM	no.
124	Aug 7, 2014 8:18 PM	Mwwt or exceed? Meets the minimum requirement .
125	Aug 7, 2014 8:16 PM	No examples in mind.
126	Aug 7, 2014 7:57 PM	In every classroom except mine. I'm in the Admin building and will be moving to the new I&T officer soon. Yay!!
127	Aug 7, 2014 7:53 PM	When in a wired classroom, it works. When in an unwired classroom, the 'stuff on a cart' was OK. At CEC, I am not satisfied.

Q6: Are there portions of campus that need enhanced wireless coverage to support your program and, if so, where (specific buildings, common areas)?		
Answer Options	Response Count	
	148	
<i>answered question</i>		148
<i>skipped question</i>		46

	Response Date	Response Text
1	Aug 30, 2014 4:34 AM	The entire Compton campus needs major overhaul and enhanced wireless coverage...but yes, especially for these technical courses such Film/Video.
2	Aug 30, 2014 4:17 AM	Humanities Building
3	Aug 30, 2014 12:31 AM	Very poor wifi inside the office building, office, and classroom. [Wired connections are okay.]
4	Aug 29, 2014 6:59 PM	Yes. The Manhattan Beach Blvd. Modules (Bungaloes)
5	Aug 28, 2014 11:23 PM	Yes. The room I got put in last minute for Spring to do a double lecture of Marine Biology (two sections of 40+ people at the beginning one right after the other) was a first rate disaster.!! Despite repeated requests/attempts, ITS and so on couldn't even get the room linked up for until until about week 12 out of a 16 week semester.!! Between and the above-average above of repeat dysfunctional days for the MyECC Class Team Sites, I was really not able to go anywhere near student success for my ~80-90 students int hose tow class sections.!! I think the first time i was actually able to show my classes the already previously set Class team Sites (with all the content at their fingertips for PowerPoint lecture notes, homework pages, review pages, answer keys, links to other writing assignments) was about mid April after being in class since January!!!!!!!!!!!!
6	Aug 28, 2014 10:27 PM	Music building, basement areas, some classrooms.
7	Aug 28, 2014 9:54 PM	OUTSIDE ART/STUDIO BUILDING
8	Aug 28, 2014 9:23 PM	Industry and Technology classrooms.
9	Aug 28, 2014 8:26 PM	MBA building
10	Aug 28, 2014 7:46 PM	We need wireless badly!
11	Aug 28, 2014 7:33 PM	Construction Technology
12	Aug 28, 2014 7:03 PM	YES
13	Aug 28, 2014 4:48 PM	No
14	Aug 28, 2014 4:43 PM	Music
15	Aug 28, 2014 4:27 PM	HUMANITIES Building
16	Aug 28, 2014 3:44 PM	no
17	Aug 28, 2014 3:05 PM	Vocational Training Bldg.... I'm sure entire campus needs make over...
18	Aug 28, 2014 12:53 PM	nursing dept needs enhancement
19	Aug 28, 2014 7:00 AM	The Technology Building
20	Aug 28, 2014 4:39 AM	no
21	Aug 28, 2014 4:11 AM	Yes - All of PE South Building.
22	Aug 28, 2014 3:48 AM	No
23	Aug 28, 2014 1:42 AM	Unknown
24	Aug 27, 2014 11:55 PM	N/A
25	Aug 27, 2014 10:55 PM	This is a difficult question. Our AJ program will be moving to the former Math and Computer Science building, which I understand will be aptly equipped with wireless coverage and internet connectivity. The Admin building, 2nd floor, our current location has just the basics.
26	Aug 27, 2014 10:35 PM	Every area of campus. Most spots have very poor or no reception and the wifi should be easy to access, you should not need to have a log on. Its very cumbersome. Students, guests, presenters - it's too hard for them to log on and when they do the reception and speed is poor at best.
27	Aug 27, 2014 9:14 PM	PE and Music Building need wireless coverage.
28	Aug 27, 2014 8:21 PM	N/A
29	Aug 27, 2014 7:46 PM	Cannot think of. So far I had no issue.
30	Aug 27, 2014 7:14 PM	I don't know.
31	Aug 27, 2014 6:58 PM	Wireless in NATS building is not that good and can use some improvement.
32	Aug 27, 2014 6:56 PM	I teach online from home
33	Aug 27, 2014 5:51 PM	There should be wireless access in all areas of campus for students and faculty
34	Aug 27, 2014 5:15 PM	Row Buildings. Actually, everywhere.
35	Aug 27, 2014 5:00 PM	Humanities building has a problem with connection to wireless phones.
36	Aug 27, 2014 4:47 PM	artb basement level
37	Aug 27, 2014 4:05 PM	ARTB Building
38	Aug 27, 2014 4:03 PM	No
39	Aug 27, 2014 4:00 PM	no clue
40	Aug 27, 2014 3:49 PM	Westside, Physical Education and Kinesiology, North and South Gym, Classrooms on the Westside
41	Aug 27, 2014 3:09 PM	The science area - Life Sciences, Natural Sciences Buildings
42	Aug 27, 2014 2:08 PM	North gym need wifi!!
43	Aug 25, 2014 4:14 AM	The Humanities Building is spotty in some classes.
44	Aug 22, 2014 11:10 PM	Library
45	Aug 22, 2014 4:43 AM	SOCS building. Our wireless access is terrible.
46	Aug 21, 2014 5:58 PM	Humanities building classrooms.
47	Aug 20, 2014 5:55 PM	Library needs better coverage
48	Aug 20, 2014 5:26 PM	ArtN Building has NO wireless coverage. It has been requested for years, with NO response from Tech services, or explanation regarding why it has not been provided.
49	Aug 20, 2014 7:15 AM	yes, inside the buildings, coverage is better outside.
50	Aug 19, 2014 11:28 PM	Music building

51	Aug 19, 2014 12:10 AM	I teach a class in Physics 108 in which computer-based simulations are used that are run through a website associated with the class workbook. The success of students completing such work in class depends upon reliable wireless for all 16+ laptops at the same time.
52	Aug 18, 2014 10:09 PM	Wireless coverage is spotty in the Humanities building.
53	Aug 18, 2014 9:29 PM	Access to wireless in offices and in classrooms is uneven. This should be a given that I should be able to access the web from my classroom and office without having to plug in.
54	Aug 18, 2014 1:13 PM	not for me.
55	Aug 16, 2014 1:31 PM	I teach online so n/a for me
56	Aug 16, 2014 7:07 AM	?
57	Aug 15, 2014 5:11 PM	Portions of Social Services building, library
58	Aug 14, 2014 9:20 PM	Humanities building
59	Aug 14, 2014 8:18 PM	n/a
60	Aug 14, 2014 4:52 PM	N/A
61	Aug 14, 2014 4:12 PM	In the Music building I can only occasionally use my cell phone.
62	Aug 14, 2014 2:25 PM	Don't know.
63	Aug 14, 2014 1:14 AM	Yes--every single building that I've taught in: Humanities, Administration
64	Aug 14, 2014 1:09 AM	Not that I know of - I do not typically use wireless. I plug into the Ethernet when at my desk.
65	Aug 13, 2014 10:22 PM	The chemistry building
66	Aug 13, 2014 7:52 PM	The arts building's connection is horrible.
67	Aug 13, 2014 6:55 PM	dead zones through out campus
68	Aug 13, 2014 5:11 PM	The Admin building needs wireless connections and smart classrooms. The entire set up there is quite antiquated.
69	Aug 13, 2014 4:36 PM	?
70	Aug 13, 2014 4:16 PM	no.
71	Aug 13, 2014 6:07 AM	PE south
72	Aug 13, 2014 1:26 AM	Most classrooms in the MBA building
73	Aug 13, 2014 1:22 AM	Yes, the biology labs
74	Aug 13, 2014 12:15 AM	Faculty works rooms need better wifi.
75	Aug 12, 2014 11:43 PM	Humanities building!!!
76	Aug 12, 2014 10:18 PM	MBA building has patchy coverage.
77	Aug 12, 2014 8:51 PM	The Hum building--particularly the upper floors.
78	Aug 12, 2014 7:43 PM	Maths and Science Building, Staff lounge (MS-126 I believe), MS-128, MS-103 and MS-128 class room telephones do not work, MS-103 and Staff lounge MS-126 do not have wired internet access.
79	Aug 12, 2014 6:38 PM	The physics buildings haven't had the best wireless reception.
80	Aug 12, 2014 6:01 PM	In all my classes. WiFi is poor to none in TA.
81	Aug 12, 2014 5:32 PM	The MBA building seems to be the only one that was well planned - the Natural Sciences area is very poor for coverage - Humanities is sporadic. Usually very low signal available in Art building and PE building and the Marsee
82	Aug 12, 2014 3:38 PM	Yes, the student services center and the main quad should have coverage.
83	Aug 12, 2014 2:16 AM	YES!!!!!! Humanities building
84	Aug 12, 2014 1:04 AM	YES!!! Administration building classrooms need wireless coverage. Major inconvenience teaching in that building.
85	Aug 11, 2014 11:46 PM	Yes! We need access to wireless for the offices in the Student Services Center
86	Aug 11, 2014 11:44 PM	The computer labs in the Humanities building need wireless coverage.
87	Aug 11, 2014 10:49 PM	industry tech
88	Aug 11, 2014 10:39 PM	Natural Science Bldg !! I often cannot get internet service there or have service that is too slow to be useful.
89	Aug 11, 2014 10:24 PM	NA
90	Aug 11, 2014 9:57 PM	Yes, all over. Wireless is nearly impossible to get on campus. In the student newsroom, for instance, we cannot work over wireless. We have to be plugged in. For a generation of upcoming mobile journalists, it makes the work very difficult indeed.
91	Aug 11, 2014 8:42 PM	Not that I know of.
92	Aug 11, 2014 8:05 PM	No. I am not aware of any place.
93	Aug 11, 2014 7:52 PM	The entire campus should be wireless - classrooms, offices, inside and outside buildings. Wireless service is below par at best.
94	Aug 11, 2014 7:51 PM	Humanities and all common areas
95	Aug 11, 2014 7:44 PM	Shop area
96	Aug 11, 2014 7:23 PM	N/A
97	Aug 11, 2014 7:00 PM	Students in the Humanities classrooms complain about having no wireless access. The students would prefer to have wireless available in the classrooms.
98	Aug 11, 2014 6:42 PM	Not that I know of.
99	Aug 11, 2014 6:38 PM	f
100	Aug 11, 2014 6:35 PM	The Art and Behavioral Sciences building, third floor, has very little coverage
101	Aug 11, 2014 6:21 PM	classrooms need enhanced wireless coverage
102	Aug 11, 2014 6:04 PM	There is no reliable wireless in the art building.
103	Aug 11, 2014 5:20 PM	Chemistry has no wifi.
104	Aug 11, 2014 5:13 PM	Administration, Humanities regular classrooms
105	Aug 11, 2014 4:38 PM	Communications second and third floor
106	Aug 11, 2014 4:29 PM	All instructional buildings on campus
107	Aug 11, 2014 4:25 PM	Th wireless coverage in the library is terrible. Thll ere should be wireless coverage throughout the entire campus.
108	Aug 11, 2014 3:39 PM	none of the buildings or common areas have wireless coverage and WE NEED IT!
109	Aug 11, 2014 3:06 AM	no
110	Aug 10, 2014 11:56 PM	the math building. we have iPads that we can't use l some of the classrooms because there is no wireless internet
111	Aug 10, 2014 10:27 PM	The Math/Science classrooms have no internet connection whatsoever (wired OR wireless).!! I have resorted to purchasing and paying for my own hotspot so I can use internet resources during instruction.



112	Aug 10, 2014 1:24 AM	Yes. Vocational Tech building
113	Aug 9, 2014 9:52 PM	Yes. MBA building.
114	Aug 9, 2014 2:30 PM	We have no wireless coverage in the Humanities building and need it
115	Aug 8, 2014 8:59 PM	Basement of art building
116	Aug 8, 2014 6:33 PM	Administration Building Rm 131
117	Aug 8, 2014 6:25 PM	Yes. 90% of the entire campus.
118	Aug 8, 2014 6:05 PM	Social Sciences and Art Building
119	Aug 8, 2014 5:55 PM	I have had problems with connecting to wireless in all buildings of the natural science divisions. Sometimes it works perfectly and sometimes it interrupts my instruction plans! Particularly in the chemistry building.
120	Aug 8, 2014 5:55 PM	HU building has signal. But, the Signal is not consistently strong. It is weakest in 2nd and 3rd floor Labs. Faculty offices on 2nd floor also weak.
121	Aug 8, 2014 5:19 PM	not aware
122	Aug 8, 2014 3:31 PM	I don't use the wireless coverage. I always plug in using the cable provided
123	Aug 8, 2014 1:40 PM	yes, the MS building
124	Aug 8, 2014 5:21 AM	Physical Education/ Health Building
125	Aug 8, 2014 4:30 AM	Yes. The chemistry building needs wireless.
126	Aug 8, 2014 4:26 AM	Construction technology
127	Aug 8, 2014 2:47 AM	Yes. The humanities building wifi is terrible.
128	Aug 8, 2014 2:32 AM	Music
129	Aug 8, 2014 2:25 AM	Better/stronger wireless coverage needed in Humanities Bldg. (esp. first/ground floor) in order to run iPads/laptops in classroom wirelessly for instructional purposes
130	Aug 8, 2014 1:43 AM	Humanities building. We should be able use laptops in the classrooms (for students) to be online wirelessly all at once.
131	Aug 8, 2014 12:45 AM	all classroom need to support wireless coverage. there are very few classrooms which support wireless
132	Aug 7, 2014 11:53 PM	The shops building has no wi-fi at all. The good thing is that we are moving after one more semester. I would expect the new building would have it.
133	Aug 7, 2014 11:00 PM	I use cables in the Humanities building b/c I was told that the cement with which the building was built blocks the signal.
134	Aug 7, 2014 10:52 PM	I do not use wireless on campus
135	Aug 7, 2014 10:51 PM	practice and outside areas used by phys. ed.
136	Aug 7, 2014 10:27 PM	Both new buildings, Humanities & Nursing/Business/etc. are built like bunkers with concrete walls which make wi-if useless in the classrooms, where it's most needed. And after the Humanities building faculty complained of this administration didn't try to fix it the business/nursing building, but went ahead with the same faulty plans.
137	Aug 7, 2014 10:18 PM	I have not been able to get wireless access in my office (MBA 255), but since I can connect through a wire I am OK with that. However, there must be other places in the building where wireless connection is iffy. On the other hand, I can't give you any specifics (and I rarely try to use my computer outside of my office) and I haven't noticed students complaining, so I guess I'm not being very helpful here.
138	Aug 7, 2014 9:44 PM	not known
139	Aug 7, 2014 9:41 PM	Music Building, Marsee Auditorium
140	Aug 7, 2014 9:34 PM	More hours in language lab.
141	Aug 7, 2014 9:19 PM	Any classroom not built within the last year. A plan/ policy needs to be in place to have a standard for ALL classrooms on campus. This is constantly changing so you need to plan for the change not just bury your head in the sand as if technology is going away. Pedagogical technology impacts ALL disciplines, not just the obvious ones as some in administration think.
142	Aug 7, 2014 8:53 PM	no
143	Aug 7, 2014 8:51 PM	First floor of humanities building: connectivity problems between faculty laptops and the wireless network.
144	Aug 7, 2014 8:22 PM	SocS office suite - sometimes slow to connect and slow to use.
145	Aug 7, 2014 8:18 PM	Yes. To connect to the wireless network, on the North side of the campus, is very limited, if any
146	Aug 7, 2014 8:16 PM	Humanities bldg seems spotty.
147	Aug 7, 2014 7:57 PM	There is no wireless access in the Admin building.
148	Aug 7, 2014 7:53 PM	Don't know

**Q7: Access to online help is currently available weekdays from 8 a.m. to 4:30 p.m. Is this sufficient coverage for your needs or would you make use of expanded weekday hours and on weekends?**

Answer Options	Response Count
	147
<i>answered question</i>	<b>147</b>
<i>skipped question</i>	<b>47</b>

	Response Date	Response Text
1	Aug 30, 2014 4:34 AM	I had no idea this was even available.
2	Aug 30, 2014 4:17 AM	Expanded hours would be great.
3	Aug 30, 2014 12:31 AM	A couple of times when in bad need of help, could not reach anyone online or via phone line.
4	Aug 28, 2014 11:23 PM	Haven't used the on-line help much, but many of us teach night or weekend classes, and so having potentially expanded help/support could be useful.
5	Aug 28, 2014 10:27 PM	Not needed.
6	Aug 28, 2014 9:54 PM	I teach online, so I have access to Etudes user group, this is usually sufficient for my needs. ¶ However, when there is a problem logging on to the college system from a private computer on the weekend, there is no weekend help.
7	Aug 28, 2014 9:23 PM	Expanding would help. In the past, response was very bad.
8	Aug 28, 2014 8:26 PM	It's sufficient
9	Aug 28, 2014 7:46 PM	It is sufficient
10	Aug 28, 2014 7:33 PM	NO¶ More available coverage
11	Aug 28, 2014 7:03 PM	NO
12	Aug 28, 2014 4:48 PM	Yes
13	Aug 28, 2014 4:43 PM	Expanded hours would be great.
14	Aug 28, 2014 3:44 PM	I would like to expand hours on weekends
15	Aug 28, 2014 3:05 PM	yes, weekday and weekend expanded hours....
16	Aug 28, 2014 1:53 PM	Don't know what this is.
17	Aug 28, 2014 12:53 PM	may be expanded hrs both weekends and weekdays
18	Aug 28, 2014 4:39 AM	I've never received help that was actually helpful, just a runaround, evasiveness, non-responsiveness
19	Aug 28, 2014 4:11 AM	Not sure
20	Aug 28, 2014 3:48 AM	It is sufficient for my needs.
21	Aug 28, 2014 1:42 AM	Sufficient
22	Aug 27, 2014 11:55 PM	N/A
23	Aug 27, 2014 10:55 PM	I think so. A major emergency could conceivably necessitate a weekend or nighttime call-out.
24	Aug 27, 2014 10:35 PM	Weekends would be helpful.
25	Aug 27, 2014 9:14 PM	I would say at least till 7pm need during week as well as some Sat hours.
26	Aug 27, 2014 8:21 PM	There is now sufficient coverage for my needs.
27	Aug 27, 2014 7:46 PM	It is sufficient for me as of now.
28	Aug 27, 2014 7:14 PM	Evening hours.
29	Aug 27, 2014 6:58 PM	Yes
30	Aug 27, 2014 6:56 PM	Weekends would be helpful
31	Aug 27, 2014 5:51 PM	for me most of the time
32	Aug 27, 2014 5:43 PM	I would make use of expanded hours
33	Aug 27, 2014 5:15 PM	Not really. Some students need physical presence to understand tech.
34	Aug 27, 2014 4:47 PM	nights and weekends are necessary for evening/weekend classes
35	Aug 27, 2014 4:05 PM	OK
36	Aug 27, 2014 4:03 PM	I might make use of expanded coverage
37	Aug 27, 2014 4:00 PM	don't use it
38	Aug 27, 2014 3:49 PM	Not at the beginning of the semester. I had a 2 week delay in response to a question for help
39	Aug 27, 2014 3:09 PM	Expanded weekday hrs would be great.
40	Aug 27, 2014 2:23 PM	Night time class may need support so hours should extend to the last class each day
41	Aug 27, 2014 2:08 PM	no
42	Aug 25, 2014 4:14 AM	No necessary for me as a teacher, but students would benefit, especially during critical times during the semester (registration, etc.).
43	Aug 22, 2014 11:10 PM	I make use of expanded on the weekends
44	Aug 22, 2014 4:43 AM	I prefer help via phone rather than online. The help over the phone is generally good. I don't usually need help on weekends or evenings unless there is some kind of larger problem with the email or Portal.
45	Aug 21, 2014 5:58 PM	No
46	Aug 20, 2014 5:55 PM	The hour lunch should be staggered so someone is always available. The hours should be expanded to accommodate evening students - at least until 6pm.
47	Aug 20, 2014 5:26 PM	I have learned to "work around" any problems I encounter.
48	Aug 20, 2014 7:15 AM	we need extended hours during the weekdays and weekends.
49	Aug 19, 2014 11:28 PM	Insufficient, I would make use of expanded assistance.
50	Aug 19, 2014 12:10 AM	I just finished teaching a class this Spring which was at night. It ran from 6 - 9 pm. I would not want to increase my usage of technology during a night class without online help available during that time.
51	Aug 18, 2014 10:09 PM	Online help for the main school pages, ie. email, Team Sites and course management systems (like Etudes) would be excellent to have in off hours, and if it appears that Etudes "manages" its own service & help but actually does nothing, we really need to find another CMS.
52	Aug 18, 2014 9:29 PM	Faculty are often in classes 8-4:30. So, grading, submission of forms, course revision is usually occurring outside those hours. Extended hours on the days of major deadlines (drops, grades) should be added.
53	Aug 18, 2014 2:49 PM	Sometimes my classes are held after these hours.

54	Aug 18, 2014 1:13 PM	It is sufficient. I have had problems over a weekend, but nothing so far that could not wait. But when deadlines approach, may be a good idea to have coverage until the deadline has passed. Had one issue on the last day (a Friday, midnight) for professors dropping students - no help available until Monday. I had to work with admissions/grading to drop students after the deadline - filling out forms manually. This created extra work for admissions too.
55	Aug 16, 2014 1:31 PM	Expanded coverage would be better especially for the students since they tend to take their tests at the last minute!
56	Aug 16, 2014 7:07 AM	?
57	Aug 15, 2014 5:11 PM	I could use online help up to 6:00 p.m., Mon.-Thurs. And there are many evening classes that are taught by instructors who are on campus only in the evenings, so I think there should be assistance available beyond 4:30.
58	Aug 14, 2014 9:20 PM	I prefer a human interaction. Whenever I've called with a problem on my old ECC issued laptop, I've been told to bring it in to have it checked out. Sometimes this has required a two-day stay.
59	Aug 14, 2014 8:18 PM	yes
60	Aug 14, 2014 4:52 PM	night classes, but then next semester I am teaching on Sat.
61	Aug 14, 2014 4:12 PM	I have had to wait on hold for long periods, and then the call has dropped and I call back. This also happened to my coworker.
62	Aug 14, 2014 2:25 PM	No. Instructors need access to help 24/7.
63	Aug 14, 2014 1:14 AM	Expanded hours would be nice.
64	Aug 14, 2014 1:09 AM	Classes run for a much greater time than 8 - 4:30 and teachers work at all different hours (including the weekend). There should be a way to seek help outside of the 8 - 4:30 window.
65	Aug 14, 2014 1:02 AM	Weekends
66	Aug 13, 2014 10:22 PM	it is sufficient
67	Aug 13, 2014 6:55 PM	early evenings
68	Aug 13, 2014 5:11 PM	I've never used it.
69	Aug 13, 2014 4:36 PM	yes
70	Aug 13, 2014 4:16 PM	of course.
71	Aug 13, 2014 6:07 AM	It's okay for me. I rarely use it.
72	Aug 13, 2014 1:36 AM	It definitely needs to be expanded.
73	Aug 13, 2014 1:26 AM	Yes
74	Aug 13, 2014 12:15 AM	No.
75	Aug 12, 2014 11:43 PM	Fine.
76	Aug 12, 2014 10:18 PM	I teach at night so night availability would be great. Also when working at home online assistance would be great on the weekends.
77	Aug 12, 2014 8:51 PM	It is enough.
78	Aug 12, 2014 7:43 PM	It can help to have some help for Saturday classes.
79	Aug 12, 2014 6:38 PM	It would be good to expand it until about 5:30 or 6 during the week.
80	Aug 12, 2014 6:01 PM	I never used it.
81	Aug 12, 2014 5:32 PM	No - need more support staff - often one of them is out sick, and sometime both of them - when they are there- they are great - but they seem to be absent a lot of the time
82	Aug 12, 2014 3:38 PM	No. Even with the current hours there are times of unresponsiveness. Most incoming high school who have had issues with constituency errors are at school during the regular times and cannot contact our online help.
83	Aug 12, 2014 2:16 AM	Would make use of extended hours
84	Aug 12, 2014 1:04 AM	I would make use of expanded hours.
85	Aug 12, 2014 12:24 AM	yes
86	Aug 11, 2014 11:46 PM	I would definitely make use of weekend hours and extended weekday hours.
87	Aug 11, 2014 11:44 PM	Online and live help are simply inadequate at El Camino College.
88	Aug 11, 2014 10:49 PM	many adjunct instructors are only on campus after 5pm
89	Aug 11, 2014 10:39 PM	Not always. I sometimes have a 7:45 am class and would need help between 7:15 and 7:30 am if I encountered problems. Of course if the problem was with internet access & service then online help would not be useful at all.
90	Aug 11, 2014 10:24 PM	possibly
91	Aug 11, 2014 9:57 PM	I don't use online help, so I can't say.
92	Aug 11, 2014 8:42 PM	No, it is not enough, and yes I would make use of expanded hours.
93	Aug 11, 2014 8:05 PM	I haven't used online help but the current schedule seems sufficient.
94	Aug 11, 2014 7:52 PM	No - assistance every day of the is essential. Faculty work all seven days of week
95	Aug 11, 2014 7:51 PM	No
96	Aug 11, 2014 7:51 PM	yes
97	Aug 11, 2014 7:44 PM	expanded weekday hours
98	Aug 11, 2014 7:23 PM	Expand with quicker response times. I waited for 30 minutes and help desk never came back on the line.
99	Aug 11, 2014 7:00 PM	I rarely use online help. I usually call the help desk.
100	Aug 11, 2014 6:42 PM	Yes
101	Aug 11, 2014 6:38 PM	Not sufficient, sometimes problems arise at night or weekends. Sometimes we input grades into the system at night and it doesn't work properly.
102	Aug 11, 2014 6:04 PM	I have not used this, what is the help for?
103	Aug 11, 2014 5:20 PM	It is fine.
104	Aug 11, 2014 5:13 PM	Most problems occur evenings and weekends
105	Aug 11, 2014 4:38 PM	We can only reach online chat technicians 8-12:00
106	Aug 11, 2014 4:29 PM	NO: I just called because I was denied access through my web browser. Was told to save a new link. I want to know why my browser suddenly doesn't support getting into myecc
107	Aug 11, 2014 4:25 PM	The hours are good, but often times the Helpdesk is not helpful because nobody is there to respond to a message.
108	Aug 11, 2014 3:39 PM	answering machine with a message is not sufficient coverage
109	Aug 11, 2014 3:06 AM	no
110	Aug 10, 2014 11:56 PM	it's fine
111	Aug 10, 2014 10:27 PM	Yes.
112	Aug 10, 2014 1:24 AM	Expand
113	Aug 9, 2014 9:52 PM	Generally, it is sufficient.
114	Aug 9, 2014 2:30 PM	it is sufficient for my needs

115	Aug 8, 2014 8:59 PM	Hours are fine. There are not enough people running it during this time to work effectively.
116	Aug 8, 2014 6:25 PM	No. What about evening class
117	Aug 8, 2014 6:05 PM	I occasionally have problems accessing the EBSCO host and having help outside normal business hours would be helpful.
118	Aug 8, 2014 5:55 PM	expanded ours would be nice but having the agents be more helpful would be better. I don't get the problem resolved, many times their response is contact your campus ITS
119	Aug 8, 2014 5:55 PM	Hours until 8 pm M-F would be better, especially for those of us who work evenings.
120	Aug 8, 2014 5:19 PM	no things break down on weekends and if the College want to have a healthy DE program staff need support on weekends too, at least the DE portion of online help. I ask question via email that are still not answered.
121	Aug 8, 2014 3:31 PM	It is okay for me.
122	Aug 8, 2014 1:40 PM	yes
123	Aug 8, 2014 5:21 AM	Extended hours would help.
124	Aug 8, 2014 4:30 AM	It is sufficient
125	Aug 8, 2014 2:47 AM	Extension would be helpful
126	Aug 8, 2014 2:32 AM	yes
127	Aug 8, 2014 2:25 AM	Yes, I am usually unable to access online help b/c their weekdays overlap with my teaching times, so it would be very helpful if hours were extended to early evenings weekdays, weekends, or both, if possible.
128	Aug 8, 2014 2:22 AM	Expanded assistance would help!
129	Aug 8, 2014 1:43 AM	I wouldn't expand the hours without first expanding the knowledge of the help.
130	Aug 8, 2014 12:45 AM	no- hours need to be expanded
131	Aug 7, 2014 11:53 PM	No. Please extend to 6pm.
132	Aug 7, 2014 11:00 PM	It's mostly sufficient, but it would be nice if IT help were available until 5 or 6 M-Th.
133	Aug 7, 2014 10:52 PM	Yes There are times when I am using my home computer to access myecc to do work at home and there are times when the faculty page is unavailable.
134	Aug 7, 2014 10:51 PM	sufficient
135	Aug 7, 2014 10:27 PM	Unnecessary. What is necessary is administration listening to what the technology committee recommends instead of treating each recommendation like a negotiation.
136	Aug 7, 2014 10:18 PM	I have never used the online help, probably because I tend to work in the evenings, when it is unavailable. On the other hand, I am very skeptical that the online help is very helpful.
137	Aug 7, 2014 9:44 PM	Could make use of it on weekends and expanded weekday hours.
138	Aug 7, 2014 9:41 PM	sufficient
139	Aug 7, 2014 9:34 PM	Weekends.
140	Aug 7, 2014 9:19 PM	No, faculty and students need it 24/7.
141	Aug 7, 2014 8:53 PM	No, should be more hours, more competent help, especially for online students and all students at the beginning of the semester.
142	Aug 7, 2014 8:51 PM	Sufficient.
143	Aug 7, 2014 8:22 PM	it has been sufficient for me.
144	Aug 7, 2014 8:18 PM	Possible
145	Aug 7, 2014 8:16 PM	That's ok for me, but not necessarily for others.
146	Aug 7, 2014 7:57 PM	Ha ha ha. Your nose is growing. They will not respond EVER. The no-help department at this college is WAY understaffed. Two to three weeks for a response for "real time" help is unacceptable.
147	Aug 7, 2014 7:53 PM	It is fine. However, adjuncts teach mostly evening/Saturday classes, so this is not adequate for many adjunct instructors.

**Q8: What video conferencing equipment on campus have you made use of and is it effective?**

Answer Options	Response Count
	128
<i>answered question</i>	<b>128</b>
<i>skipped question</i>	<b>66</b>

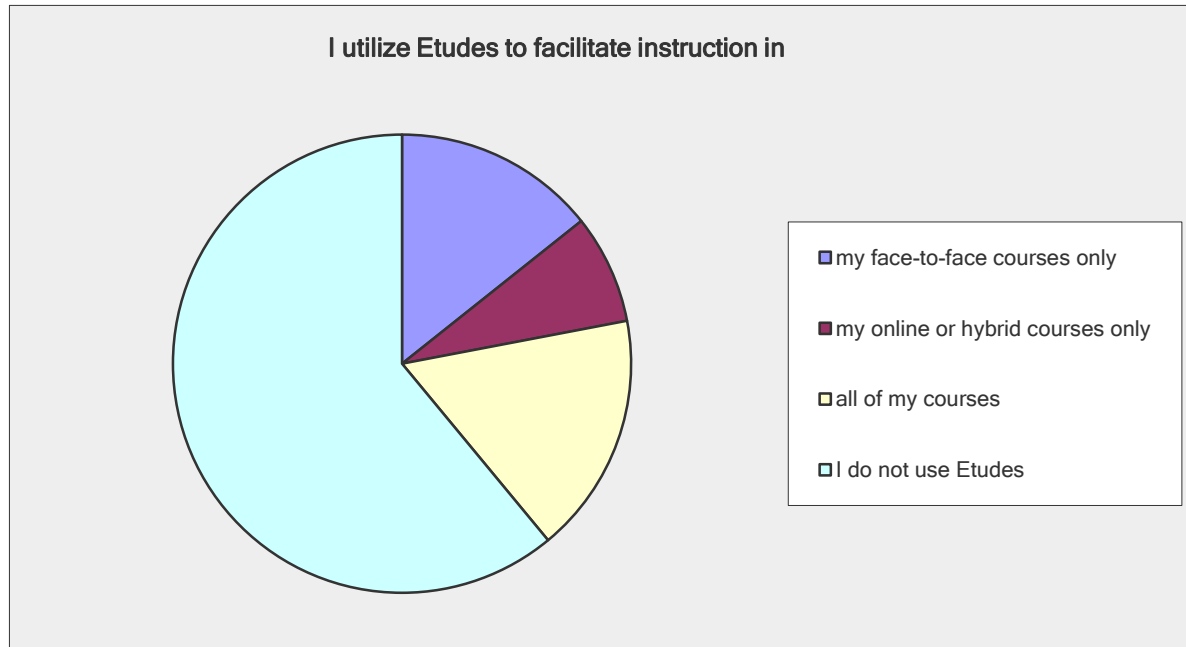
	Response Date	Response Text
1	Aug 30, 2014 4:34 AM	I do not believe there is any video conferencing equipment.
2	Aug 30, 2014 4:17 AM	I've used video conferencing in the past, but I didn't set it up myself, I'm not sure as to what the equipment was.
3	Aug 30, 2014 12:31 AM	None
4	Aug 29, 2014 6:59 PM	None.
5	Aug 28, 2014 11:23 PM	I was on an important (aren't they all?) hiring committee last spring for one of our new full-time biology instructor positions. I had out of town plans made well in advance of learning about how the new semester system would work (already teaching before Feb.1) or the dates that were eventually assigned for the hiring committee meetings. Through dialogue with my dean and other committee members we were able to come to an agreement about my participation by video-conferencing on one of the first decision-making meetings that went on during the several-month hiring committee process. Without the videoconferencing, I could not have performed my professional duties and helped contribute to the committee process and the hiring of a worthy candidate for one of our department positions.
6	Aug 28, 2014 10:43 PM	N/A
7	Aug 28, 2014 10:27 PM	None. Not important for my classes or work.
8	Aug 28, 2014 9:54 PM	none
9	Aug 28, 2014 9:23 PM	None.
10	Aug 28, 2014 8:26 PM	Not used
11	Aug 28, 2014 7:46 PM	None
12	Aug 28, 2014 7:03 PM	NONE
13	Aug 28, 2014 4:48 PM	I have not used this equipment.
14	Aug 28, 2014 4:43 PM	I have not used that type of equipment.
15	Aug 28, 2014 3:44 PM	no
16	Aug 28, 2014 3:05 PM	none
17	Aug 28, 2014 7:00 AM	N/A
18	Aug 28, 2014 4:39 AM	n/a
19	Aug 28, 2014 4:11 AM	I have not made use of anything since there is nothing available where I teach.
20	Aug 28, 2014 3:48 AM	None
21	Aug 28, 2014 1:42 AM	Have not used equipment
22	Aug 27, 2014 11:55 PM	None
23	Aug 27, 2014 10:55 PM	I personally have not used conferencing equipment. I would like to have the training to do so, though.
24	Aug 27, 2014 10:35 PM	I just use CCC Confer or Skype - thats all I need.
25	Aug 27, 2014 9:14 PM	None
26	Aug 27, 2014 8:21 PM	I have not used video conference at the present.
27	Aug 27, 2014 7:46 PM	I have never used one.
28	Aug 27, 2014 7:14 PM	CCC Confer
29	Aug 27, 2014 6:56 PM	None
30	Aug 27, 2014 5:51 PM	I have not used video conferencing on this campus
31	Aug 27, 2014 5:15 PM	None.
32	Aug 27, 2014 5:00 PM	none
33	Aug 27, 2014 4:47 PM	n/a
34	Aug 27, 2014 4:03 PM	None
35	Aug 27, 2014 4:00 PM	none
36	Aug 27, 2014 3:09 PM	N/A
37	Aug 27, 2014 2:08 PM	CCCconfer, it was OK
38	Aug 25, 2014 4:14 AM	None.
39	Aug 22, 2014 11:10 PM	Computers
40	Aug 22, 2014 4:43 AM	I've used the video conferencing equipment in Admin and in the small room in the library. It is okay but the sound is terrible, particularly on the Compton side. They often have to mute their speaker unless they are speaking. It would be terrific to have some simple instructions next to the phone and conferencing equipment so that we can quickly problem solve during a meeting without having to bring in the administrative staff person who set it up. Also, the phone in Admin rings sometimes during meetings and we aren't sure whether that has something to do with the video conferencing or just a misrouted call - either way, it's distracting.
41	Aug 21, 2014 5:58 PM	The video conferencing equipment in meeting rooms in the admin building. It's not effective because there are a lot of delays.
42	Aug 20, 2014 5:26 PM	None
43	Aug 20, 2014 7:15 AM	Have not used any.
44	Aug 19, 2014 12:10 AM	I have not made use of such equipment on campus.
45	Aug 18, 2014 10:09 PM	I have not used video conferencing equipment on this campus.
46	Aug 18, 2014 9:29 PM	NA
47	Aug 18, 2014 1:13 PM	None.
48	Aug 16, 2014 1:31 PM	none so far but I'd love to have campus access on my computer so I could "see" my online students during an "office hour" visit
49	Aug 16, 2014 7:07 AM	none
50	Aug 15, 2014 5:11 PM	I have rarely used this equipment and don't have an opinion.
51	Aug 14, 2014 9:20 PM	none
52	Aug 14, 2014 8:18 PM	none

53	Aug 14, 2014 4:52 PM	None
54	Aug 14, 2014 4:12 PM	I have not, but I do at home.
55	Aug 14, 2014 2:25 PM	None.
56	Aug 14, 2014 1:14 AM	N/A
57	Aug 14, 2014 1:09 AM	Do not use it.
58	Aug 13, 2014 10:22 PM	N/A
59	Aug 13, 2014 6:55 PM	none
60	Aug 13, 2014 5:11 PM	I'm not sure what the equipment was, but the set up was awkward. We talked into a monitor, and I could barely see anyone on the other end.
61	Aug 13, 2014 4:36 PM	n/a
62	Aug 13, 2014 4:16 PM	none--
63	Aug 13, 2014 6:07 AM	I can use CCC Confer with my laptop and given bandwidth on campus.
64	Aug 13, 2014 1:26 AM	None
65	Aug 13, 2014 12:15 AM	None.
66	Aug 12, 2014 11:43 PM	None.
67	Aug 12, 2014 8:51 PM	Skype--no.
68	Aug 12, 2014 7:43 PM	I do not use any.
69	Aug 12, 2014 6:01 PM	I never used it.
70	Aug 12, 2014 5:32 PM	I have only done 2 conference, and someone else set it up - maybe Confer? not sure of the name
71	Aug 12, 2014 2:16 AM	have not used
72	Aug 11, 2014 11:46 PM	none
73	Aug 11, 2014 10:49 PM	none
74	Aug 11, 2014 10:39 PM	n/a
75	Aug 11, 2014 10:24 PM	none
76	Aug 11, 2014 9:57 PM	I use iChat or Go To Meeting. It's fine.
77	Aug 11, 2014 8:42 PM	None.
78	Aug 11, 2014 8:05 PM	I haven't used any.
79	Aug 11, 2014 7:52 PM	None
80	Aug 11, 2014 7:51 PM	na
81	Aug 11, 2014 7:44 PM	n/a
82	Aug 11, 2014 7:23 PM	Echo 360 many years ago. I am not sure we still have a site license for it.
83	Aug 11, 2014 7:00 PM	I have not used video conferencing on campus.
84	Aug 11, 2014 6:42 PM	None
85	Aug 11, 2014 6:04 PM	I have not used this and am unaware of it.
86	Aug 11, 2014 5:47 PM	cccconfer yes very
87	Aug 11, 2014 5:20 PM	None.
88	Aug 11, 2014 5:13 PM	Have attended video conferences for large groups a long time ago--now, mostly do in my office using laptop to access video conference
89	Aug 11, 2014 4:29 PM	none
90	Aug 11, 2014 4:25 PM	Conference phones, CCC Confer
91	Aug 11, 2014 3:39 PM	not used to date
92	Aug 11, 2014 3:06 AM	none-not aware or trained in its use or availability.
93	Aug 10, 2014 11:56 PM	I would need to learn HOW, jut like I've never been taught how to make a faculty web page..
94	Aug 10, 2014 10:27 PM	I have not used it.
95	Aug 10, 2014 1:24 AM	None. We need it
96	Aug 9, 2014 9:52 PM	N/A.
97	Aug 9, 2014 2:30 PM	I have not used video conferencing equipment personally
98	Aug 8, 2014 8:59 PM	Na
99	Aug 8, 2014 6:05 PM	None.
100	Aug 8, 2014 5:55 PM	The equipment used for meeting in the administration building. It's been effective
101	Aug 8, 2014 5:55 PM	Only used CConfer and Skype. It's works only with Ethernet cable -- wireless signal is too wimpy.
102	Aug 8, 2014 5:19 PM	Just computer and phone CCC confer
103	Aug 8, 2014 3:31 PM	I do not use.
104	Aug 8, 2014 1:40 PM	n/a
105	Aug 8, 2014 5:21 AM	None
106	Aug 8, 2014 4:30 AM	NA
107	Aug 8, 2014 2:32 AM	none
108	Aug 8, 2014 2:25 AM	Have not yet made use of this technology.
109	Aug 8, 2014 1:43 AM	CCC works well as does google's conferencing program. The problem isn't the technology; it's the school handcuffing how we could do things. Too often, faculty are required to meet face to face when conferencing would be much more convenient and efficient.
110	Aug 8, 2014 12:45 AM	not aware of any video conferencing equipment which is available
111	Aug 7, 2014 11:53 PM	none thus far.
112	Aug 7, 2014 11:47 PM	I have used the video conference room...but the audio is terrible. I think CCCConfer is much better.
113	Aug 7, 2014 11:00 PM	N/A
114	Aug 7, 2014 10:52 PM	The portable computer and projector.
115	Aug 7, 2014 10:51 PM	none, but my department has used it.
116	Aug 7, 2014 10:27 PM	The system in the conference room adjacent to the library, a room supposedly designed for his purpose whose outdated, security-handicapped Windows systems never function well and barely function at best.
117	Aug 7, 2014 10:18 PM	None, not interested.
118	Aug 7, 2014 9:44 PM	none
119	Aug 7, 2014 9:41 PM	N/A
120	Aug 7, 2014 9:34 PM	None
121	Aug 7, 2014 9:19 PM	Don't.
122	Aug 7, 2014 8:53 PM	only when part of training

123	Aug 7, 2014 8:51 PM	I have not used video conferencing equipment.
124	Aug 7, 2014 8:22 PM	none used.
125	Aug 7, 2014 8:18 PM	The video conferences which I've participated in have been adequate
126	Aug 7, 2014 8:16 PM	I have only participated once and have no idea.
127	Aug 7, 2014 7:57 PM	My laptop and yes.
128	Aug 7, 2014 7:53 PM	None

**Q9: I utilize Etudes to facilitate instruction in**

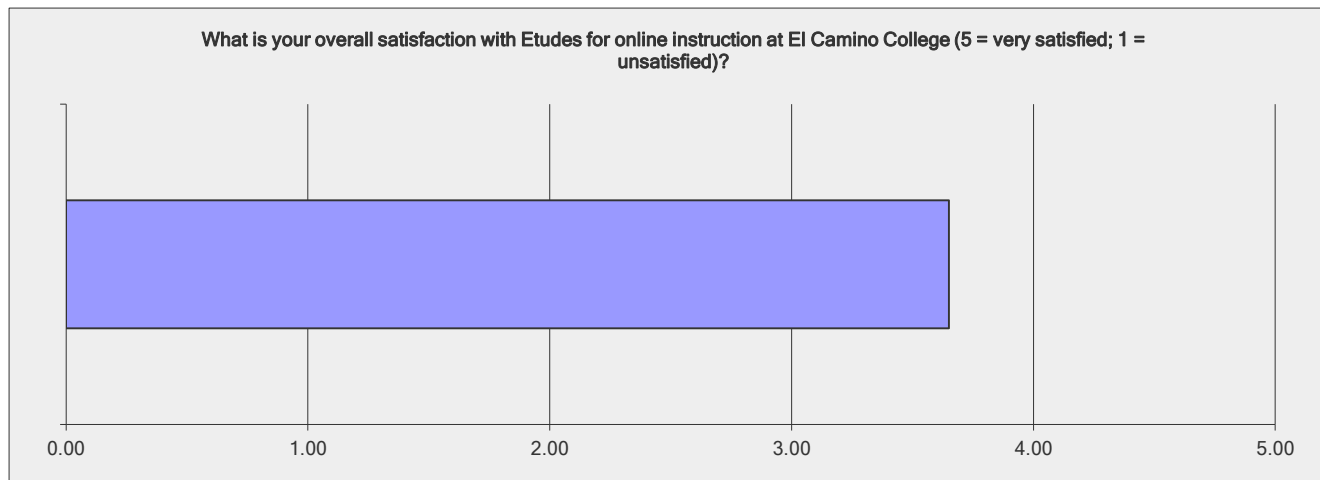
Answer Options	Response Percent	Response Count
my face-to-face courses only	14.3%	26
my online or hybrid courses only	7.7%	14
all of my courses	17.0%	31
I do not use Etudes	61.0%	111
<b><i>answered question</i></b>		<b>182</b>
<b><i>skipped question</i></b>		<b>12</b>





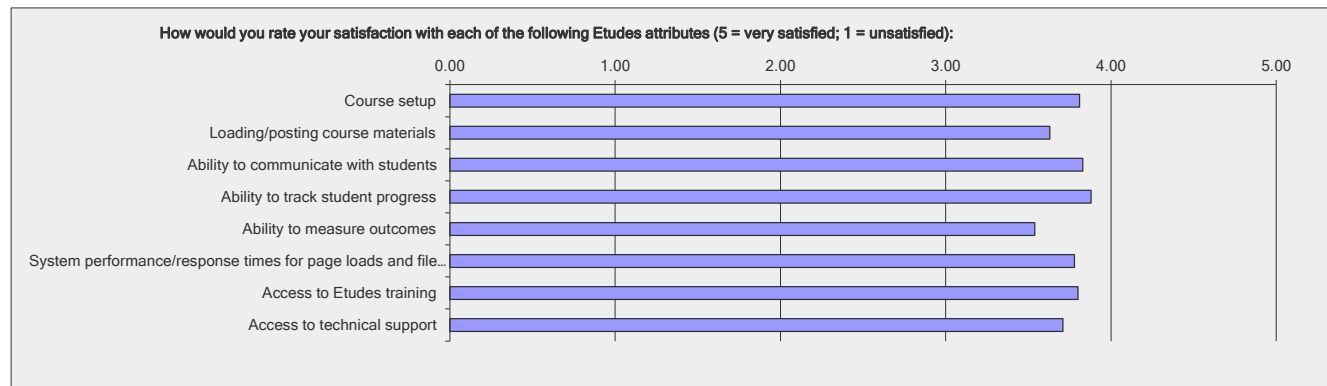
**Q10: What is your overall satisfaction with Etudes for online instruction at El Camino College (5 = very satisfied; 1 = unsatisfied)?**

Answer Options	Very Satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	Rating Average	Response Count
	12	28	10	7	3	3.65	60
<i>answered question</i>							<b>60</b>
<i>skipped question</i>							<b>134</b>



**Q11: How would you rate your satisfaction with each of the following Etudes attributes (5 = very satisfied; 1 = unsatisfied):**

Answer Options	Very satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	N/A	Rating Average	Response Count
Course setup	23	29	6	6	6	1	3.81	71
Loading/posting course materials	24	23	5	9	9	1	3.63	71
Ability to communicate with students	23	28	9	4	6	1	3.83	71
Ability to track student progress	24	26	10	5	4	2	3.88	71
Ability to measure outcomes	18	21	17	4	8	3	3.54	71
System performance/response times for page loads and	20	30	5	6	6	2	3.78	69
Access to Etudes training	19	30	11	5	4	2	3.80	71
Access to technical support	22	25	12	3	8	1	3.71	71
<i>answered question</i>								<b>71</b>
<i>skipped question</i>								<b>123</b>



**Q12: What features of Etudes do you especially like?**

Answer Options	Response Count
	59
<i>answered question</i>	<b>59</b>
<i>skipped question</i>	<b>135</b>

	Response Date	Response Text
1	Aug 30, 2014 4:37 AM	I'm very fond of Etudes, I just have to learn to manage the software better for face-to-face courses. I've never used it for online instruction. I really like the option for sharing video clips.
2	Aug 30, 2014 12:34 AM	Announcements, course transfer, etc. Pretty intuitive and effective.
3	Aug 28, 2014 11:31 PM	I liked the trianing sequence, which I went through about 2 years ago. I have not had real time to follow through on an in-use trial for a whole semester yet since completing the training. I was assigned a series of many new courses (mostly due to the retirement of one senior faculty) and basically have done about as many class assignments in two semesters as seom people do in 3-4 semesters. I had no timte breath much less implement Etudes to its fullest potential. However, after such unfavorable dysfunctional circumstances with MyEC and the Class Team Site reliability last Spring in particualr, I am basically ready to give up inthe ECC-based system and try Etudes, the various publishign company electricnic support links and other means fo trying to meet the stated goals of the ECC administration and campus community of "Student success." I felel I have been able to do far less than that, and feel like a Stone Age neanderthal among modern humans with the lack of amount of time to spend on, my inability to use, and the opportunity to improve my relative understanding of electronic teaching and review media as part of the support system to help students through a class in any given semester.
4	Aug 28, 2014 9:57 PM	Students seem to find it easy to use.
5	Aug 28, 2014 9:26 PM	The ability to transfer previous semester class modules, assignments, and discussions.
6	Aug 28, 2014 7:07 PM	GRADING
7	Aug 28, 2014 4:45 PM	Modules
8	Aug 28, 2014 12:56 PM	everything on it
9	Aug 28, 2014 4:40 AM	nothing
10	Aug 28, 2014 3:55 AM	Discussions board, and most of the other tabs available...i.e. announcements, chat, gradebook.
11	Aug 27, 2014 10:37 PM	The ability to link to outside websites - its very easy.
12	Aug 27, 2014 9:15 PM	Easy to transfer things between classes.
13	Aug 27, 2014 7:17 PM	Reliability of the system.
14	Aug 27, 2014 7:00 PM	Very few
15	Aug 27, 2014 4:51 PM	that it doesn't go down when ECC system is down; MyECC is completely unreliable. I love that in Etudes it is easy to access and transfer past materials
16	Aug 27, 2014 4:26 PM	Embed
17	Aug 27, 2014 4:07 PM	Grading private messages
18	Aug 27, 2014 4:05 PM	ease of use
19	Aug 27, 2014 3:51 PM	activity meter, uniformity of platform for students
20	Aug 27, 2014 2:11 PM	Activity meter
21	Aug 22, 2014 11:27 PM	Being able to communicate with students
22	Aug 22, 2014 4:53 AM	It is easy to use and students feel comfortable with it. But, this doesn't mean it's the best platform for teaching.
23	Aug 21, 2014 6:00 PM	The "draw" feature on the assessment section.
24	Aug 20, 2014 5:57 PM	Vivie Sinou is very responsive
25	Aug 18, 2014 10:13 PM	The setup of question banks is somewhat logical.
26	Aug 18, 2014 9:36 PM	That my students can access course materials 24/7.
27	Aug 16, 2014 1:32 PM	It is easy to use and looks nice on the screen.
28	Aug 14, 2014 9:29 PM	I like discussion board and modules but discussion board is overly complicated compared to blackboard, for example.
29	Aug 14, 2014 4:55 PM	CourseMap
30	Aug 13, 2014 7:54 PM	The discussion boards.
31	Aug 13, 2014 6:59 PM	the name
32	Aug 13, 2014 5:12 PM	I like being able to upload content.
33	Aug 13, 2014 6:10 AM	The grading in the forums.
34	Aug 13, 2014 12:31 AM	Études is fantastic. I hope we have the option to continue with it. I have worked with Moodle, MyData, and Blackboard. Études is the most user friendly for students and instructors. I love it. It is not perfect but highly intuitive and easy for my students to use. It makes online teaching much easier than other programs. I like the ability to email announcements through études. I like the gradebook, the test format options, and discussion board. Grading and comments are easy on études. The homepage is clean and easy to navigate for students. The grades going automatically into the gradebook is great as well as the ability for students to check their grade to date. The ability to easily date modules to open on certain dates is important. The options on the tests and assignments for grading and submission are great. It allows me to post a variety of content in an organized manner. It is easy to give special access to students if someone needs to take a test early or needs other accommodations. If we stopped using études I would seriously consider stopping instruction of online classes. I like that I can assign a due date but allow students to turn it one day late and études with mark in red that the assignment is late. I like that it shows me student activity and alerts me when students haven't logged in.
35	Aug 12, 2014 8:52 PM	Everything it has, it does well.
36	Aug 12, 2014 5:34 PM	Communication with students, but email works just as well
37	Aug 12, 2014 3:39 PM	That it doesn't crash as often as my team site or MyECC.

38	Aug 12, 2014 9:51 AM	I do not like Etudes in any capacity. I think it is a terrible program. El Camino should be using Blackboard as a platform for online student learning. I have used both platforms in the classroom and find that Etudes is absolutely unsatisfactory. It is a disappointing platform that does not allow for the incorporation of current technologies. It is technologically way behind and lacks creative freedom. The Etudes platform cannot even stream music or videos. How is this possibly a useful platform for an online learning environment? In an online learning environment, the ability to stream music or video should be one of the most basic functions and features.
39	Aug 12, 2014 2:17 AM	Easy to use
40	Aug 11, 2014 11:57 PM	I like the discussion boards and the ability to give online quizzes.
41	Aug 11, 2014 8:09 PM	It is light and easy to use.
42	Aug 11, 2014 7:32 PM	It is much more student friendly to use now; it has more help information for students and instructors. Helpful features are the Home page, discussion forums are visually appealing and Course Map helps students stay on top of assignments.
43	Aug 11, 2014 7:04 PM	The ability to post primary and secondary materials for students to download, and online quizzes which I compose.
44	Aug 11, 2014 6:42 PM	It has seen some major improvements in the past few years as compared to when it was first launched. Also the new Site Setup feature is a big improvement, making it easier to make changes to course shells.
45	Aug 11, 2014 5:54 PM	all of them.
46	Aug 11, 2014 5:17 PM	Gradebook
47	Aug 11, 2014 4:30 PM	I like uploading my handouts in the beginning of the semester.
48	Aug 11, 2014 3:43 PM	student accessibility and responsibility---free classroom time and no printing by instructors
49	Aug 9, 2014 2:31 PM	personal messages
50	Aug 8, 2014 6:05 PM	None...it is an inefficient, awkward system. It is slow to use for posting materials and tests/quizzes. I have slowly stopped using it much at all and use Team Sites. Études is a primary reason I stopped teaching online and hybrid courses. It's inefficient, redundant systems take more time than it is worth. I have taught online courses prior to teaching at ECC. We used BlackBoard.
51	Aug 8, 2014 5:28 PM	The Etudes people are great, very helpful, the course system grows and transforms as a collective in a positive manner. The etudes mini courses are also excellent and the resources and tutorials are helpful and easy to use.
52	Aug 8, 2014 2:48 AM	Gradebook
53	Aug 8, 2014 2:33 AM	Available options, ease of course content setup and transfer
54	Aug 8, 2014 1:45 AM	The modules are quite helpful for students.
55	Aug 8, 2014 12:46 AM	all of the features - based on type of class - on-line, hybrid or in class
56	Aug 7, 2014 9:47 PM	reliability
57	Aug 7, 2014 9:20 PM	None really. You get what you pay for.
58	Aug 7, 2014 8:56 PM	Gradebook is very easy for students to access and understand; discussion is also easy to set up, for the students, and to grade. Posting links, especially to Youtube videos is great.
59	Aug 7, 2014 8:05 PM	Private message.

**Q13: What features of Etudes do you feel are lacking?**

Answer Options	Response Count
	58
<i>answered question</i>	<b>58</b>
<i>skipped question</i>	<b>136</b>

	Response Date	Response Text
1	Aug 30, 2014 4:37 AM	None.
2	Aug 30, 2014 12:34 AM	Discussion: Hard for students to track their responses.
3	Aug 28, 2014 11:31 PM	Don't know that I have enough experience to provide that opinion.
4	Aug 28, 2014 9:57 PM	Discussion board is not as interactive as I would like. ¶ It would be good to have everything for each week available in one place for students to view; modules, assignments, tests, reading, discussions .
5	Aug 28, 2014 9:26 PM	Inability to set up folders for the Private Messages. I can only check the sent folder and would appreciate being able to set up a folder for each student's messages or by date or subject.
6	Aug 28, 2014 7:07 PM	I HAVE SOME POSTING ISSUES
7	Aug 28, 2014 4:45 PM	Not sure.
8	Aug 28, 2014 12:56 PM	none
9	Aug 28, 2014 4:40 AM	n/a
10	Aug 28, 2014 3:55 AM	I don't care for CK editor or Sferyx editor...I would prefer one program that takes care of both needs.
11	Aug 27, 2014 10:37 PM	It's not Etudes, its that campus. Some rooms do not have wifi or internet. I am primarily on the Torrance campus but at Compton I teach in a wing with no wifi or internet. I have to reply on screen shots to show them how to log on, it's pitiful.
12	Aug 27, 2014 9:15 PM	Grade book only works off points for everything.
13	Aug 27, 2014 7:17 PM	The discussions don't allow for specific threads as with Blackboard. ¶ The discussion areas are confusing. ¶ The assignment sections could be more straightforward. ¶ Students are concerned that when they open an assignment that they will get timed out (as with tests.) I have to explain and re-explain this often.)
14	Aug 27, 2014 7:00 PM	Terrible Discussion Board which hinders interaction with students; not set up for a composition class; grade book does not allow for separation of totals for tests, participation, etc without using Excel, tedious set up process--Blackboard is far superior and much more user and instructor friendly.
15	Aug 27, 2014 4:51 PM	design/layout of the home page
16	Aug 27, 2014 4:26 PM	Use embed feature in Chat
17	Aug 27, 2014 4:05 PM	Integration with publisher's materials¶ Letter grade based grading. I don't use point-based grading for every course.
18	Aug 27, 2014 3:51 PM	Complicated loading of assignments
19	Aug 27, 2014 2:11 PM	Contents transfer, Prezi embedding, and multiple log on are either not allowed or have problems.
20	Aug 22, 2014 11:27 PM	Time for exudes training
21	Aug 22, 2014 4:53 AM	Etudes is a very basic Course Management System. It is simple and that is both a strength (it's easy) and a weakness (it's hard to be creative with your course design). In trying to set up a course in Etudes, it is hard to set up something that looks unique, attractive and fun. The layout is boring, making the course and material look dull to students. It is very formulaic, and you can't vary from that formula. I strongly recommend that we leave the flexibility for faculty to use CMS's other than Etudes. Etudes lacks some functionality for math classes and there are other CMS's that allow the faculty to create more engaging courses. Some publisher CMS's also include access to a rich array of sources. Etudes is NOT the CMS for faculty who want to create a dynamic, interesting course that includes a unique look and engaging functions like video conferencing. It would be terrific if ECC could consider and support other CMS's that allow for more flexibility and more engaging, fun teaching and learning.
22	Aug 21, 2014 6:00 PM	The gradebook.
23	Aug 18, 2014 10:13 PM	Individual student communication tools, discussion board setup & grading, gradebook in general, navigation logic, technical support, all tool layouts for course designers - it is unreasonably difficult to post basic material, like a word document. I am DEEPLY dissatisfied with Etudes and wish the college would adopt a more standard, intuitive system, such as BlackBoard.
24	Aug 18, 2014 9:36 PM	It could be more user-friendly in how you upload files and documents. It also seems that more of the information and set-up could roll over without having to recreate each semester.
25	Aug 16, 2014 1:32 PM	There are limits for file sizes which is a little awkward sometimes.
26	Aug 14, 2014 9:29 PM	Gradebook. It should have a way of weighted grading of different categories of assignments on a percent basis with ability to drop lowest scores within a given categories. Ex: drop lowest quiz score. Currently it has a very rudimentary points system with no categories so to try to drop the lowest score is impossible as it will be whatever score the student has ever received in class that will be dropped, regardless of the weight of the assignment. I used to use the ECC gradebook system where I learned about these marvelous tools, but found that my beard would grow so long waiting for the page to load it would obscure my keyboard and I'd make errors. Also, the ECC system was down with enough frequency that my students were frustrated, as was I.
27	Aug 14, 2014 4:55 PM	cut and paste photo or video
28	Aug 13, 2014 7:54 PM	The grading features, it is hard to tell when you have grading to do.
29	Aug 13, 2014 6:59 PM	discussions - no threads¶ PM lacks ability to respond from noticed email It is very time consuming to open etudes and respond to student because it is easier to respond by email student contact is not recorded in etudes¶ Videos are not easy to upload¶ Testing is poorly configured¶ No video or audio chat capability
30	Aug 13, 2014 5:12 PM	Sometimes Etudes announcements end up in my students' junk folders.

31	Aug 13, 2014 6:10 AM	Reports of student activity; ability to log in as student to see what s/he is doing so I can help her/him; gradebook features; export of back-up is non-existent; importing publisher content such as exam view test banks.
32	Aug 13, 2014 12:31 AM	In order to assign extra credit I have to make an assignment worth .01 points. It is also not very obvious to students that they have work that has been graded and includes comments for them to review. It can be tedious to input test questions and the multiple choice answers. Even with these issues études is the best online teaching program I have used and I hope to continue to be able to use it.
33	Aug 12, 2014 10:19 PM	Goes off line periodically.
34	Aug 12, 2014 8:52 PM	I would like it if students could turn in papers through turnitin.com on etudes.
35	Aug 12, 2014 5:34 PM	The limited size for uploading power points presentation over 2 MB - I have had to split my lectures into 4 parts, or upload as PDF - which the students do not like
36	Aug 12, 2014 3:39 PM	The interface is very basic. A more beta-looking interface would appeal more to students.
37	Aug 12, 2014 9:51 AM	EVERY feature of Etudes is lacking. Students utilizing the platform are unhappy and overwhelmed. It is not user friendly for students nor instructors and the user interface is unwelcoming, cold and simply put awful. Its interface has the appearance of a 1980s platform and this is 2014. It is not engaging and students are often confused by the Etudes classroom protocol. If I had any input in choosing the ECC online learning platform, Etudes would be my absolute LAST choice. Even on the Etudes instructor boards, there are constant problems and instructors report constant difficulties and frustrations with the program.
38	Aug 12, 2014 2:17 AM	n/a
39	Aug 11, 2014 11:57 PM	The grading system / software is simply inadequate.
40	Aug 11, 2014 8:09 PM	When students reply to my message sent via Etudes, I need to log in to Etudes to read it. I hope students can reply to my ECC email address so that I can read my message on my cell phone right away---This is possible with eCompanion (Pearson Live Studio) and Blackboard if I remember it correctly.
41	Aug 11, 2014 7:32 PM	Often when uploading from one semester to the next, there are problems with the ATS assignments -- almost like they are being pulled up from a different semester.
42	Aug 11, 2014 7:04 PM	The grading program seems difficult to use. I grade in percentages. I don't use a point system. Thus the grading program is marginally useful. Posting a lot of material can be difficult.
43	Aug 11, 2014 6:42 PM	The ability to upload non-YouTube videos. I find the discussion feature confusing at times (e.g. managing topics vs. categories vs. forums - having three different areas can be frustrating and sometimes confusing to figure out; I don't feel the terms "topics", "categories", "forums" are intuitive enough). I would also like to be able to customize the menu by changing the names of tabs to suit my course materials better. In Activity Meter I'd also like to be able to have data for every site visit each student has made.
44	Aug 11, 2014 5:54 PM	There is something with the ECC email and Etudes where ECC sees Etudes as SPAM - how is that corrected somehow ??? So my announcements and emails from etudes to the students go into the spam folder in the ECC email system - sometimes I am not even getting my own announcements. There has to be a way to PUSH into their IN box - so that the systems do NOT think it is spam.[] [] There is one thing in etudes I no longer like - it is the course map... it is an extra step and I have to take hours moving things around to be in the right space etc... and to make more work for us is not something I want my web portal to do. If there is a way course map could configure correctly without me having to move things around - it should just snap to date order or Module number order. I hear that a lot of students like it and a lot of teachers - but I am not one of them. I completely stopped using it.
45	Aug 11, 2014 5:17 PM	Need a threaded discussion option to approximate an in-class exchange of ideas, but Etudes folks are resistant.
46	Aug 11, 2014 4:30 PM	The discussion board does not facilitate a very good discussion because it is not easy to respond to a post. The look of Etudes ugly, not very appealing for students who are accustomed to the clean look of a cell phone and tablet. [] The grade book in Etudes should be linked to El Camino's record department so grades are automatically submitted.
47	Aug 11, 2014 3:43 PM	students who have trouble logging on and can't get the technical support
48	Aug 8, 2014 6:27 PM	Good equation editor.
49	Aug 8, 2014 6:05 PM	Gradebook, Time to post materials, ability to customize pages, ability to customize duplication of materials to some class sections and not others during same semester. Ability to create and post tests -- a maddeningly slow process. It needs to work as faster! Our student numbers, schedules, teaching duties take enough time...Etudes is so awkward and frustrating it is a disincentive to use. And, I like using technology, it's essential to teaching, but Etudes really has really stymied my enthusiasm.
50	Aug 8, 2014 5:28 PM	Our Campus support is not very responsive. The people in DE are knowledgeable but we keep losing them to other jobs and there is a great new DE Lab which I think is under used. I have to contact people many times until I get an answer, with student log ons etc. Etudes itself I would like to be able to attach documents to Assignments not copy and paste them into the instruction box and have a program built in that can reconfigure pixel size.
51	Aug 8, 2014 2:48 AM	User interface is still a bit confusing for me
52	Aug 8, 2014 2:33 AM	Cannot send/print out grades/attendance recorded in Etudes directly to college. Grading system doesn't allow for weighted grading.
53	Aug 8, 2014 1:45 AM	The limit on size of uploads is ridiculous. I often have to convert files or compress them to get them to upload.
54	Aug 8, 2014 12:46 AM	none
55	Aug 7, 2014 9:47 PM	availability to all, even without training
56	Aug 7, 2014 9:20 PM	The discussion board is horrible. Not effective at all. The grade book is basic and is lacking.
57	Aug 7, 2014 8:56 PM	nothing at this time
58	Aug 7, 2014 8:05 PM	Nothing. If we ever need anything Vieve gets it for us.

**Q14: What web browser are you using and recommending students should use for Etudes?**

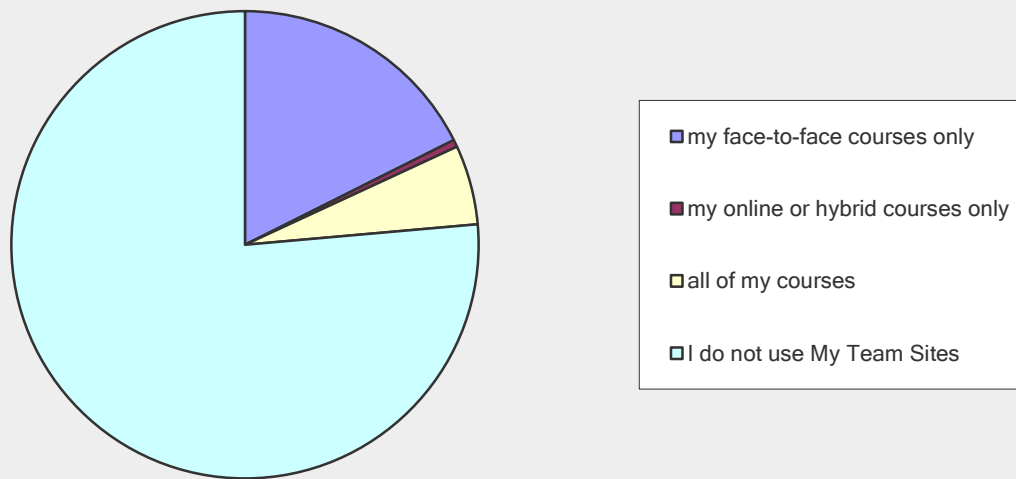
Answer Options	Response Count
	63
<i>answered question</i>	<b>63</b>
<i>skipped question</i>	<b>131</b>

	Response Date	Response Text
1	Aug 30, 2014 4:37 AM	Firefox or Chrome
2	Aug 30, 2014 12:34 AM	Google Chrome
3	Aug 28, 2014 11:31 PM	At times, during my training, I had more success with Safari. Certainly I would recommend that to my students in the future versus Internet Explorer, and maybe even over Google or Google Chrome.
4	Aug 28, 2014 9:57 PM	FIREFOX
5	Aug 28, 2014 9:26 PM	Firefox.
6	Aug 28, 2014 7:07 PM	THE WEB SITE
7	Aug 28, 2014 4:45 PM	I don't recommend any of them.
8	Aug 28, 2014 1:54 PM	Firefox
9	Aug 28, 2014 12:56 PM	internet explorer
10	Aug 28, 2014 4:40 AM	chrome/any
11	Aug 28, 2014 3:55 AM	Firefox
12	Aug 27, 2014 10:37 PM	Safari.
13	Aug 27, 2014 9:15 PM	Chrome
14	Aug 27, 2014 7:17 PM	Chrome or Firefox. Not Internet Explorer
15	Aug 27, 2014 7:00 PM	Firefox
16	Aug 27, 2014 4:51 PM	firefox
17	Aug 27, 2014 4:26 PM	Exploer
18	Aug 27, 2014 4:07 PM	Internet Explorer
19	Aug 27, 2014 4:05 PM	Firefox
20	Aug 27, 2014 3:51 PM	firefox
21	Aug 27, 2014 2:11 PM	Firefox, Crome
22	Aug 22, 2014 11:27 PM	Chrome
23	Aug 22, 2014 4:53 AM	My students are very savvy and usually tell me what works best. :)
24	Aug 21, 2014 6:00 PM	Chrome or Firefox.
25	Aug 20, 2014 5:57 PM	Firefox...using only Explorer is awful
26	Aug 18, 2014 10:13 PM	Chrome, Firefox
27	Aug 18, 2014 9:36 PM	Chrome
28	Aug 16, 2014 1:32 PM	I use Firefox but do not make a recommendation to my students
29	Aug 14, 2014 9:29 PM	firefox
30	Aug 14, 2014 4:55 PM	firefox
31	Aug 13, 2014 7:54 PM	I use google chrome
32	Aug 13, 2014 6:59 PM	IE
33	Aug 13, 2014 6:10 AM	Firefox but other web browsers such as Chrome, Safari and even IE should work.
34	Aug 13, 2014 12:31 AM	Firefox
35	Aug 12, 2014 10:19 PM	Blackboard
36	Aug 12, 2014 8:52 PM	Firefox
37	Aug 12, 2014 5:34 PM	FireFox - IE doesn't seem to work well
38	Aug 12, 2014 3:39 PM	Chrome and firefox.
39	Aug 12, 2014 2:17 AM	Fifefox or Chrome---ditto
40	Aug 11, 2014 11:57 PM	Google Chrome
41	Aug 11, 2014 8:09 PM	I use Google Chrome and Internet Explorer and recommend students to use them.
42	Aug 11, 2014 7:52 PM	IE
43	Aug 11, 2014 7:32 PM	Firefox
44	Aug 11, 2014 7:04 PM	I use Chrome and recommend it to my students.
45	Aug 11, 2014 6:42 PM	Firefox or Google Chrome
46	Aug 11, 2014 5:54 PM	firefox
47	Aug 11, 2014 5:17 PM	Foxfire or Google Chrome
48	Aug 11, 2014 4:30 PM	Chrome
49	Aug 11, 2014 3:43 PM	explorer
50	Aug 10, 2014 10:28 PM	Internet Explorer or Chrome
51	Aug 9, 2014 2:31 PM	google chrome
52	Aug 8, 2014 6:27 PM	Chrome
53	Aug 8, 2014 6:05 PM	Safari, chrome, Firefox, Internet Explorer
54	Aug 8, 2014 5:28 PM	I use chrome I do not recommend for students
55	Aug 8, 2014 2:48 AM	Chrome
56	Aug 8, 2014 2:33 AM	Firefox
57	Aug 8, 2014 1:45 AM	I use Explorer. I don't recommend one.
58	Aug 8, 2014 12:46 AM	mozailla or internet explorer
59	Aug 7, 2014 11:47 PM	chrome
60	Aug 7, 2014 9:47 PM	Firefox
61	Aug 7, 2014 9:20 PM	Chrome
62	Aug 7, 2014 8:56 PM	Chrome
63	Aug 7, 2014 8:05 PM	Firefox and only Firefox. (Are there any fools left who use Explorer?)

**Q15: I utilize My Team Sites to facilitate instruction in**

Answer Options	Response Percent	Response Count
my face-to-face courses only	17.6%	32
my online or hybrid courses only	0.5%	1
all of my courses	5.5%	10
I do not use My Team Sites	76.4%	139
<b><i>answered question</i></b>		<b>182</b>
<b><i>skipped question</i></b>		<b>12</b>

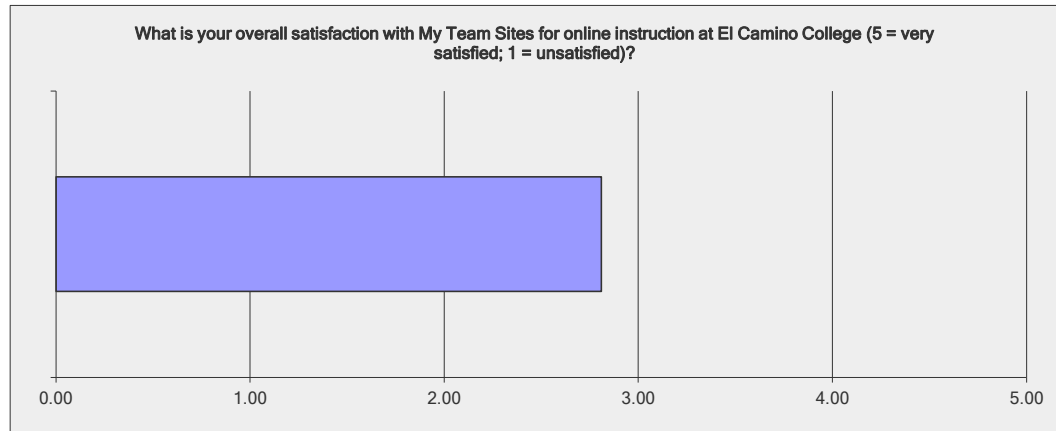
**I utilize My Team Sites to facilitate instruction in**





**Q16: What is your overall satisfaction with My Team Sites for online instruction at El Camino College (5 = very satisfied; 1 = unsatisfied)?**

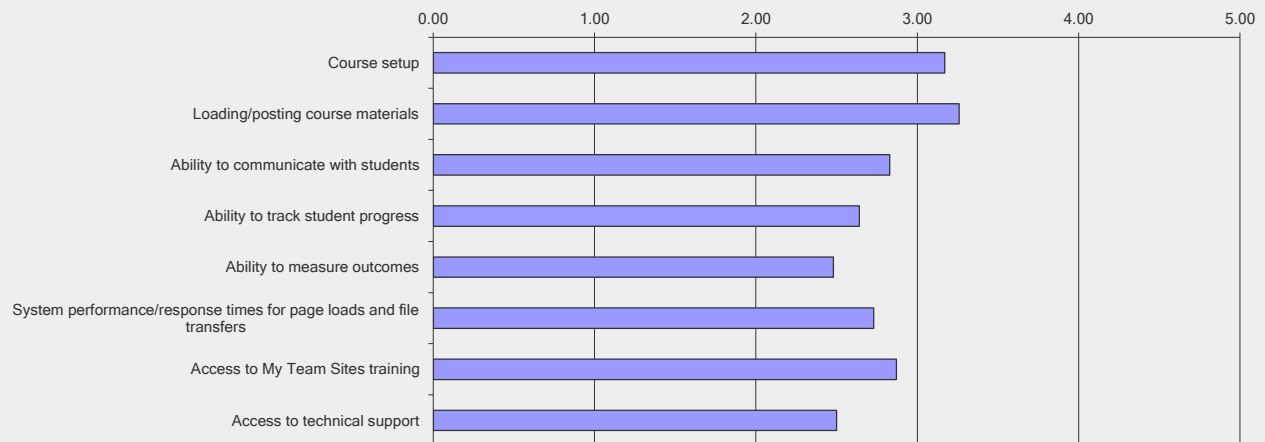
Answer Options	Very Satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	Rating Average	Response Count
	1	13	6	12	5	2.81	37
<i>answered question</i>							<b>37</b>
<i>skipped question</i>							<b>157</b>



**Q17: How would you rate your satisfaction with each of the following My Team Sites attributes (5 = very satisfied; 1 = unsatisfied):**

Answer Options	Very satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	N/A	Rating Average	Response Count
Course setup	3	19	6	8	5	1	3.17	42
Loading/posting course materials	5	19	6	8	5	0	3.26	43
Ability to communicate with students	2	9	14	10	5	3	2.83	43
Ability to track student progress	1	4	14	10	4	10	2.64	43
Ability to measure outcomes	0	3	15	7	6	12	2.48	43
System performance/response times for page loads and	2	10	12	9	8	2	2.73	43
Access to My Team Sites training	3	9	13	8	6	4	2.87	43
Access to technical support	0	14	6	9	13	0	2.50	42
<i>answered question</i>								<b>43</b>
<i>skipped question</i>								<b>151</b>

**How would you rate your satisfaction with each of the following My Team Sites attributes (5 = very satisfied; 1 = unsatisfied):**



**Q18: What features of My Team Sites do you especially like?**

Answer Options	Response Count
	32
<i>answered question</i>	<b>32</b>
<i>skipped question</i>	<b>162</b>

	Response Date	Response Text
1	Aug 28, 2014 11:38 PM	I like that I can ask for a class content to be forwarded with the new section number/semester form say Fall of 2012 to be used in Spring of 2014.
2	Aug 28, 2014 7:10 PM	IT IS DIFFICULT FOR ME
3	Aug 28, 2014 4:50 PM	I do not use My Team Sites.
4	Aug 27, 2014 7:48 PM	Uploading the doc and site
5	Aug 27, 2014 4:53 PM	that students have the link on their personal home page; access with enrollment
6	Aug 27, 2014 4:51 PM	posting assignments and introducing useful websites
7	Aug 27, 2014 3:10 PM	The access to handouts.
8	Aug 22, 2014 11:32 PM	Posting needed material
9	Aug 19, 2014 6:00 PM	None now with last spring's "upgrades." The page never loads properly the first time. It seems silly to have to "refresh" every time I come to the page. Either email link from the Team Site no longer works, the ability to upload multiple documents no longer works, the ability to upload a zipped file no longer works. In a word, the Team Site is "BROKEN!"
10	Aug 19, 2014 12:18 AM	I only use My Team Sites to post handouts and other course material for students to have access to outside of class.
11	Aug 18, 2014 10:16 PM	It is very easy to post and update basic materials like syllabi and course notes.
12	Aug 18, 2014 2:51 PM	Being able to post notices, class agendas, homework assignments, and handouts.
13	Aug 15, 2014 5:21 PM	I use the sites mainly to post handouts for students to download. I also sometimes post announcements. These features work well for me.
14	Aug 14, 2014 8:20 PM	transferring content between courses
15	Aug 14, 2014 1:16 AM	The ability to upload documents.
16	Aug 13, 2014 7:00 PM	location on ECC webpage
17	Aug 13, 2014 1:38 AM	Sharing documents
18	Aug 12, 2014 5:36 PM	Nothing - too many issues - I stopped using it
19	Aug 11, 2014 11:48 PM	The announcements section is great.
20	Aug 11, 2014 10:59 PM	I like being able to load class material to my sites so that it is available only to my students.
21	Aug 11, 2014 10:05 PM	loading course documents
22	Aug 11, 2014 4:32 PM	Being able to post information for the students
23	Aug 10, 2014 10:30 PM	Document distribution, sample quizzes, exams.
24	Aug 10, 2014 1:28 AM	Podting
25	Aug 9, 2014 9:53 PM	Ability to easily post materials.
26	Aug 9, 2014 2:33 PM	I like the site links and the shared documents, but (see below)
27	Aug 8, 2014 9:02 PM	The basics of sharing documents in a variety of formats.
28	Aug 8, 2014 6:07 PM	It is a little smoother to access off portal.
29	Aug 8, 2014 5:57 PM	Links section and ability to organize the documents I upload
30	Aug 8, 2014 4:32 AM	Posting course materials
31	Aug 7, 2014 9:49 PM	ease of use
32	Aug 7, 2014 8:54 PM	It is reasonably easy to use, and so far I have not run out of storage space.

**Q19: What features of My Team Sites do you feel are lacking?**

Answer Options	Response Count
	33
<i>answered question</i>	<b>33</b>
<i>skipped question</i>	<b>161</b>

	Response Date	Response Text
1	Aug 28, 2014 11:38 PM	Very unreliable and very slow in general. Thus my 1/5 for the rating above. Whether I articulate/request a new class or set of classes (or repeatedly give permission to delete old class from 2-4 years ago that have still not been removed to unclutter the system) it seems like I doesn't matter. If I ask two months or a month, or a week, or a day in advance of a semester, there is a delay.!! The worst for me was the ability to get Teach Support/ITS/whoever to set-me up and give reliable access to two of my classes (as elaborated earlier) last Spring (2014).!! I have basically no confidence in ITS other than I think people such as Sheryl Kimball are very collegial, competent, and doing the best they can with a severely hampered ineffective system. They probably need twice as many people to be effective and to be able to keep up with the extremely varied, demanding, and numerous needs of we the faculty for our team sites and other teach services.
2	Aug 28, 2014 7:10 PM	ALL OF IT
3	Aug 27, 2014 7:48 PM	Once uploaded, I cannot remove the doc.
4	Aug 27, 2014 4:53 PM	design, flexibility, access, but most importantly it is always breaking down & not accessible
5	Aug 27, 2014 4:51 PM	Some students do not access My Team Sites at all. Are there anyway to enforce them to check the information?
6	Aug 27, 2014 3:10 PM	24/7 access (or close to it) would be great.
7	Aug 22, 2014 11:32 PM	Asset to team site training
8	Aug 19, 2014 6:00 PM	The "new" team sites only allows single document upload. And I can no longer upload zipped files. This is a huge inconvenience!
9	Aug 19, 2014 12:18 AM	I was completely unaware of these other capabilities that My Team Sites can do. I was also unaware that any sort of training existed in order to learn how to make use of all that these sites have to offer.
10	Aug 18, 2014 10:16 PM	Discussion Board, general reliability/stability of the site. It is in now way a possible full course management system, but if it were more stable and students consistently had access to it throughout the semester, it could be a good supplement to whatever other CMS we have... though why should we buy TWO systems instead of just one good one?
11	Aug 18, 2014 2:51 PM	Sometimes things disappear from the site. I can't seem to delete some of the handouts. This may be my lack of knowledge though.
12	Aug 15, 2014 5:21 PM	Students' email addresses are only their ECC ones. Despite the college's insistence that students learn to use their ECC email, many continue not to. It would therefore make sense to allow students to enter the email address they prefer to use.!! The process of adding and deleting the team site for each class is still not smooth because it's inputted manually. I've had incorrect courses posted, old team sites not deleted, and one or more courses omitted. These issues have required me to email for corrections.
13	Aug 14, 2014 8:20 PM	none
14	Aug 14, 2014 1:16 AM	Reliability--students (as well as myself) often go through periods when they're not able to log in.
15	Aug 13, 2014 7:00 PM	Almost all
16	Aug 13, 2014 1:38 AM	An efficient grading program that is as quick and easy to use as engrade.com
17	Aug 12, 2014 5:36 PM	System availability - When I was using it - I had to upload material for each semester - I heard it now stays in the system - but I stopped using it
18	Aug 12, 2014 2:16 PM	That courses that I am scheduled to teach aren't automatically added to MTS
19	Aug 12, 2014 1:06 AM	It is too slow.
20	Aug 11, 2014 11:48 PM	The layout and appearance are really lacking and not user-friendly. The website links can't be edited/removed once they are put up. Same with documents.
21	Aug 11, 2014 10:59 PM	Not all the material on a team site can be copied forward to the next semester's site. This is true of web site links and photos and images stored in the Picture Library. This makes setting up sites each new semester unnecessarily tedious and time-consuming. I have also discovered that when students transfer from one of my sections to another during the semester, they are not automatically switched to the team site for the new section. This is a problem because they can then no longer access their grades.
22	Aug 11, 2014 6:39 PM	Setting up the gradebook. There should be a feature where we can copy our own spreadsheet onto the system.
23	Aug 11, 2014 4:32 PM	easier access to using the site. Is there no way to setup a site without emailing IT? Can't there be a way for teachers to setup the information using a code or page on the myecc site?
24	Aug 10, 2014 10:30 PM	Updating several sections of the same course at the same time...I have to do this separately.
25	Aug 10, 2014 1:28 AM	Speed and capacity in bytes
26	Aug 9, 2014 9:53 PM	Using the same course template on a semester-by-semester basis. Being able to upload materials with a future date and time when it is made available to students.
27	Aug 9, 2014 2:33 PM	I have given up on using My Team sites in the beginning of the semester because it is not reliable. Often half of my class cannot access the material.
28	Aug 8, 2014 9:02 PM	The interface is not user friendly. Students often get error messages when trying to open docs-must right click instead of left click. Seems quirky.
29	Aug 8, 2014 6:07 PM	Grade book
30	Aug 8, 2014 5:57 PM	Consistent access. When the portal is down the students can't access or the instructors can't post and many times the portal has been down at critical periods during the semester.
31	Aug 8, 2014 4:32 AM	The site is down too often and becomes a huge hassle for me.
32	Aug 7, 2014 9:49 PM	better dropbox for assignments

33	Aug 7, 2014 8:54 PM	Access problems for both faculty and students in the middle of a term makes this extremely difficult to promote as THE place to go for course answers and documents. It may mean more stable hosting is required? ¶ I also do not care for the changes in uploading documents. It is a bit clunky. ¶ Sometimes Microsoft Word documents uploaded to the site do not download correctly for students. Pdfs seem to be more reliable, but it would be nice if MS Office were more compatible.
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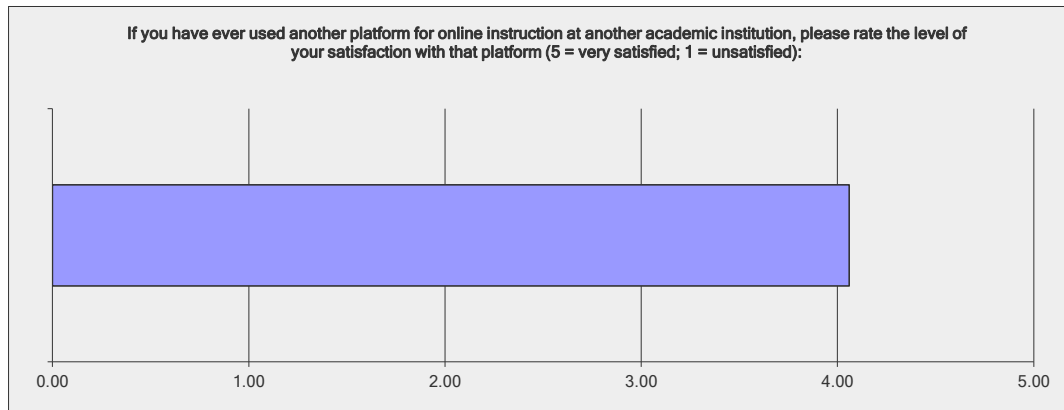
**Q20: What web browser are you using and recommending students should use for My Team Sites?**

Answer Options	Response Count
	32
<i>answered question</i>	<b>32</b>
<i>skipped question</i>	<b>162</b>

	Response Date	Response Text
1	Aug 28, 2014 11:38 PM	Anything other than Internet Explorer.
2	Aug 28, 2014 7:10 PM	NONE
3	Aug 27, 2014 7:48 PM	microsoft
4	Aug 27, 2014 4:53 PM	any
5	Aug 27, 2014 3:10 PM	I do not make specific recommendations.
6	Aug 22, 2014 11:32 PM	Chrome
7	Aug 19, 2014 6:00 PM	Internet Explorer - That's the mainstream browser. It's ridiculous to have to recommend alternate browsers.
8	Aug 19, 2014 12:18 AM	I use Chrome, but the people running myECC have made it so that I can no longer use Chrome to access myECC (and therefore, the team sites). I MUST use Internet Explorer now, and am not happy about it.
9	Aug 18, 2014 10:16 PM	Chrome, Firefox
10	Aug 18, 2014 2:51 PM	Firefox, Chrome
11	Aug 15, 2014 5:21 PM	I use Firefox. I haven't been aware of students having trouble with their browsers, so I've never recommended any particular one.
12	Aug 14, 2014 8:20 PM	chrome
13	Aug 14, 2014 1:16 AM	Google Chrome
14	Aug 13, 2014 10:26 PM	Fiferfox
15	Aug 13, 2014 7:00 PM	IE
16	Aug 12, 2014 5:36 PM	IE
17	Aug 12, 2014 1:06 AM	Mozilla
18	Aug 11, 2014 11:48 PM	I use Safari on my Mac at home, and Internet Explorer in my classroom.
19	Aug 11, 2014 10:59 PM	I generally use Firefox. I don't make any recommendations.
20	Aug 11, 2014 6:39 PM	Firefox
21	Aug 11, 2014 4:32 PM	I use yahoo. I make not recommendations for my students
22	Aug 10, 2014 10:30 PM	No recommendation
23	Aug 10, 2014 1:28 AM	Explorer
24	Aug 9, 2014 9:53 PM	Internet Explorer
25	Aug 9, 2014 2:33 PM	internet explorer
26	Aug 8, 2014 9:02 PM	explorer. but I hate explorer. wish it and everything else on campus would work with chrome.
27	Aug 8, 2014 6:07 PM	Chrome and Firefox
28	Aug 8, 2014 5:57 PM	internet explorer 11
29	Aug 8, 2014 5:29 PM	chrome I do not recommend for students
30	Aug 8, 2014 4:32 AM	Chrome
31	Aug 7, 2014 9:49 PM	Firefox
32	Aug 7, 2014 8:54 PM	Firefox or Chrome.

**Q21: If you have ever used another platform for online instruction at another academic institution, please rate the level of your satisfaction with that platform (5 = very satisfied; 1 = unsatisfied):**

Answer Options	Very Satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	N/A	Rating Average	Response Count
	36	21	17	4	2	93	4.06	173
<i>answered question</i>								<b>173</b>
<i>skipped question</i>								<b>21</b>



Q22: If you have ever used another platform for online instruction at another academic institution, please indicate the name of the online learning system rated above:

Answer Options	Response Count
	80
<i>answered question</i>	80
<i>skipped question</i>	114

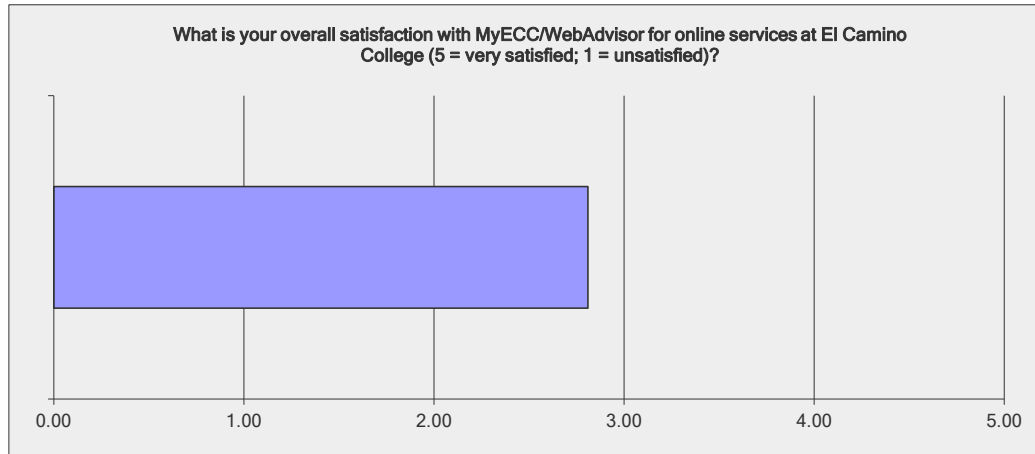
	Response Date	Response Text
1	Aug 30, 2014 12:39 AM	Black Board [at ECC]
2	Aug 28, 2014 10:29 PM	Blackboard
3	Aug 28, 2014 9:29 PM	Moodle
4	Aug 28, 2014 7:59 PM	My Math Lab, Web Assign
5	Aug 28, 2014 4:48 PM	Blackboard
6	Aug 28, 2014 3:09 PM	N/A
7	Aug 28, 2014 1:55 PM	Blackboard
8	Aug 28, 2014 4:14 AM	Whipple Hill
9	Aug 28, 2014 3:59 AM	CSULB - Beachboard
10	Aug 27, 2014 9:18 PM	D2L and blackboard
11	Aug 27, 2014 8:33 PM	N/A
12	Aug 27, 2014 8:06 PM	Moodle
13	Aug 27, 2014 7:51 PM	Moodle
14	Aug 27, 2014 7:02 PM	I used Blackboard at El Camino until recently
15	Aug 27, 2014 5:16 PM	Etudees/Blackboard
16	Aug 27, 2014 4:27 PM	coursecompass.com
17	Aug 27, 2014 4:07 PM	Blackboard
18	Aug 27, 2014 4:01 PM	BeachBoard at California State University Long Beach
19	Aug 27, 2014 3:54 PM	coursecompass
20	Aug 27, 2014 3:30 PM	pearsons ecollege
21	Aug 27, 2014 3:11 PM	Blackboard
22	Aug 27, 2014 2:13 PM	Moodle
23	Aug 22, 2014 5:00 AM	Pearson / MyLab
24	Aug 19, 2014 11:32 PM	Beachboard, Blackboard, Desire2Learn
25	Aug 18, 2014 10:21 PM	BlackBoard
26	Aug 18, 2014 2:53 PM	eCompanion
27	Aug 16, 2014 1:33 PM	Blackboard
28	Aug 16, 2014 7:09 AM	No
29	Aug 14, 2014 9:31 PM	blackboard
30	Aug 13, 2014 10:27 PM	ecompanion blackboard
31	Aug 13, 2014 7:55 PM	Canvas
32	Aug 13, 2014 7:02 PM	Blackboard
33	Aug 13, 2014 5:15 PM	Blackboard
34	Aug 13, 2014 4:18 PM	don't recall.
35	Aug 13, 2014 6:13 AM	Moodle
36	Aug 13, 2014 12:34 AM	Moodle, Blackboard
37	Aug 12, 2014 11:47 PM	Etudes
38	Aug 12, 2014 10:20 PM	Blackboard
39	Aug 12, 2014 8:54 PM	Moodlerooms, TalonNet
40	Aug 12, 2014 6:03 PM	No
41	Aug 12, 2014 5:38 PM	Blackboard
42	Aug 12, 2014 3:41 PM	Blackboard
43	Aug 12, 2014 9:57 AM	Blackboard
44	Aug 12, 2014 2:18 AM	n/a
45	Aug 11, 2014 10:51 PM	n/a
46	Aug 11, 2014 10:46 PM	Blackboard
47	Aug 11, 2014 8:12 PM	I have used eCompanion (Pearson Live Studio), Blackboard and Moodle for my traditional courses at another institutions.
48	Aug 11, 2014 7:46 PM	n/a
49	Aug 11, 2014 7:35 PM	OnCourse
50	Aug 11, 2014 6:44 PM	Blackboard
51	Aug 11, 2014 5:54 PM	Moodle, and Cerritos uses iFalon which is like a blackboard
52	Aug 11, 2014 5:19 PM	Blackboard
53	Aug 11, 2014 4:33 PM	I can't remember but it was at CSU Fullerton
54	Aug 11, 2014 3:49 PM	n/a
55	Aug 11, 2014 3:22 AM	na
56	Aug 10, 2014 1:30 AM	Moogole
57	Aug 9, 2014 9:54 PM	Blackboard
58	Aug 9, 2014 2:37 PM	Blackboard
59	Aug 8, 2014 6:34 PM	BlackBoard, MoodleRooms
60	Aug 8, 2014 6:29 PM	Mymathlab
61	Aug 8, 2014 6:10 PM	Blackboard
62	Aug 8, 2014 6:00 PM	N/A
63	Aug 8, 2014 1:41 PM	n/a
64	Aug 8, 2014 2:49 AM	Blackboard
65	Aug 8, 2014 2:40 AM	My Math Lab and WebAssign



66	Aug 8, 2014 2:38 AM	Moodle; eCompanion
67	Aug 8, 2014 2:34 AM	blackboard
68	Aug 8, 2014 1:48 AM	Blackboard
69	Aug 7, 2014 11:48 PM	Blackboard, mybiology,
70	Aug 7, 2014 11:03 PM	Blackboard, Turnitin.com
71	Aug 7, 2014 10:56 PM	N/A
72	Aug 7, 2014 10:31 PM	Don't recall--years before working at ECC yet that technology then put ecc's more current tech to shame.
73	Aug 7, 2014 9:51 PM	Moodle, WebCT, Blackboard
74	Aug 7, 2014 9:44 PM	N/A
75	Aug 7, 2014 9:22 PM	Blackboard
76	Aug 7, 2014 8:55 PM	Blackboard
77	Aug 7, 2014 8:23 PM	Blackboard
78	Aug 7, 2014 8:07 PM	Desire2Learn, Blackboard
79	Aug 7, 2014 7:55 PM	BlackBoard, eCollege, TaskStream, and ..... (to many!)
80	Aug 7, 2014 7:40 PM	Blackboard

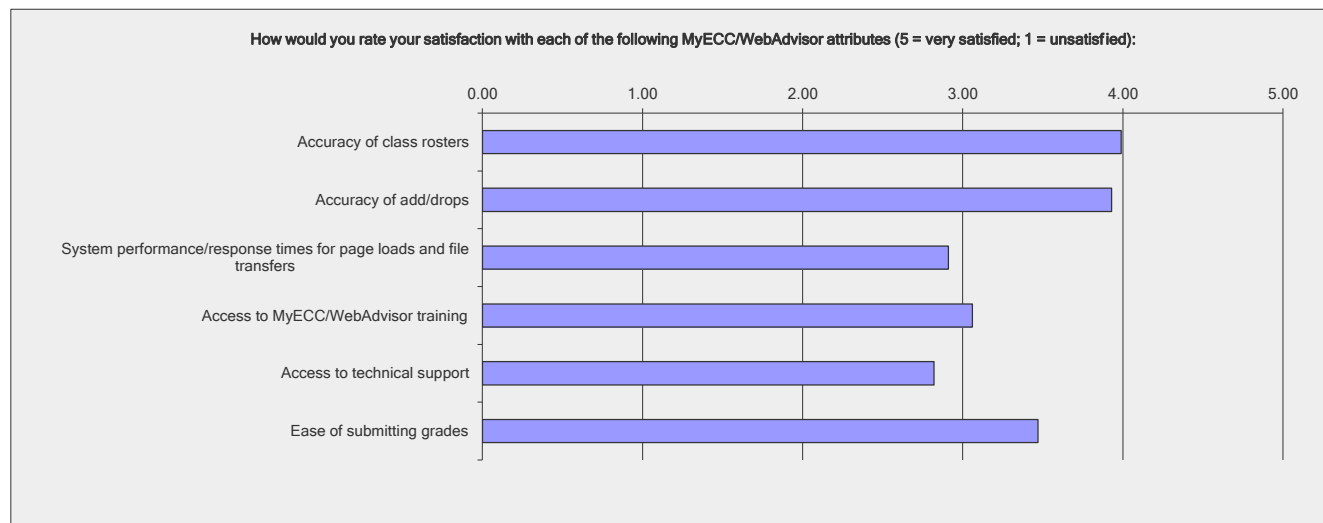
**Q23: What is your overall satisfaction with MyECC/WebAdvisor for online services at El Camino College (5 = very satisfied; 1 = unsatisfied)?**

Answer Options	Very Satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	Rating Average	Response Count
	7	44	52	45	23	2.81	171
<i>answered question</i>							<b>171</b>
<i>skipped question</i>							<b>23</b>



**Q24: How would you rate your satisfaction with each of the following MyECC/WebAdvisor attributes (5 = very satisfied; 1 = unsatisfied):**

Answer Options	Very satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	N/A	Rating Average	Response Count
Accuracy of class rosters	57	87	13	12	7	3	3.99	179
Accuracy of add/drops	55	82	16	14	8	3	3.93	178
System performance/response times for page loads and	19	54	25	40	34	5	2.91	177
Access to MyECC/WebAdvisor training	11	34	75	21	13	22	3.06	176
Access to technical support	10	39	52	34	27	15	2.82	177
Ease of submitting grades	37	73	17	27	19	4	3.47	177
<b>answered question</b>								<b>179</b>
<b>skipped question</b>								<b>15</b>



**Q25: What features of MyECC/WebAdvisor do you especially like?**

Answer Options	Response Count
	100
<i>answered question</i>	<b>100</b>
<i>skipped question</i>	<b>94</b>

	Response Date	Response Text
1	Aug 30, 2014 4:39 AM	Nothing stands out
2	Aug 30, 2014 4:19 AM	The immediate email response received upon dropping students.
3	Aug 30, 2014 12:39 AM	Grades submissions, rosters with 'drop' and 'wait-list' info, email the class, faculty class schedule, etc.
4	Aug 28, 2014 11:43 PM	I like that it has many connections, including for my curriculum committee work, website links to the divisions, SLO content, course content, catalog/schedule access, and other everyday work features that used to be done simply by dragging around heavy books.
5	Aug 28, 2014 10:29 PM	Not really that fond of it.
6	Aug 28, 2014 9:29 PM	Submitting grades.
7	Aug 28, 2014 7:47 PM	Submission of grades.
8	Aug 28, 2014 7:13 PM	THE PRINT OUTS
9	Aug 28, 2014 4:52 PM	Submitting grades
10	Aug 28, 2014 4:48 PM	Submitting reports.
11	Aug 28, 2014 3:47 PM	access to have all information for my classes
12	Aug 28, 2014 1:55 PM	A very difficult interface.
13	Aug 28, 2014 12:58 PM	Everything is satisfactory
14	Aug 28, 2014 4:14 AM	I like the faculty columns but many times they are unavailable (web portion of the site)
15	Aug 28, 2014 3:59 AM	Submitting grades.
16	Aug 28, 2014 1:45 AM	Class roster and submitting grades.
17	Aug 27, 2014 11:57 PM	There is easy access to forms, rosters, grades, and email.
18	Aug 27, 2014 10:57 PM	I like the link to faculty information, which gets me to the grading component
19	Aug 27, 2014 10:41 PM	Seeing my roster - linking to emails.
20	Aug 27, 2014 7:51 PM	Roster and Gradebook
21	Aug 27, 2014 7:18 PM	Basically that we can do things online.
22	Aug 27, 2014 7:02 PM	Class roster and adds and drops
23	Aug 27, 2014 5:16 PM	Roll sheets
24	Aug 27, 2014 4:56 PM	that it exists; something better than nothing
25	Aug 27, 2014 4:01 PM	I don't even know what it is. Nor do I care.
26	Aug 27, 2014 3:54 PM	roster updates, ease of finding up to date class data. Emailing classes is easy
27	Aug 27, 2014 3:11 PM	Ease of submitting grades.
28	Aug 27, 2014 2:53 PM	submitting grades online and instant access to class rosters
29	Aug 22, 2014 11:38 PM	Accuracy of access to MYECC/
30	Aug 22, 2014 5:00 AM	Filing No Show reports; downloading rosters; submitting active enrollment, and submitting grades are all easy. I really like the prompt email notifications of adds and drops from my classes.
31	Aug 20, 2014 7:18 AM	It works when I use it.
32	Aug 19, 2014 12:37 AM	I cannot say that I am a real fan of any part of myECC.
33	Aug 18, 2014 10:21 PM	It is good that most of the college's important online functions for students are all in one place.
34	Aug 18, 2014 9:39 PM	Having access to my roster.
35	Aug 18, 2014 2:53 PM	One place to do all online responsibilities.
36	Aug 16, 2014 1:33 PM	I haven't used MyECC/WebAdvisor and am not really sure what it does.
37	Aug 16, 2014 7:09 AM	?
38	Aug 15, 2014 6:26 PM	go down too often. response time too slow.
39	Aug 15, 2014 5:23 PM	Online grades submission, access to various versions of class rosters (original, active, etc.)
40	Aug 14, 2014 8:21 PM	gradebook!
41	Aug 14, 2014 4:58 PM	N/A
42	Aug 14, 2014 4:16 PM	Easy access to rosters and grading, in many years I have not been unable to submit grades or delayed.
43	Aug 14, 2014 1:11 AM	Class rosters seem to be OK and I have not had too many problems with the add/drops.
44	Aug 13, 2014 7:02 PM	posting grades
45	Aug 13, 2014 5:15 PM	I like being able to add/drop from MyECC. I like being able to access my schedule there as well.
46	Aug 13, 2014 4:18 PM	none.
47	Aug 13, 2014 6:13 AM	The ability to input some grades and save them.
48	Aug 13, 2014 1:23 AM	Everything I need is there.
49	Aug 13, 2014 12:34 AM	Ability to easily export rosters into excel.
50	Aug 12, 2014 11:47 PM	Email
51	Aug 12, 2014 7:49 PM	Roster, Gradebook
52	Aug 12, 2014 6:42 PM	Roster access.
53	Aug 12, 2014 6:03 PM	Grading
54	Aug 12, 2014 5:38 PM	Posting grades and access to rosters from any computer
55	Aug 12, 2014 3:41 PM	The calendar on the left. Although since the most recent update, the students' class schedules do not populate.
56	Aug 12, 2014 2:18 AM	none
57	Aug 11, 2014 11:58 PM	None
58	Aug 11, 2014 11:01 PM	Access to the class roster and the on-going ability to drop students for non-attendance
59	Aug 11, 2014 10:51 PM	nuetral
60	Aug 11, 2014 10:46 PM	Submitting grades is good, though not perfect. If you don't click the last button on the bottom, which you have to scroll down to se, you lose everything.
61	Aug 11, 2014 10:28 PM	The multimedia equipment in classrooms is very helpful
62	Aug 11, 2014 8:50 PM	I like being updated on who is enrolled in my classes but it isn't consistently accurate.

63	Aug 11, 2014 8:12 PM	It is very heavy and slow.
64	Aug 11, 2014 7:55 PM	No features are noteworthy.
65	Aug 11, 2014 7:53 PM	add drop
66	Aug 11, 2014 7:35 PM	Add/Drop ease, printing class rosters.
67	Aug 11, 2014 7:07 PM	I most like posting grades, which often works well. I also appreciate up to date rosters.
68	Aug 11, 2014 6:08 PM	I only use it to check my roster and add/drops.
69	Aug 11, 2014 5:54 PM	roster and original roster -
70	Aug 11, 2014 5:23 PM	It is easy to enter final grades. But I've had many problems with the accuracy of forecast grades (for example, "A" students being blocked from registering for the next class in the series (who are then unblocked by the office staff)).
71	Aug 11, 2014 5:19 PM	Access to rosters and ability to submit grades electronically.
72	Aug 11, 2014 4:33 PM	Grades
73	Aug 11, 2014 3:49 PM	when it works-- its just barely adequate
74	Aug 11, 2014 3:22 AM	email..rosters
75	Aug 10, 2014 10:31 PM	Roster management
76	Aug 9, 2014 2:37 PM	I find it easy to get my rosters, add or drop, and submit grades
77	Aug 8, 2014 9:06 PM	Submitting grades and downloading rosters.
78	Aug 8, 2014 6:36 PM	Registration and payment
79	Aug 8, 2014 6:10 PM	It is easy to use.
80	Aug 8, 2014 6:07 PM	Nothing really stands out as a feature I like.
81	Aug 8, 2014 6:00 PM	That all campus related links are in one location
82	Aug 8, 2014 5:32 PM	I do not really like it at all.
83	Aug 8, 2014 1:41 PM	not too much
84	Aug 8, 2014 2:40 AM	Lots of info in one place.
85	Aug 8, 2014 2:38 AM	Emails me an immediate confirmation of grade submissions and drops.
86	Aug 8, 2014 1:48 AM	Finding rosters, no show reports, early academic warning, dropping students. Basically, the administrative portion of our job.
87	Aug 8, 2014 12:50 AM	none
88	Aug 7, 2014 10:56 PM	Email
89	Aug 7, 2014 10:53 PM	grades
90	Aug 7, 2014 10:31 PM	Online grade submission
91	Aug 7, 2014 10:22 PM	I have no idea. I don't spend my time thinking about how wonderful it is. It does some stuff. I don't have any expectation of it doing anything other than what I know it does.
92	Aug 7, 2014 9:51 PM	none
93	Aug 7, 2014 9:44 PM	difficult to navigate
94	Aug 7, 2014 9:38 PM	Easy access to all colleagues teaching same course. Access to students,entire class,via email.
95	Aug 7, 2014 9:22 PM	That we have it.
96	Aug 7, 2014 8:59 PM	The link to the library databases is confusing; it did not work for several of my students this summer. I did give them a direct url rather than using the link in MyECC
97	Aug 7, 2014 8:25 PM	Over all it functions well in bringing access to what I need in one place.
98	Aug 7, 2014 8:23 PM	ease in posting "No-Shows", Rosters, and Final Grade submission
99	Aug 7, 2014 8:07 PM	None really.
100	Aug 7, 2014 7:55 PM	Seems to work most days.

**Q26: What features of MyECC/WebAdvisor do you feel are lacking?**

Answer Options	Response Count
	118
<i>answered question</i>	<b>118</b>
<i>skipped question</i>	<b>76</b>

	Response Date	Response Text
1	Aug 30, 2014 4:39 AM	Nothing stands out
2	Aug 30, 2014 4:19 AM	That they work at all!
3	Aug 30, 2014 12:39 AM	Printing [e.g., rosters]
4	Aug 28, 2014 11:43 PM	I think we need more emphasis on the positive aspects of MyECC, and also to do away with the ridiculous, time-consuming, and often inaccurate paper copies of attendance sheets. Just doing things electronically for submission, and maybe printing one back-up paper copy of the final grade page should be enough.
5	Aug 28, 2014 10:29 PM	Registration issues come up too often for students. Too often sections aren't "parsed"
6	Aug 28, 2014 9:59 PM	Sometimes when I log on to MYECC, I can not access certain sections; e-mail, course rosters, for example.
7	Aug 28, 2014 9:29 PM	Accuracy of adds & drops.
8	Aug 28, 2014 7:47 PM	None
9	Aug 28, 2014 7:13 PM	I JUST NEED TO GET A BETTER HANDLE ON THINGS
10	Aug 28, 2014 4:52 PM	N/A
11	Aug 28, 2014 4:48 PM	Downloading rosters into excel files This is a must. And then downloading the rosters with the dates of when the class meets for the whole semester already in a spreadsheet. - Some campuses have that. It saves us so much time.
12	Aug 28, 2014 3:47 PM	none
13	Aug 28, 2014 3:09 PM	dbl entry of password to access emails....
14	Aug 28, 2014 12:58 PM	none
15	Aug 28, 2014 4:14 AM	Gradebook is not utilized as the main way to grade so I feel like I am wasting my time when I use it because I still have to fill out all the paperwork for attendance and grades at the college. I have used grade book for the past two semesters but am considering not this semester since it takes FOREVER to enter attendance and grades and then I still have to hand everything in on paper instead of electronically
16	Aug 28, 2014 3:59 AM	I have used BeachBoard at CSULB and it does everything. All grades are recorded online...there is not paperwork to submit. The board has everything that you would have from online teaching, except instruction is face to face. I do love BeachBoard, and wish EICo would take a peek and consider something similar.
17	Aug 27, 2014 10:57 PM	no opinion
18	Aug 27, 2014 10:41 PM	It would be great if we could link to students preferred email (instead of MyECC) or if MyECC had a prompt where students could set up forwarding to their preferred email when they first log in. Also if we could link to their cell phones - email to text - that would be great.
19	Aug 27, 2014 7:51 PM	In Gradebook you have to open each assignment separately. Wish we could have spreadsheet-like view that I can directly put data.
20	Aug 27, 2014 7:18 PM	We should be able to reinstate students online.
21	Aug 27, 2014 7:03 PM	I would sometimes try to submit files to print, but it would not go through or freeze. Also, I don't really like Microsoft outlook for e-mails. I would try to type the first part of someone's e-mail address and outlook would not complete it for me. I would have to look up e-mail address and paste to the To section, also from my contact list if I click on the e-mail address if the person I am trying to e-mail it does not direct me to a page where I can compose a message to that person.
22	Aug 27, 2014 7:02 PM	At times I cannot access rosters
23	Aug 27, 2014 5:48 PM	Why does the system have to be done so much? I have not experienced this in the three other institutions I have worked at. My husband work in the CSU system and their services are never shut down for maintenance. Why does this happen so much as ECC?!! [] Don Treat has not been very helpful. He seems so negative when trying anything new or innovative.[] [] Jason (of the help desk)--his attitude has improved somewhat, but still can be prickly at times.
24	Aug 27, 2014 5:16 PM	UI Interface
25	Aug 27, 2014 4:56 PM	malfunctioning ALL the time. SLOW. Also redundant steps/links to get to main goal or function
26	Aug 27, 2014 4:07 PM	Needs a 24-hour delay after grades submission to correct any errors
27	Aug 27, 2014 4:01 PM	see response to #15
28	Aug 27, 2014 3:54 PM	Usually my schedule is wrong or not showing all my classes. I don't like to sign in twice to get email. Nothing interesting is added to the homepage ever. I always get this error on the mainpage "Error retrieving data from Exchange Email e-mail account"
29	Aug 27, 2014 3:11 PM	I am not happy when it is down. Consistency would be appreciated.
30	Aug 27, 2014 2:53 PM	ability to download class roster into an excel format without having to copy and paste
31	Aug 25, 2014 4:19 AM	I am used to the interface, so I can navigate it well. However, I worry that it is not user-friendly for new students. I also frequently hear about students encountering basic problems with functionality (many could not log in last semester, even after the updates were complete, and even after following the instructions provided via the listserv). It also appears to go down at critical times during the semester.
32	Aug 22, 2014 11:38 PM	Accuracy of add/drops
33	Aug 22, 2014 5:00 AM	The system is very moody and sensitive and seems to "go down" an inordinate amount, especially during very important times, like when students are enrolling or grades are due. This is very aggravating to the user and disruptive to students and the college. The campus email is a problem - several times we have had virus problems and large email providers like yahoo or comcast refuse to accept our email. This has happened several times over the last three years. This is an enormous problem when you teach online and are not using ECC email with all your students and when you are emailing with colleagues on other campuses.

34	Aug 21, 2014 6:02 PM	It's an extremely slow system. For that reason, I tried and stopped using "gradebook" because I would enter grades and it would shut me out without saving the grades in the middle of what I was doing, or entering the scores or trying to make corrections was just way too slow.
35	Aug 20, 2014 7:18 AM	Do not Know.
36	Aug 19, 2014 11:32 PM	The ability to access my e-mail account through outlook without logging in twice. This is frustrating and ridiculous.
37	Aug 19, 2014 6:08 PM	When entering grades the option for grade forecasting should be gone. There is no point for it to still be a selection. The default at grade time should be "Submit Grades." It takes (and I don't remember exactly right now) about 7 clicks to get to be able to get into a class to submit grades. But the best part is that once the grades are submitted for a class you're thrown all the way back out and have to go through the entire process again. It's cumbersome. It needs to be streamlined.
38	Aug 19, 2014 2:10 AM	Delay and constant outages
39	Aug 19, 2014 12:37 AM	1. Inability to access reliably using Chrome.!! 2. Continued unresolved minor technical issues, like no longer being able to access by ECC email during a session, even after trying to fix the problem myself. Needing to refresh parts of the page in order to have access to them, even when you first log into the system.!! 3. Technical support does not appear to be staffed by anyone with more than a very basic set of technical knowledge. They have never been able to solve any of my problems. I end up getting a message like "call this person at x1234" as the solution. Tech support seems to me made for people who do not understand how to navigate the system, not to resolve actual problems.!! 4. Like I previously mentioned: there is actual training available for using this stuff?! I was not aware of that.!! 5. There appears to me more than one way to currently access things like rosters, depending upon the menu you choose to navigate. However, they do not both have the same functionality: for example, one one of them allows you to export your roster as a pdf or an excel spreadsheet, the other allows you to email your students. These two systems need to be merged into a single system with all of the functionality you want available at a single source.!! 6. I cannot email any attachments to students: this makes the email function much, much less useful. !! 7. That is all that I can think up off the top of my head right now.
40	Aug 18, 2014 10:21 PM	It is HORRIBLE that if one element of MyECC goes down, students can access NONE of the important parts of El Camino's online presence. The systems do not seem particularly stable, especially in looking at the numerous times all or part of the site was unavailable to some or all of my students in Spring 2014. Also, if we are going to submit grades online, it would be good to cease the hard copy paperwork - that is redundant work. Also in submitting grades, it would be very nice to have the ability to change a grade within a few minutes of clicking "submit" - if only to account for small mistakes.
41	Aug 18, 2014 9:39 PM	Names are not always alphabetized if there are two students with the same surname. Which mystifies me! It should be easier for me to access my students' contact information so I can contact them. The system seems to crash when our campus needs it most: registration, grade posting. There's no excuse for this. We owe it to our students to fix this.
42	Aug 18, 2014 2:53 PM	Mostly speed, being able to easily contact the entire class or group of students, having an automatic copy of emails to class sent to my email.
43	Aug 16, 2014 1:33 PM	See #20
44	Aug 15, 2014 5:23 PM	Insufficient capacity in server during extra-busy times.
45	Aug 14, 2014 9:31 PM	I don't know why hard copies are still necessary and why if using etudes gradebook there isn't something connected to webAdvisor to make it as smooth as if using the MyECC gradebook.
46	Aug 14, 2014 8:21 PM	none
47	Aug 14, 2014 4:58 PM	the number of links just to get to the roster
48	Aug 14, 2014 4:16 PM	If it is always available especially when grades are due (or more tech support during this time) would be helpful. I would like to set up a faculty web page.
49	Aug 14, 2014 2:27 PM	The system is very slow and often not working at all.
50	Aug 14, 2014 1:11 AM	There are too many cases in which the students cannot access the site. When you cannot access the system on the weekend, that is a real problem.
51	Aug 14, 2014 1:03 AM	When there are technical problems limiting or preventing access
52	Aug 13, 2014 10:27 PM	very hard to use and always down
53	Aug 13, 2014 7:02 PM	class rosters
54	Aug 13, 2014 5:15 PM	1. I have not used the gradebook because it often takes forever to load.!! 2. MyECC will sometimes drop students for no reason. It's not their fault. It's a glitch in our system and there is no way to correct it. The students lose their spots in class and they get blamed for the error. This is unacceptable.
55	Aug 13, 2014 4:18 PM	all--usually not even "up."
56	Aug 13, 2014 6:13 AM	There is no access to historical data. At other colleges you can go back for years and look at course data. The download of student data is so minimal. The roster download should include address and phone and email for all students in one file.
57	Aug 13, 2014 1:28 AM	Ability to print off multiple grade rosters at once, rather than printing them off one section at a time.
58	Aug 13, 2014 1:23 AM	Very slow loading times!
59	Aug 13, 2014 12:34 AM	Homepage is not clean or easy to navigate. Grades cannot be changed online after submitting.
60	Aug 12, 2014 11:47 PM	Emailing students enrolled in a course is not easy or flexible.
61	Aug 12, 2014 8:54 PM	Still does not load completely.
62	Aug 12, 2014 7:49 PM	In Seaport-3 I could copy everything of my class from last semester to next semester. It included even the announcements and would release them in similar time-line.
63	Aug 12, 2014 6:42 PM	Gradebook is a good program but too slow. It seems to have improved in speed a bit last year, but!! it's still quite slow and not all features work. !! I tried using the team sites in 2012 and gave up by the next year because access was so unreliable.!! Now I exclusively use a faculty webpage, which is much better through OU Educate.
64	Aug 12, 2014 6:03 PM	Speed and response of system
65	Aug 12, 2014 5:38 PM	During peak times - like end of semester - system is very slow and often non responsive - Sometime the grades would never load - and to do it several times to get it to go through
66	Aug 12, 2014 3:41 PM	It's difficult to navigate once in WebAdvisor.

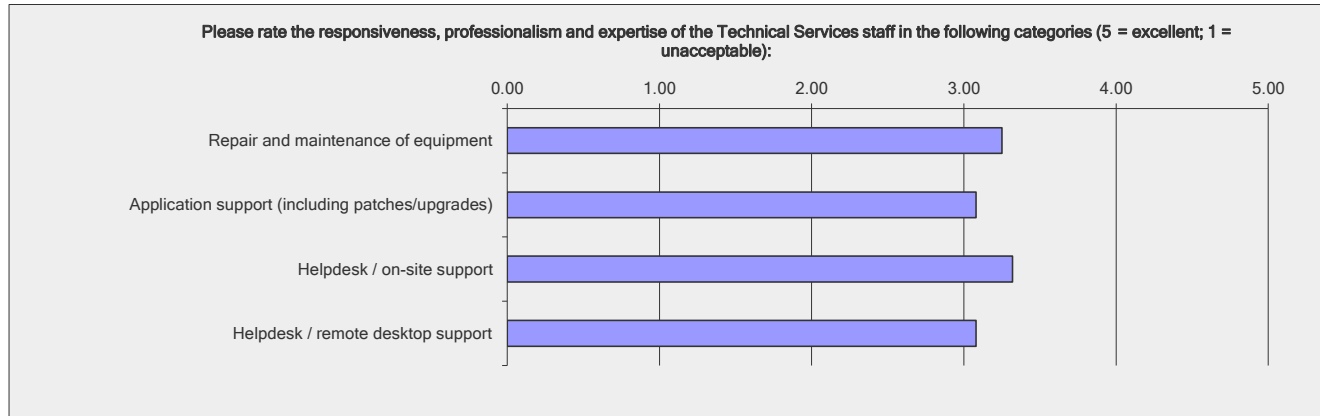
67	Aug 12, 2014 9:57 AM	WebAdvisor does not indicated drops prior to the class start date (in my experience). I have noticed I am unable to view those students who drop the class before the class start date even when selecting the checkbox to view them on the Original Class roster page. I would like to see accuracy in this capacity.
68	Aug 12, 2014 2:18 AM	Unreliable---unreliable---unreliable---constantly down at critical times such as at the beginning of the semester
69	Aug 11, 2014 11:58 PM	Lack of technical support; response times; terrible online grading system
70	Aug 11, 2014 10:51 PM	not 'timely'
71	Aug 11, 2014 10:28 PM	not having access to e-mail from My ECC
72	Aug 11, 2014 10:07 PM	Students are encountering technical difficulties in registering online for bio. 101 #1112.
73	Aug 11, 2014 8:50 PM	So much is lacking with it, but mostly I am frustrated that it is not consistently accessible. Portions of it are down so often that it really interferes with my ability to perform my job and with my students' ability to succeed. I have some students who absolutely cannot access MyECC at all and are given the run-around and end up telling me they are just going to enroll at another college. The grade book has so many glitches, and I have to repeatedly post grades and I waste a lot of time because of the problems. Access is not available to students at crucial times (such as when they need to go to the online library databases to do research or check email), nor is it available to faculty sometimes when we most need it.
74	Aug 11, 2014 7:55 PM	Many times access is not available. This is particularly frustrating when you are required to use MyECC/WedAssign to take of school business.
75	Aug 11, 2014 7:53 PM	quickness
76	Aug 11, 2014 7:35 PM	Posting grades and accessing faculty information can be difficult.
77	Aug 11, 2014 7:07 PM	The reproduction system (ordering xerox copies) is time consuming and tedious to use. I'd appreciate someone's streamlining that process.
78	Aug 11, 2014 6:45 PM	At times when I submit grades I do not receive an email confirmation for all of my classes. It makes me wonder if the grades have been received and I have nothing for my records to verify that my grades were submitted.
79	Aug 11, 2014 6:26 PM	I don't use Etudes because of all the problems. I find our system convoluted and difficult for students to use. Too many errors occur during important times of the semester. Submitting grades takes a great deal of time often because the system seems overloaded. Wait time to get computer assistance/fixes is unacceptable. This is no reflection of the staff working, but an indication that our tech support center is seriously understaffed.
80	Aug 11, 2014 6:08 PM	I hate that I can't check my grades before submitting. This has caused me to make mistakes that take a long time to correct. There should be one more screen that is uncluttered that we can use to check the grades before submitting.
81	Aug 11, 2014 5:54 PM	i tried the gradebook but it did not mesh with etudes - they all need to work seamlessly together... I do not want to make more work for myself.
82	Aug 11, 2014 5:19 PM	Team Sites are clunky. The ECC Gradebook is unusable - it takes about 20 minutes to post grades for one assignment.
83	Aug 11, 2014 4:33 PM	dependability of funtion
84	Aug 11, 2014 3:49 PM	class rosters (adds/drops) are too slow to update on myecc; system for submitting grades is sometimes down and there is no verification confirmation once grades are actually submitted; no technical support if submitting grades fails; myecc email is always down
85	Aug 11, 2014 3:22 AM	ease if use, up to date data, better version (later) of Outlook with forwarding features to regular email.
86	Aug 11, 2014 12:05 AM	the worst is the dumb grade submission program. you should be able to enter a grade and press tab or enter ONCE to get to the next student. The current time-wasting setup requires you to either move to the next student by mouse ( which means moving the hand that was typing the grade to a mouse every time) or pressing tab FOUR times between EVERY student. This means for a class of 35 I have to press TAB 140 times! ridiculous! With four classes that is 560 times of pressing tab just to enter grades. I have never used the online grade program for the semester for the same reason: it's hard to get around the page plus the access is SLOW. If the programmers say they can't fix this problem it is because they are LAZY and it is a lie. This can and SHOULD be fixed to be more user friendly. Besides being a huge waste of time it hurts my wrists when I have to use the stupid mouse so much to avoid the tab button problem.
87	Aug 10, 2014 10:31 PM	Can't think of any...sometimes it's very slow.
88	Aug 9, 2014 9:54 PM	Response times are slow. System is down too often.
89	Aug 9, 2014 2:37 PM	Consistency.
90	Aug 8, 2014 9:06 PM	There are many buttons but I have met few people who actually use it to its full potential because it isn't user friendly and there's no training when new technology is introduced on campus. Even a brief pdf guide of how to use it would be useful. If one exists I'm not aware of it.
91	Aug 8, 2014 6:29 PM	The ability to reinstate students.
92	Aug 8, 2014 6:10 PM	Grade book is terrible bc it cannot be customized to match my grading system. It is hard to even develop a compromise.
93	Aug 8, 2014 6:07 PM	When I try to email students from MyECC, it doesn't allow me to attach files.
94	Aug 8, 2014 6:00 PM	A more user friendly grade book. I don't use it because it takes WAY too long to input scores and calculate grades.
95	Aug 8, 2014 5:32 PM	Everything takes forever to load, kicks me out all the time and asks for credentials all the time, once I have signed in, I have to load faculty information after I have signed in. the grade submission requires going in and out of the program.
96	Aug 8, 2014 1:46 PM	I used to use the Team Sites all the time, but I found that when the system went down, it was very unpredictable for the students, so I stopped using them.
97	Aug 8, 2014 1:41 PM	loads slow, loses info, says "error" at least once every two minutes
98	Aug 8, 2014 2:40 AM	No longer able to link to e-mail. Streamline process, fewer clicks. For example, in "Grading" on the Faculty Menu, the first thing it asks me to do is Select the term. Put the current term as default, and let me select the class. Can I put in grades for a past or future term?
99	Aug 8, 2014 2:38 AM	Am still having trouble accessing some features (e.g. enrollment rosters, email) after last upgrade.
100	Aug 8, 2014 1:48 AM	We have a Humanities area within MyECC. The problem I experience is that many of the files located there don't open. It's beyond frustrating. The idea of finding all files in one place is great, but it doesn't work properly (and yes, I have the latest version of Explorer--and yes, I have tried other browsers).
101	Aug 8, 2014 12:50 AM	ease of use - not user friendly - should not have to log in 2 times to emails - lack of tech support, system in goes down too often, too many steps to submit grades, drops, etc.
102	Aug 7, 2014 11:55 PM	It's just not that intuitive for new faculty like me to figure out.



103	Aug 7, 2014 11:03 PM	1. I'd like to see rosters updated with adds/drops more quickly. ☐ 2. I'd also like to see a quicker way to print rosters (Right now, it takes multiple steps.) ☐ 3. Is it possible to "group" conversation threads (i.e., all replies) so that multiple replies to one conversation thread doesn't clog our email inbox?☐ Most importantly though, it seems like the system is "down" often...
104	Aug 7, 2014 10:56 PM	24/7 access.
105	Aug 7, 2014 10:53 PM	n/a
106	Aug 7, 2014 10:40 PM	The grade posting didn't work temporarily because of over use at least at one point during finals
107	Aug 7, 2014 10:31 PM	All the others. The mere fact that rosters aren't updated immediately and automatically/consequently to online dropping of students is absurd.
108	Aug 7, 2014 10:22 PM	I don't have any idea what other features are possible.
109	Aug 7, 2014 9:51 PM	direct paths to necessary rosters, accurate and up-to-date rosters
110	Aug 7, 2014 9:44 PM	Students should be able to make appointments with faculty via Calendar through the ECC mailsystem, much in the same way faculty can make appointments for meetings etc. with administration and other faculty
111	Aug 7, 2014 9:38 PM	Students don't check their MyECC for messages
112	Aug 7, 2014 9:22 PM	Again you get what you pay for. It's slow. Unreliable on weekends and peak times.
113	Aug 7, 2014 8:59 PM	Finding anything on the home page is very difficult; need a search that takes user to spots within the website, not just to articles.
114	Aug 7, 2014 8:25 PM	One problem is the long time it takes to load - I don't use the calendar or schedule - is there some way to block these items to allow for faster loading and access to the site?
115	Aug 7, 2014 8:23 PM	ECC Forms Library. When I try to locate a form, say hourly faculty time sheet, I can't download it from an online source
116	Aug 7, 2014 8:19 PM	The headings are vague and confusing (faculty information vs. something else--I have no idea where to look for what I want. Lack of "radio buttons" when you select a course roster. Little drop-down menus are not noticeable enough (which semester--default should always be the current one.) etc. Little details that bug me all the time.
117	Aug 7, 2014 8:07 PM	The ability to migrate data from Etudes to the grade submission page.
118	Aug 7, 2014 7:55 PM	I was distraught when they cleaned out my email. Yikes! I assumed it would be there 'always.'

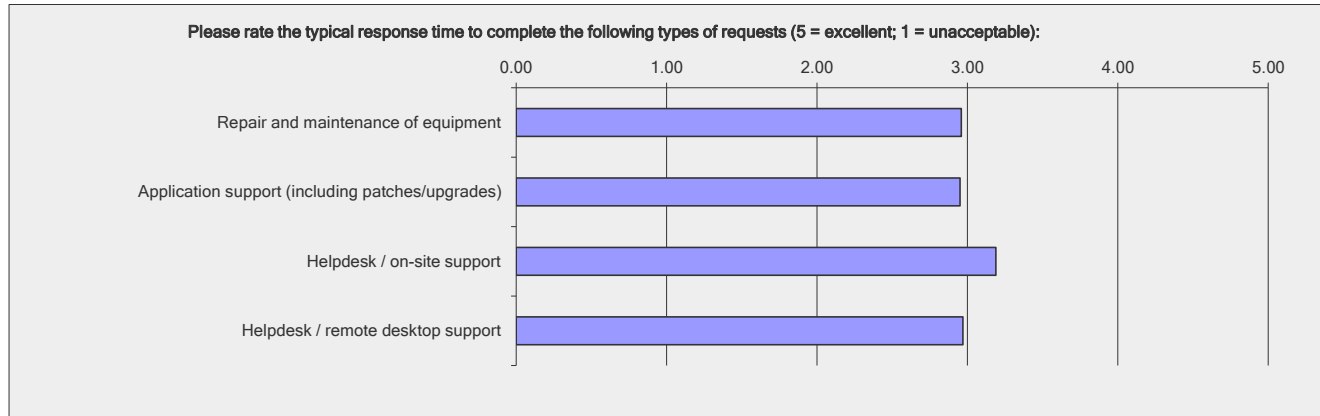
**Q27: Please rate the responsiveness, professionalism and expertise of the Technical Services staff in the following categories (5 = excellent; 1 = unacceptable):**

Answer Options	Excellent	Good	Acceptable	Not good	Unacceptable	Rating Average	Response Count
Repair and maintenance of equipment	27	49	44	29	16	3.25	165
Application support (including patches/upgrades)	17	46	48	31	18	3.08	160
Helpdesk / on-site support	28	49	50	30	11	3.32	168
Helpdesk / remote desktop support	20	37	56	36	14	3.08	163
<b>answered question</b>							<b>170</b>
<b>skipped question</b>							<b>24</b>



**Q28: Please rate the typical response time to complete the following types of requests (5 = excellent; 1 = unacceptable):**

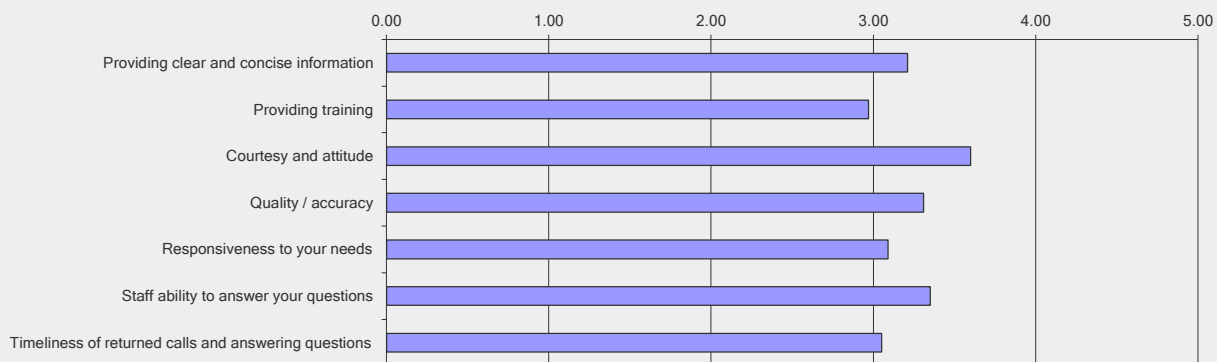
Answer Options	Excellent	Good	Acceptable	Not good	Unacceptable	Rating Average	Response Count
Repair and maintenance of equipment	20	39	38	41	22	2.96	160
Application support (including patches/upgrades)	14	40	50	32	22	2.95	158
Helpdesk / on-site support	23	47	44	31	16	3.19	161
Helpdesk / remote desktop support	18	36	47	43	17	2.97	161
<b>answered question</b>							<b>166</b>
<b>skipped question</b>							<b>28</b>



**Q29: For each of the following criteria, indicate how Technical Services is performing overall (5 = excellent; 1 = unacceptable):**

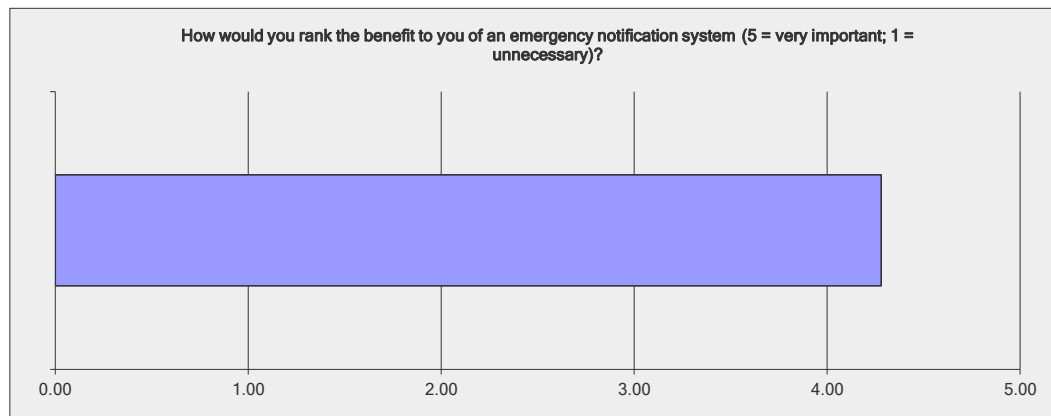
Answer Options	Excellent	Good	Acceptable	Not good	Unacceptable	N/A	Rating Average	Response Count
Providing clear and concise information	24	36	61	18	17	10	3.21	166
Providing training	9	39	50	23	19	22	2.97	162
Courtesy and attitude	41	43	56	14	7	6	3.60	167
Quality / accuracy	25	45	49	30	8	7	3.31	164
Responsiveness to your needs	22	39	49	33	18	6	3.09	167
Staff ability to answer your questions	36	36	49	28	12	4	3.35	165
Timeliness of returned calls and answering questions	23	30	57	30	19	6	3.05	165
<i>answered question</i>								<b>171</b>
<i>skipped question</i>								<b>23</b>

**For each of the following criteria, indicate how Technical Services is performing overall (5 = excellent; 1 = unacceptable):**



Q30: How would you rank the benefit to you of an emergency notification system (5 = very important; 1 = unnecessary)?

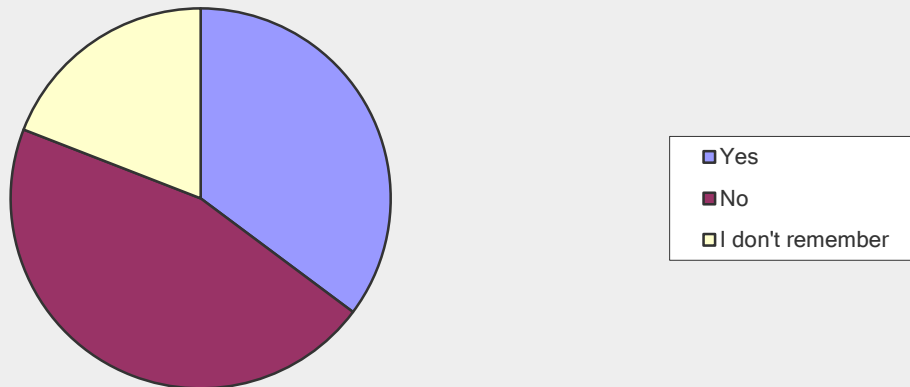
Answer Options	Very Important	Some value	Neutral	Low value	Unnecessary	Rating Average	Response Count
	94	43	26	4	4	4.28	171
	<i>answered question</i>						171
	<i>skipped question</i>						23



**Q31: Are you participating in the opt-in campus emergency notification system? This system is joined by sending a text message to address 888-777 with the message body of either "ECCPD" (for Torrance campus) or "CECPD" (for Compton Center).**

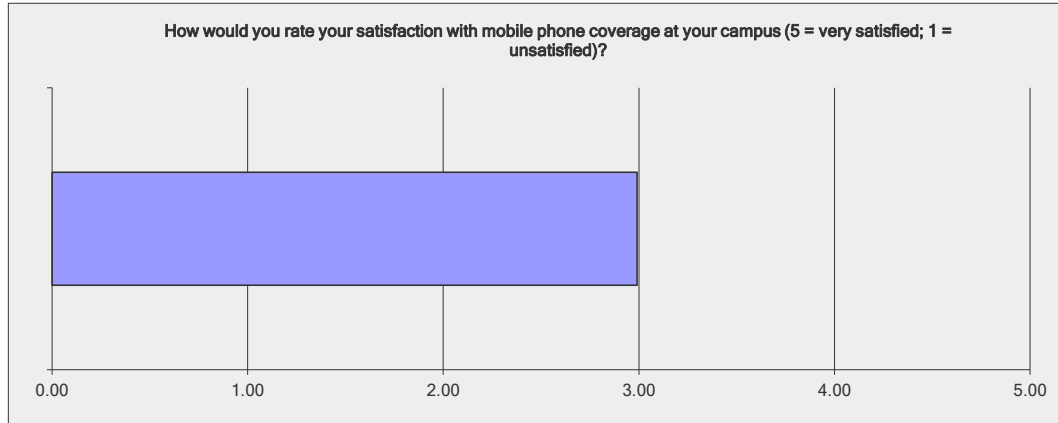
Answer Options	Response Percent	Response Count
Yes	35.2%	57
No	45.7%	74
I don't remember	19.1%	31
<b><i>answered question</i></b>		<b>162</b>
<b><i>skipped question</i></b>		<b>32</b>

**Are you participating in the opt-in campus emergency notification system? This system is joined by sending a text message to address 888-777 with the message body of either "ECCPD" (for Torrance campus) or "CECPD" (for Compton Center).**



**Q32: How would you rate your satisfaction with mobile phone coverage at your campus (5 = very satisfied; 1 = unsatisfied)?**

Answer Options	Very Satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	N/A	Rating Average	Response Count
	18	48	36	31	27	14	2.99	174
<i>answered question</i>								<b>174</b>
<i>skipped question</i>								<b>20</b>



Q33: Please specify your primary mobile phone carrier:

Answer Options	Response Count
	156
<i>answered question</i>	156
<i>skipped question</i>	38

Response Date	Response Text
1 Aug 30, 2014 4:42 AM	Sprint
2 Aug 30, 2014 4:22 AM	Verizon
3 Aug 30, 2014 12:57 AM	Sprint
4 Aug 29, 2014 7:02 PM	T-Mobile
5 Aug 29, 2014 6:50 PM	t mobile
6 Aug 29, 2014 6:15 PM	Sprint
7 Aug 28, 2014 11:54 PM	Verizon Wireless
8 Aug 28, 2014 10:52 PM	tmobile
9 Aug 28, 2014 10:31 PM	T Mobile
10 Aug 28, 2014 10:02 PM	AT & T
11 Aug 28, 2014 9:31 PM	verizon
12 Aug 28, 2014 8:42 PM	Verizon
13 Aug 28, 2014 8:30 PM	T-mobile
14 Aug 28, 2014 8:00 PM	Tmobile
15 Aug 28, 2014 7:49 PM	Sprint
16 Aug 28, 2014 7:36 PM	att
17 Aug 28, 2014 7:18 PM	I DON'T KNOW WHERE IT IS
18 Aug 28, 2014 4:51 PM	T-Mobile
19 Aug 28, 2014 4:32 PM	Sprint
20 Aug 28, 2014 3:49 PM	t-Mobil
21 Aug 28, 2014 3:14 PM	verizon
22 Aug 28, 2014 1:57 PM	verizon
23 Aug 28, 2014 1:02 PM	verizon
24 Aug 28, 2014 4:15 AM	att
25 Aug 28, 2014 4:03 AM	Verizon
26 Aug 28, 2014 1:47 AM	Verizon
27 Aug 27, 2014 11:59 PM	ATT
28 Aug 27, 2014 10:59 PM	AT and T
29 Aug 27, 2014 10:51 PM	ATT
30 Aug 27, 2014 9:19 PM	AT&T
31 Aug 27, 2014 8:08 PM	AT&T
32 Aug 27, 2014 7:55 PM	verizon
33 Aug 27, 2014 7:20 PM	Verizon
34 Aug 27, 2014 7:05 PM	Verizon
35 Aug 27, 2014 5:54 PM	att
36 Aug 27, 2014 5:18 PM	At&T
37 Aug 27, 2014 5:03 PM	AT&T
38 Aug 27, 2014 5:00 PM	ATT
39 Aug 27, 2014 4:30 PM	ATT
40 Aug 27, 2014 4:11 PM	T-Mobile
41 Aug 27, 2014 4:09 PM	none
42 Aug 27, 2014 4:04 PM	Verizon
43 Aug 27, 2014 3:58 PM	AT&T
44 Aug 27, 2014 3:11 PM	T Mobile
45 Aug 27, 2014 2:53 PM	Sprint
46 Aug 27, 2014 2:25 PM	Verizon
47 Aug 25, 2014 4:29 AM	ATT
48 Aug 22, 2014 11:50 PM	Verizon
49 Aug 22, 2014 3:13 PM	Sprint
50 Aug 22, 2014 5:10 AM	AT&T - doesn't reach my office in SOCS
51 Aug 21, 2014 6:12 PM	AT&T
52 Aug 20, 2014 7:21 AM	AT&T
53 Aug 19, 2014 11:37 PM	at&t
54 Aug 19, 2014 6:16 PM	T-Mobile
55 Aug 19, 2014 2:11 AM	att
56 Aug 19, 2014 12:42 AM	Verizon Wireless
57 Aug 18, 2014 10:28 PM	t-mobile
58 Aug 18, 2014 9:53 PM	AT&T
59 Aug 18, 2014 2:58 PM	Verizon
60 Aug 16, 2014 1:36 PM	AT&T
61 Aug 16, 2014 7:13 AM	T Mobile
62 Aug 15, 2014 6:28 PM	Sprint
63 Aug 15, 2014 5:44 PM	AT&T
64 Aug 14, 2014 8:22 PM	verizon
65 Aug 14, 2014 5:00 PM	verizon
66 Aug 14, 2014 4:30 PM	verizon

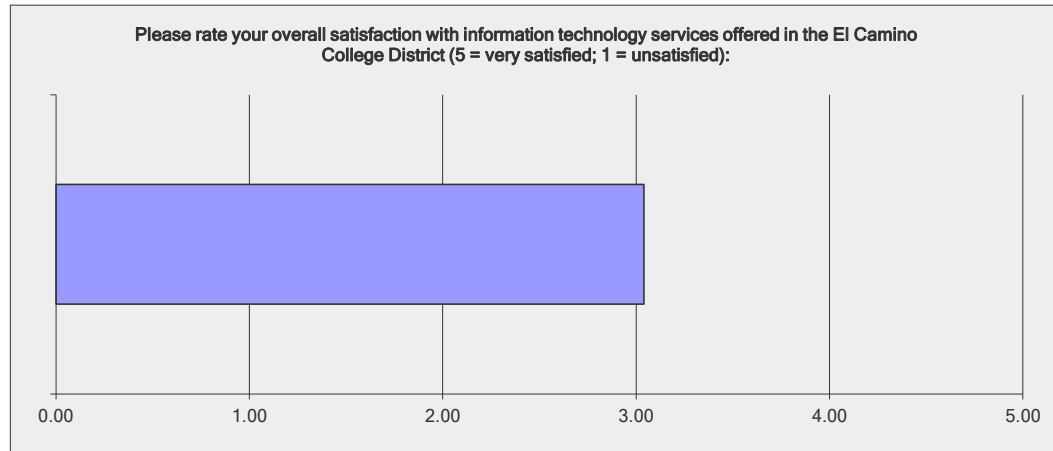


67	Aug 14, 2014 2:31 PM	Verizon
68	Aug 14, 2014 1:18 AM	Verizon
69	Aug 14, 2014 1:16 AM	Verizon
70	Aug 14, 2014 1:08 AM	AT&T
71	Aug 13, 2014 10:29 PM	t-mobile
72	Aug 13, 2014 7:57 PM	Att
73	Aug 13, 2014 5:16 PM	t-mobile
74	Aug 13, 2014 4:20 PM	t-Mobile
75	Aug 13, 2014 6:29 AM	AT&T
76	Aug 13, 2014 1:30 AM	Sprint
77	Aug 13, 2014 1:30 AM	Sprint
78	Aug 13, 2014 12:39 AM	AT&T
79	Aug 12, 2014 11:49 PM	Tracdat
80	Aug 12, 2014 10:22 PM	Verizon
81	Aug 12, 2014 8:56 PM	T-Mobile
82	Aug 12, 2014 7:56 PM	Consumer Cellular
83	Aug 12, 2014 6:47 PM	Sprint
84	Aug 12, 2014 6:11 PM	AT&T
85	Aug 12, 2014 5:46 PM	AT&T
86	Aug 12, 2014 3:48 PM	Sprint
87	Aug 12, 2014 9:59 AM	T-Mobile
88	Aug 12, 2014 2:23 AM	Verizon
89	Aug 12, 2014 1:09 AM	Verizon
90	Aug 12, 2014 12:07 AM	Currently using Sprint but considering switching
91	Aug 12, 2014 12:00 AM	Verizon
92	Aug 11, 2014 11:50 PM	Sprint
93	Aug 11, 2014 10:54 PM	t-mobile and metro pcs
94	Aug 11, 2014 10:54 PM	AT&T
95	Aug 11, 2014 10:32 PM	Verizon
96	Aug 11, 2014 10:09 PM	T mobile
97	Aug 11, 2014 9:02 PM	Verizon Wireless
98	Aug 11, 2014 8:27 PM	Verizon
99	Aug 11, 2014 8:00 PM	Verizon
100	Aug 11, 2014 7:55 PM	AT&T
101	Aug 11, 2014 7:54 PM	Verizon
102	Aug 11, 2014 7:48 PM	at&t
103	Aug 11, 2014 7:45 PM	sprint
104	Aug 11, 2014 7:09 PM	ATT
105	Aug 11, 2014 7:04 PM	Verizon
106	Aug 11, 2014 6:47 PM	AT&T
107	Aug 11, 2014 6:43 PM	Verizon
108	Aug 11, 2014 6:41 PM	att
109	Aug 11, 2014 6:33 PM	Verizon
110	Aug 11, 2014 6:21 PM	Verizon
111	Aug 11, 2014 5:55 PM	ATT
112	Aug 11, 2014 5:32 PM	verizon
113	Aug 11, 2014 5:27 PM	ATT
114	Aug 11, 2014 4:54 PM	verizon
115	Aug 11, 2014 4:46 PM	AT&T
116	Aug 11, 2014 3:52 PM	t-mobile
117	Aug 11, 2014 12:09 AM	decline to state
118	Aug 10, 2014 10:34 PM	Veizon
119	Aug 10, 2014 1:34 AM	Verizin
120	Aug 9, 2014 9:57 PM	Sprint
121	Aug 9, 2014 2:38 PM	T-Mobile
122	Aug 8, 2014 9:13 PM	Verizon
123	Aug 8, 2014 6:38 PM	ATT
124	Aug 8, 2014 6:37 PM	T-Mobile
125	Aug 8, 2014 6:30 PM	Att
126	Aug 8, 2014 6:08 PM	tmobile
127	Aug 8, 2014 6:04 PM	verizon
128	Aug 8, 2014 5:34 PM	verizion
129	Aug 8, 2014 3:36 PM	ATT
130	Aug 8, 2014 1:49 PM	AT&T
131	Aug 8, 2014 1:42 PM	
132	Aug 8, 2014 4:35 AM	AT&T
133	Aug 8, 2014 4:29 AM	T mobile
134	Aug 8, 2014 2:50 AM	Verizon
135	Aug 8, 2014 2:42 AM	verizon
136	Aug 8, 2014 2:42 AM	AT&T
137	Aug 8, 2014 2:41 AM	AT&T
138	Aug 8, 2014 12:51 AM	t-mobile
139	Aug 7, 2014 11:57 PM	Verizon
140	Aug 7, 2014 11:49 PM	att
141	Aug 7, 2014 11:06 PM	AT&T

142	Aug 7, 2014 10:59 PM	verizon
143	Aug 7, 2014 10:55 PM	verizon
144	Aug 7, 2014 10:41 PM	don't use
145	Aug 7, 2014 10:33 PM	AT&T
146	Aug 7, 2014 10:33 PM	Verizon
147	Aug 7, 2014 9:55 PM	AT&T
148	Aug 7, 2014 9:42 PM	AT&t
149	Aug 7, 2014 9:23 PM	Verizon
150	Aug 7, 2014 9:01 PM	Verizon
151	Aug 7, 2014 8:58 PM	Verizon
152	Aug 7, 2014 8:28 PM	AT&T - There's little to no connection from SOCS building
153	Aug 7, 2014 8:25 PM	ATT
154	Aug 7, 2014 8:23 PM	AT &T
155	Aug 7, 2014 8:10 PM	Verizon
156	Aug 7, 2014 7:57 PM	T-Mobil

**Q34: Please rate your overall satisfaction with information technology services offered in the El Camino College District (5 = very satisfied; 1 = unsatisfied):**

Answer Options	Very Satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	Rating Average	Response Count
	14	59	42	34	23	3.04	172
<i>answered question</i>							<b>172</b>
<i>skipped question</i>							<b>22</b>



**Q35: Please offer any other comments on technology at ECCD.**

Answer Options	Response Count
	83
<i>answered question</i>	<b>83</b>
<i>skipped question</i>	<b>111</b>

	Response Date	Response Text
1	Aug 30, 2014 12:57 AM	<p>ECC does not encourage online teaching. The administrators at the top make policies that openly discourage if not penalize online teaching. []</p> <p>For example, for a 6-week class in the summer, the same class offered online takes 8 weeks with the same pay. Is this legal? Also, online faculty must hold office hours on campus, despite the fact that today's students use emails and class websites to ask questions and do so 24/7. []</p> <p>Such policies are not only unfair but also against the college mission: i.e., to serve students better. The fact is faculty cannot answer students' questions while driving on freeways. []</p> <p>For the college to meet the expectations of today's higher education needs, we must replace the backward-thinking administrators with the forward-thinking ones. The policies must change from the top!</p>
2	Aug 28, 2014 11:54 PM	<p>I think I outlined most of my concerns and some of the things that they do well or promptly in the above.[]</p> <p>They need help or more people or more money or all of the above.[]</p> <p>Some of the lack of responsiveness (and tied with things like Admission and Records...who needs 3-5 inaccurate "mandatory" pages of class rosters that we have to fill in and then have to link up with the usually more up to date and accurate add and drop dates, grade submissions, etc.?) is a major sticking point with me especially in the last 1-2 years.[]</p> <p>I think there is A LOT of room for improvement with all the different Admissions/ roster links and Information/Technology Services at El Camino College. In spite of that, and the ridiculously lame parking availability for faculty/staff and likely the students as well, I do love my job and am committed to being at El Camino College.[]</p> <p>This electronic survey gives me an opportunity to outline some of the problems/challenges of being a full-time faculty and how the ITS and related systems could better serve us to serve the students from my 5+ years of experience at the ECC main campus.[]</p> <p>Thank you.</p>
3	Aug 28, 2014 10:31 PM	Not progressive.
4	Aug 28, 2014 10:02 PM	I would like the opportunity to evaluate and see a comparison spread sheet on the different platforms and the pros and cons of each; as I have only used Etudes I do not have a point of comparison.
5	Aug 28, 2014 8:42 PM	<p>Charles and Bruce have been great to work with. They are both very helpful and positive people.[]</p> <p>I have noticed an improvement in Jason's attitude on the Help Desk. I appreciate that.[]</p> <p>I don't understand Don Treat's negative attitude. I feel innovation or change on this campus is more problematic because of this attitudinal barrier. Supervisors need to be upbeat, innovative, and energized. Would give a whole different feel to ITS.[]</p> <p>My biggest issue with ITS is the number of times our system goes down, either because of technical issues or to "update" the system. I work at several other institutions, and this rarely happens. Yet, at ECC it occurs every semester, sometimes several times a semester. Why?</p>
6	Aug 28, 2014 7:49 PM	We need wireless
7	Aug 28, 2014 7:18 PM	I JUST NEED TO GET MORE PREPARED FOR THE OVER ALL SYSTEM
8	Aug 28, 2014 3:14 PM	ECC at Compton Center needs technology upgrading immediately....smart media in classrooms!
9	Aug 28, 2014 1:02 PM	Time line response sometimes not prompt or at times there is no live person to answer your call
10	Aug 28, 2014 4:03 AM	<p>I do think the current myecc web service is lacking compared to the BeachBoard portal I also use at CSULB. It makes grading, submitting grades, posting assignments, handouts, syllabis a snap. This is one are that I think ElCo can greatly improve on, and at the end of the day...it benefits the students the most!![]</p> <p>I'm not a techy, so anything you can do to "keep it simple" is greatly appreciated:)</p>
11	Aug 27, 2014 10:59 PM	I wasn't sure how to answer #21. Maybe I'm not familiar with the "opt-in campus emergency notification system by that term.

12	Aug 27, 2014 10:51 PM	<p>Internal technical issues are completely ignored. ¶</p> <p>1. I have been requesting my email and datatel access to be changed to reflect a name change since December 2013 (it is now the end of August 2014). I repeatedly follow up with no response.¶</p> <p>2. I'm on the new server and people who read my emails from the web based outlook and some mobile devices can not see my attachments, only people who use the desktop version of outlook or who use a non-ECC email can see my attachments - this is actually a common problem, other faculty and staff have shared this with me. I keep getting referred to the same, very nice, person in ITS. Each time I tell him about the problem its as if its a brand new problem (I have gone over this with him on three separate occasions). His first response is that its not really happening, then I forward multiple emails to him from people who can not see my attachments when they are clearly there, then he ignores me until I happen to see him on campus and we start all over again.¶</p> <p>I work with grants to fund multiple programs. My programs have brought in _millions_ of dollars to campus. It's a bit ridiculous to have to explain to potential funders that my email address does not reflect my name when I give them my card. It is burdensome and embarrassing to explain that, yes, there really is an attachment there - can you please forward it to a non-ECC email account so you can read it.</p>
13	Aug 27, 2014 8:37 PM	No Comments
14	Aug 27, 2014 7:55 PM	So far I didn't call for technical support/help or repair; only once I can recall, though I have been working here since 2008. (So part of the survey I wanted to answer as N/A but could not find it so I put "neutral") I believe that means the technical group is doing a great job! Thank you for your great work!
15	Aug 27, 2014 7:05 PM	Get rid of Etudes and bring back Blackboard
16	Aug 27, 2014 5:00 PM	The services and technology offered do not match the façade put on by PR/advertising/school mission statement, etc. The facilities, technology, services are simply not prioritized here and do not support the student, staff, and faculty needs.
17	Aug 27, 2014 4:04 PM	N/A should have been available for all questions in this survey.
18	Aug 27, 2014 3:58 PM	<p>More help for staff and students when school is starting. Timely response for help when off line!¶</p> <p>Cellphone service is poor on the westside of campus. No wifi on westside.¶</p> <p>Fix the error message that every new student gets "constituency" that is ridiculous!</p>
19	Aug 27, 2014 2:53 PM	Technology already placed in classroom (i.e. projectors) should be checked before the start of each semester to ensure they are working properly.
20	Aug 25, 2014 4:29 AM	My main concern about technology at ECC is the registration process for students. Because our school is behind in our enrollment goals, I think it is essential that we remove any unnecessary barriers to student access. This means they should be able to count on MyECC at critical times in the semester. There are also cases where I am disappointed that there is no technological solution to registration problems. For example, honors courses are not identified as such in the online registration system. A student needs to access the .pdf in order to realize that s/he is registering for an honors class, but many don't. Consequently, I have taught a class in which a large number of students were enrolled in a honors class but did not realize they were. I find this very unfair, as now the student must either take a class s/he had no intention of signing up for OR attempt to find a non-honors class after the semester has already started.
21	Aug 22, 2014 11:50 PM	Overall i'am satisfied with the technology information from Compton Center.
22	Aug 22, 2014 5:10 AM	<p>When everything is up and running, it is okay. But, we seem to have frequent and extreme disruptions. For online instructors, like myself, those disruptions are very aggravating to us and anxiety provoking to our students. Also, in spring 2014 my email was down for nearly a week and then was intermittently up and down after that. This made me look unprofessional with my students and colleagues on other campuses. Over the past several years we've had problems with viruses that have caused major email servers like yahoo and comcast to refuse our emails. Please revive the policy of having email notifications when an email is not sent or has a wrong address. We received those notifications in the past, but no longer do. Again, it looks unprofessional to students and colleagues when I think I've sent an email but it wasn't sent for one reason or another (like spazzy typing on my part!).¶</p> <p>The students would really like better wifi access across campus (me too!). ¶</p> <p>Thanks for asking for my input!!!</p>
23	Aug 21, 2014 6:12 PM	I feel that fixing or replacing MyECC with another system should be a priority. It is simply unusable for many functions, and it has resulted in too much frustration and lost time and productivity for staff and students alike.
24	Aug 20, 2014 5:43 PM	<p>My dissatisfaction stems from lack of enough qualified support personnel to assist in my classroom needs. Additionally there is the lack of up to date equipment, and wireless access in my classroom. ¶</p> <p>The "system" is unresponsive and frustrating to the students as well. I'm sure you must be aware of the constant problems for students during registration.¶</p> <p>Finally, the campus email system is cumbersome and inefficient.</p>
25	Aug 20, 2014 7:21 AM	We need new laptops ASAP, Thank you.
26	Aug 19, 2014 11:37 PM	The MyECC portal is ALWAYS having problems at very inconvenient times for faculty. For example, when grades need to be submitted or when rosters need to be obtained at the beginning of a new semester. I never encounter these technological problems or setbacks at the other institution where I work.
27	Aug 19, 2014 6:16 PM	When I was issued my first laptop it was set up in such a way that I could load whatever programs I needed. That still works. I was also able to control control when updates would load. I can no longer control that. So now the machine becomes "hijacked" by updates loading automatically and the machine becomes unusable for long periods of time. Since I was assigned the laptop, and have been made financially responsible for it, it's to my benefit to take care of it and to take in all of the updates as they come along. The way it is now, it's become nothing more than an expensive radio for me.
28	Aug 19, 2014 2:11 AM	ALL CLASSROOMS SHOULD HAVE COMPUTERS!

29	Aug 18, 2014 10:28 PM	<p>I believe the expertise of the people at ITS are competent and well-meaning, but the systems we use are unnecessarily complicated, offer little access to real support, require too much training on the part of the student and faculty, are unstable and poorly bundled - if one thing goes down, it is difficult to access anything. ¶</p> <p>I deeply wish the college would ¶</p> <p>1) Abandon the use of Etudes in favor of something sensible like BlackBoard and ¶</p> <p>2) Unbundle all major online services from the Portal so that there could be separate logins for email, registration and course management systems.</p>
30	Aug 18, 2014 9:53 PM	<p>It's very difficult to answer some of these questions because there is tremendous variation in the levels of expertise and commitment to service. Also, in many cases I believe we have too few people with too little training doing the job of a whole team of people. Our Help Desk does the best they can. But they seem significantly understaffed. Our portal seems not to work when we need it most. ¶</p> <p>PLEASE provide us with email that isn't deleted after 180 days. As a college we function in on a 10-month schedule. If you need an email from the last "cycle" and go searching for it this cycle, it was deleted months ago by the time you go back to look for it. Even with archiving, that adds additional steps when being able to search in one place would be so much more efficient.¶</p> <p>Improved communication could make a big difference. There are typos and grammatical errors in some of the messages that go out from ITS. This erodes their credibility. I've called the help line and stayed on hold, later finding out the staff was out at training. ¶</p> <p>Howard, Sal and Norman go above and beyond on a daily basis to provide hardware and assistance. Sheryl Kimball, Claudio Vilchis and Don Treat are highly committed to customer service. I appreciate their long-term commitment to doing more with less. ¶</p> <p>Our website needs to be a LOT more user-friendly. It often has outdated information. For example, phone numbers that do not direct the caller to dial the main number and then an extension. This change was made years and years ago yet the website doesn't reflect it. This must be very frustrating for people who don't know they need to first dial the main number and can't dial extensions directly. Many of the pages are packed with text and look like they've been cobbled together by several authors. This is the "front door" for our institution. First impressions are very important!!!</p> <p>Thank you.</p>
31	Aug 18, 2014 2:58 PM	<p>Technology changes quickly. I try to find tools that I can use in the classroom and sometimes I am not able to use them. I am unable at this point, though, to remember which ones. I went to a technology seminar with many easy to use tools for the classroom and for student communication. If they do not work, I will test it.¶</p> <p>Classes are useful -- however, I am a part-time instructor with commitments outside of ECC. I seem to miss some of the classes, such as Etude or online teaching. But it just may be me -- communication of these classes are timely.</p>
32	Aug 16, 2014 1:36 PM	<p>I don't often use Tech Services but as I recall, when I have, it seemed to be quite efficient.¶</p> <p>Unlike several of my colleagues, I like Etudes. I also use Blackboard and Moodle and Etudes is my favorite. Probably because of it's simplicity. It takes less time to update dates for a new semester and it is very easy to move things around as needed.¶</p> <p>Thanks!</p>
33	Aug 16, 2014 7:13 AM	<p>Elizabeth is excellent. It seems she needs more assistance as Jason is good but doesn't seem as hard working or able to serve the quantity as does Elizabeth.</p>
34	Aug 15, 2014 6:28 PM	<p>No access to individual help.¶</p> <p>repair time too long. ¶</p> <p>Overhaul except for a few individuals, people are not helpful</p>

35	Aug 15, 2014 5:44 PM	<p>1. I think the IT staff does very well. But they are understaffed, and this means that service is spotty. Also, I rarely have a chance to meet with a technician in my classroom to talk about ongoing problems or to learn how to do a specific thing because their availability is so limited.¶</p> <p>2. I have often wasted time by not knowing who to contact about a problem. I may call the Help Desk with a problem that I think is software and not get a response for hours or sometimes days, and then be told that the problem is in the hardware. The Division staff may submit a work order, but if it's complicated or I need to describe the problem, I am often told to call X or Y myself. There should be an efficient and clear way for faculty to arrange for assistance, including times when my presence would be important.¶</p> <p>3. When I have requested some kind of "fix," whether through the Help Desk or the Division submitting a work order, I don't know if the work has been done, unless I ask Division staff or call the Help Desk. I should get an email message that includes an explanation of what has been done.¶</p> <p>4. There are sometimes issues that cannot be resolved by IT alone. For example, my classroom is bright during the morning through mid-afternoon, even with the blinds. This means that images, films, etc. that I show are sometimes barely visible. IT came last semester (finally! It took a full semester to happen) and adjusted the brightness of the LCD projector, and this helped to an extent. To really improve the situation, the projector should be moved closer to the screen, and curtains or other window treatment that blocks more light should be installed. ¶</p> <p>Another example is controlling the light fixtures. I often go back and forth between a projected image or film and talking or having students read something in their textbooks. I have to cross the width of the classroom to turn the lights on and off. I would like to have some kind of remote control that would allow me to do this at the desk. (I feel that it's poor classroom management to have students sitting in the dark most of the time.)¶</p> <p>Please note that I have been unsuccessful in getting curtains or other window treatment to darken the classroom through my Division because it's seen as too costly and just an individual problem.¶</p> <p>The point I'm trying to make is that there doesn't seem to be a way to work individually with IT to come up with a realistic solution. One size doesn't fit all when it comes to classrooms and teaching methods.¶</p> <p>Thank you for having this survey.</p>
36	Aug 14, 2014 9:41 PM	<p>The folks at the IT desk are typically two. If you catch them, they are great! ¶</p> <p>There are whole buildings full of computers without designated IT maintenance workers. This to me seems ridiculous. In any classroom at any given time there is at least one computer that is not functioning. My students from foreign lands come to ECC and find the computer keyboards aren't screwed on to the desks, and that previous students have semi-permanently left their computers on at a 90% angle skew. They have no mobile access, the computers aren't working and, I swear, they feel they've walked into a developing nation's classroom. Embarrassing.</p>
37	Aug 14, 2014 4:30 PM	<p>I use the ECC laptop everyday and for hours usually. I am now getting work from Cengage which required WEb ex and downloading larger files which I have not been able to do with this laptop. I have had frustrating experiences with getting repairs and availability from people in tech when this laptop has had problems. When I teach I typically have had time during the lunch hour to walk across campus for tech help, and both times the doors were locked (they told me later this was their lunch hour too). When I did reach someone they were able to fix the issue and were helpful. Reaching help by phone is frustrating too because of the time wait...but I will say each time I have called the support person has been able to fix the issue.</p>
38	Aug 14, 2014 2:31 PM	<p>Jason at the help desk is very knowledgeable but is extremely rude. I avoid calling the help desk because of him.</p>
39	Aug 14, 2014 1:16 AM	<p>The system often seems to be down at the most crucial times. Within the last year, the system was down when many of us were attempting to print rosters for first day of classes and students could not access their emails right around registration time. Also, I typically work on my own personal computer due to the unreliability of the ECC issued laptops.</p>
40	Aug 14, 2014 1:08 AM	<p>I have been issued 3 computers since starting at ECC in 2008. I think the quality of the laptops could be improved.</p>
41	Aug 13, 2014 7:57 PM	<p>I think that the staff are doing a great job with perhaps their limited resources. The people there are always responsive and always help me.</p>
42	Aug 13, 2014 4:20 PM	<p>When Viet-Nam ranks higher than the U.S. in educational achievement, and that country allows no distracting¶ technology in classes, WE got a problem.</p>

43	Aug 13, 2014 6:29 AM	<p>Since I am not on campus very often, I rely upon the self-help services. When I have needed assistance to help with expired passwords, I might not have known how to do it and I might have lost a week or two, but when I finally figured out how to ask for help, it was quick in coming. So my cries for help were answered quickly. I would say the staff does a good job.¶</p> <p>My biggest sore spot is the fact I am forced to use ETUDES and this happened when the CIO was chairman of the ETUDES board. There was a real conflict of interest at the time and we lost our option to use other CMS. Second to that is the fact we don't have an ePortfolio system. If allowed to use Moodle and Mahara, the companion ePortfolio system, then I could do a FAR SUPERIOR job of demonstrating SLOs and the college could do PLOs much easier. ETUDES does not have a companion ePortfolio system. I demonstrated Moodle and Mahara to the CIO and the Deans involved in Distance Learning, but the conflict of interest with ETUDES was too much hurdle to overcome. The cost was so minimal at the time. For approximately \$3,000 the college could have started the Moodle and Mahara combination in a pilot study. For \$40,000 the entire campus, which means every section, every student, and every employee could have access to the CMS and the ePortfolio system. That is today's costs. So sad that so much money is given to ETUDES due to conflict of interest. When students transfer to a 4-year university, they don't go where ETUDES is used. They might go where MOODLE is used, however. CSULA uses Moodle, as does parts of USC, UCLA, and other CSU colleges. Moodle is #1 used around the world.¶</p> <p>The college can get a FREE license to fully integrate CCC Confer into the Moodle system. Thus each classroom site could do CCC Confer as a built-in communication tool. Plus there are other plug-ins like Turnitin that make it SO MUCH EASIER to use for faculty and students. There is a long list of plug-ins that work with Moodle that don't work with ETUDES because ETUDES is too proprietary and Moodle is open source with thousands of developers around the work contributing to it's improvement. Even Canvas is less developed for prime time than Moodle. If the college is looking to switch to Moodle, there is an incredible training resource that is just getting released this fall semester called Learning Spaces. It will take away the burden of training users. The biggest problem of switching from ETUDES is that the CMS does not have a way to export it's content. This is by design. The first generation of the software didn't have it either. This keeps people from exporting and going else where.</p>
44	Aug 13, 2014 1:30 AM	<p>More third party software patching is necessary. Adobe Flash is seriously out dated as well as other programs. What's the deal with Real Player, who uses that anymore? That should be replaced by something else. I do like having Firefox, but that should also be updated. I also don't like the idea of the emails auto-deleting every 6-months and having to change my password every year. ¶</p> <p>But overall, the IT system here is much better than the LACCD where I also work.</p>
45	Aug 13, 2014 12:39 AM	<p>I am thankful for projectors and computers in each room. It would be great if all of them were bright enough to allow all classrooms lights to remain on while displaying a PowerPoint presentation. Sound does not always work well. Études is fantastic. Many classroom computers need to be updated to the latest Microsoft operating system. If a part time instructor requests an upgrade it is not granted. It is only granted if the full time instructor in the room asks for it, however not all full timers use the technology in the classroom.</p>
46	Aug 12, 2014 8:56 PM	<p>There is no consistent commitment to excellence in the area of technology. The buck stops nowhere.</p>
47	Aug 12, 2014 6:47 PM	<p>The email system is less than desirable. I guess there's not much we can do about getting emails send to everyone (and then they reply all), but because of all of these emails, it's easy to miss important emails, such as those from my Dean. So far I've been good about not missing those. ¶</p> <p>Is there a way of keeping old messages that would otherwise be deleted in 6 months? (on our own disk, perhaps compressed?)¶</p> <p>On the positive side, the SPAM blocking seems to be working very well.</p>
48	Aug 12, 2014 6:11 PM	<p>I asked for the key to the software to be loaded so we could use the software in class, they waited for the last day of class AFTER the final exam to load the key so that we could use the software. Thanks guys, that was 100% useless for my class. Either give the instructors the ability to do it OR hire more people to do things in a timely manor.</p>
49	Aug 12, 2014 5:46 PM	<p>The IT department is very understaffed. Over the past few years, 100's of computer have been added to the campus labs, and no additional support staff were hired to fill the needs of the campus. People retire, and are not replaced. ¶</p> <p>Many labs and programs now use advance technology that require computers (like the Exercise Physiology labs) and there is NO campus support - They are only available to provide support to faculty/staff computers and student labs.¶</p> <p>The staff that work in IT are very friendly, knowledgeable and professional - they are just spread too thin. ¶</p> <p>Access is limited on many of the desktop computers, requiring IT staff to download software, which can take 1 - 2 weeks to get accomplished - depending on how busy they are.¶</p> <p>WE NEED MORE Qualified IT Staff!</p>
50	Aug 12, 2014 3:48 PM	<p>Take this survey for example. We were told to trust the site after the fact that it was emailed to staff and faculty. When the helpdesk is not available, we are stuck with a blank and unable to identify who needs to be contacted. The system is down during the worse times of the year. It's almost as if we are hostage to leadership of the technology division and its VP. Rather than approach the issues with a problem-solving attitude we all clearly experience an attitude of defensiveness. Information is kept from staff, the constituency error has been around for years and to this day we don't know what the solution is.</p>



51	Aug 12, 2014 2:23 AM	It's impossible to access wireless internet in the Humanities building! I tried for years to use MyTeam Sites--and finally migrated to Etudes when the Head of ITS, JoAnn Higdon, suggested that Etudes is more reliable.¶ Essentially, the staff tries to be helpful but the administrative position seems to be that we should be grateful to have access.¶ I am a Mac user (as are the vast majority of my students) and this campus does not support Mac users.
52	Aug 12, 2014 12:28 AM	Computers on smart stations may be outmoded. I don't own a cell phone.
53	Aug 12, 2014 12:07 AM	I have a faculty web page but I don't use it because at some point I lost the ability to edit and upload files to it. Emails to IT about the problem went unanswered. I gave up trying because Class Team Sites were then available and I switched to using those. My experience with class team sites has generally been better except for the fatal crashes that occasionally occur when students most need them. One of those took a full week to correct. Students were without access until 30 minutes before my final exam. That's inexcusable. Aside from the crashes, my biggest issue with the team sites has been the inability to edit them from 11pm to midnight. I recognize the need to do backups but 11 pm is prime time for faculty use. Can't maintenance be done after midnight? It's a small thing but that would be a huge help.¶ "Gradebook" is AWFUL. I tried it one semester and abandoned it a month or two later. It was clumsy and very time-consuming to use. It was such a bad experience I'll never try it again. It was a huge waste of my time. ¶ A phone-based emergency notification system will not work for me because I turn my cell phone off during class and require my students to do the same.¶ As a side note... it's not clear that anyone monitors ECC's faculty web pages. No one seems to ever remove the pages of faculty who leave ECC. For example, Michael Reed left ECC in 2006 but his faculty web page lives on. I wonder how many other ex-faculty web pages are still up.
54	Aug 12, 2014 12:00 AM	There is not enough support staff for an institution the size of ECC. The lack of weekend support is a glaring weakness.
55	Aug 11, 2014 10:54 PM	I cannot stress enough that the people in IT are great. Most of the guys are smart, capable, courteous and committed. The big problem is that there are not enough of them. Help desk requests go unanswered for months. Following up on requests is impossible. Submitting a help request through my ECC doesn't work. (You go through the steps only to be told you can't submit the request online and to call a number and you call the number and a recording says they can't help you at that number!) IT can't give us access to do the simplest tasks (which I can understand), yet they don't have the manpower to come and do it. Getting any response from the office simple does not happen. The problem from where I stand is that we have way more work than people to do it. It takes a lot of time and effort to get high on IT's to-do list. And, again, this is no reflection of the people themselves. They are really great. They just need help.
56	Aug 11, 2014 9:02 PM	Hiring more ITS staff is crucial to improving the problems at ECC. When I taught at a university 18 years ago, if I had a problem I could email the ITS staff and have someone assist in literally under five minutes; the person would come right away to my computerized classroom and solve the problem. I have been on hold for HOURS waiting for the Help Desk, finally giving up entirely. I don't recall email going down EVER at the university I taught at but it goes down so much here, as does MyECC. Also, there is too much DENIAL about the problems with technology at ECC on the part of the administration. We complain, for instance, when the system isn't functioning and are told that it is. The communication is terrible when there are problems, especially in terms of how to get around them. Even something as simple as clicking on "library databases" requires one to know to go back and click again by right clicking and opening in a new tab. I've had to help colleagues with these little "tricks" that my students have actually figured out but no one from ITS or the administration lets us know about. We shouldn't even need such "tricks" anyway; we should be able to click a link and have it work. I don't trust the online grade book at all, so I do everything on paper and also online so my students can check their grades. Literally hundreds of times I have input a set of grades or attendance in a timely fashion, only to be kicked out and have to do it over again, sometimes four times in a row before the grades "stick." This is absurd. We are losing students to other colleges due to the problems with technology at ECC.
57	Aug 11, 2014 8:27 PM	-My positive rating for the technology at ECC is almost solely because of Francine Vasilomanolakis, who is no longer working here. She is very knowledgeable and provides us excellent opportunities to learn various training. I strongly hope that we will have someone like her soon.¶ -While I am happy with all of my classrooms being equipped with computers and document cameras, I am disappointed that two repair requests I made via Division office have never been responded. They are (1) dvds cannot be shown on some of the classroom computers and (2) the screen came down too low. I stopped sending repair requests because the problems had never been fixed.
58	Aug 11, 2014 8:00 PM	The college webpage is difficult to navigate. It is unclear if the design of the website is for students, community, or faculty. It is difficult for faculty to access the information that they need quickly. For example, it takes several screens to access the phone directory and email addresses. This is not easy to find. The designer of the website does not have a keen understanding of the audience to which the website should focus. A complete overall of the website (not just minor updates) would strengthen the access and use of the website. Investigating other college and universities websites which have been deemed outstanding might be a good first step.
59	Aug 11, 2014 7:45 PM	Most students are not aware that Etudes messages are sent to their ECC email account, so they miss the first week announcements and messages. There needs to be better communication between MyECC and Etudes.

60	Aug 11, 2014 7:04 PM	<p>The Help Desk needs some serious changes. Although Jason Haddix's attitude has improved significantly over the past few years (he used to be incredibly rude and impatient) and he is much better about getting back to employees in a more timely manner than he used to, he and Liz (who has always been very nice and cordial) seem unqualified and incompetent much of the time. Every time I have a problem with my laptop, their solution is to simply "reimage" it, rather than solve the problem. Every time. Reimaging should only happen as a last resort and not be the automatic go-to solution. Not only is it a huge inconvenience and waste of time to have to start from scratch with a laptop that is basically a blank slate, but reimaging is unnecessary most of the time. I've spoken to several co-workers who have experienced the same thing with the Help Desk staff and we're convinced this is the approach they use because they're not fully qualified to be in their positions.¶</p> <p>I don't know what is going on with Microsoft Outlook but for the past 7 months or more, I cannot use the search feature, change font size or style, bold/italicize my text, etc. It seems I only have the "light version" and the Help Desk staff can't help me with this problem. Jason told me many months ago that faculty are being transferred over to a new system (?) and that the problem would eventually solve itself. It hasn't. It's been a big inconvenience for me whenever I need to search for past emails from students or messages from co-workers. We have received very little information about this and don't know what's going on or when (if?) it'll be solved. ¶</p> <p>I use the OMNI OU Educate system to create some webpages and since a few years ago there have been - what appear to be - some programming issues. Some of the images on my webpage suddenly changed and are not fully visible (they don't take up the entire screen as they used to) and I am constantly having to go in and delete a symbol (A) that appears after some of my text when I update text or insert new text. One of the Staff Dev staff members helped me once but the problem didn't go away. I have since stopped using it for most of my classes and only include very basic information on my webpage for my online students when they first need details about how to get started in my class.¶</p> <p>I once went to the My Team Sites training and, although it sounded and seemed to be a great system at first, I was enormously disappointed when I learned at the end of the workshop that we would need to build sites anew every semester (that old materials would not be rolled over to the new semester)! I immediately decided not to use it because that would require a lot of unnecessary work at the beginning of each new semester. Perhaps this has since changed, but I was immediately turned off to MyTeamSites and switched to Etudes instead.¶</p> <p>Of all the online technology offered at El Camino, Etudes is definitely and by far the best. Overall, I'm very happy with it and the developers are continually making changes and listen to faculty when we have suggestions. PLEASE DON'T EVER STOP OUR ETUDES CONTRACT. Whenever a college changes to a new system, it's a huge undertaking for faculty to</p>
61	Aug 11, 2014 6:33 PM	I shared my thoughts in an earlier response box
62	Aug 11, 2014 6:21 PM	<p>At other colleges I have taken classes at, there is a lab tech in the computer lab during classes to take care of technical problems that arise during teaching. It is extremely difficult to teach and take care of technical problems at the same time. Since my cell does not work in the lab, I have to find a phone and even then, the help desk often cannot help me. I would recommend at the very least, that each division have their own dedicated tech for their division technical needs, and that tech has a staff of students or casuals who can be present in the lab for every class session. This could be done through work-study or Cal-works and would be excellent job experience for CIS students. Each division's needs are different, and it has not been productive to centralize all IT help. We have too few staff to cover the entire campus, and not all of them have the specialized knowledge applicable to every lab. I suggest more specialized IT staff dedicated to each division so they can be integrated into planning and maintenance and training for that specific division.</p>
63	Aug 11, 2014 5:32 PM	<p>I have been very happy with Sal and the work that has gone on this summer in Chemistry. The reason I didn't rate technology more highly is that chemistry has no wifi access, and that most of our rooms have poorly designed and/or broken and antiquated multimedia equipment. When a projector goes out, we sometimes have to wait weeks or months for a replacement. Or the projector might suffer a slow, torturous decline (the screen is always magenta for a month before it dies entirely). Often the sound goes out, and the old systems are not user-friendly enough to fix this simple issue. The desktop computers are excruciatingly slow. I realize some of these are budgetary issues, but they are so frustrating.</p>
64	Aug 11, 2014 5:27 PM	<p>Everyone who works in IT is doing a great job, but we're so understaffed that it's a joke. The main way that students interface with the college is now online. We need to put a significant investment in IT personnel and services to keep from losing students. Distance Ed can't expand with the current tiny staff and class limitation policies, and we're missing a change there to expand FTEs. All classrooms need to be smart classrooms. We're sending new tech savvy instructors into classrooms with just a white board. Technology is the major area that needs improvement on this campus; it should be a number one priority.</p>
65	Aug 11, 2014 4:54 PM	<p>The quality of ITS services at ECC are very individual specific. A few individuals keep us informed about progress or lack thereof when they help us with technology problems. Other individuals at ITS never answer emails or requests. This is frustrating because we don't know if ITS knows about the problem and can't quite figure it out, or if ITS has forgotten about our requests.¶</p> <p>Why are there so many email problems, and why does it take so long to have ITS address these problems?¶</p> <p>Also, some of the ITS processes are not clear. For example, who should be contacted for phone problems? Who should be contacted for hardware problems? Should we include all our requests on one request to the Helpdesk (this is what one ITS person told us to do.), or should we put each request on separate forms (This is what another ITS person told us to do.) When there is broken hardware, how should it be moved from our offices to ITS? Someone said an ITS person should come get it; someone else said to have a student bring the broken equipment to ITS. Supervisors from ITS and the divisions should be able to confirm that broken equipment has in fact made a trip from the division to the right person in ITS.</p>
66	Aug 11, 2014 4:46 PM	<p>Apple Computers need more support. Many video demonstrations and books for American Sign Language need to be streamed for classroom use. there are too many administrative blocks on outside sources for our students who want to view material online in our labs.</p>

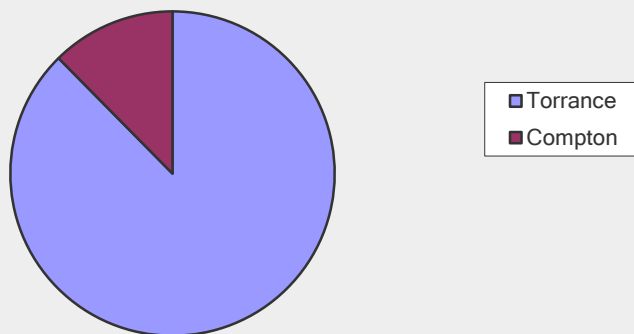
67	Aug 11, 2014 4:37 PM	There should be an IT tech to answer questions that faculty may have available at all times, Monday through Friday.¶ ¶ Browsers should be updated in ALL computers.¶ ¶ Less downtime of site during Mon-Thur class times.
68	Aug 11, 2014 3:52 PM	need more emergency system for night faculty particularly at compton
69	Aug 11, 2014 12:09 AM	please fix the Ecc web problems. this last spring everything went wacky and now I can't see my schedule. buttons don't appear that are supposed to and when I call to report it they say: " that's the problem everyone is reporting and we are working on it." I asked when it would be fixed. they didn't know. 1 1/2 months later same problems in myecc, was never fixed and no one seems to care.
70	Aug 10, 2014 10:34 PM	WE must bring the Compton campus into the 21st century. The lack of wired and wireless access to the internet in classrooms would be LOUDLY unacceptable at another college. Our expectations are TOO LOW!!! We must move forward for the sake of our students.
71	Aug 9, 2014 9:57 PM	It would be helpful to offer more up-to-date hardware and software. It took too long for ECC to upgrade its Web Outlook to a more current version.
72	Aug 8, 2014 9:13 PM	Those working at the help desk are doing the best they can with limited resources. Our two main problems are antiquated technology (or that technology is upgraded on campus in a haphazard way) and that there are too few people available to help. Please hire more people.¶ ¶ In regards to haphazard upgrades, my office mate recently acquired a new desktop, unrequested, but I had my laptop crash and burn and it was only replaced with another old laptop that is already running poorly.
73	Aug 8, 2014 6:04 PM	While the staff is courteous their work is not thorough enough and I believe that it's because they are understaffed. I'd also like better quality lap tops. I've lost a lot of time because issues relating to the quality of the computer and equipment in the classroom. Please fix the issues in the chemistry building, specially chem 101!!!!
74	Aug 8, 2014 1:49 PM	Students complain about not being able to access their MyECC during critical times of the semester. It's hard to depend on it, to be honest. I have given up, as I said, my work with Team Sites.
75	Aug 8, 2014 2:42 AM	We seem to always do it cheap. If we contracted out we could better service for less money
76	Aug 7, 2014 11:57 PM	I selected neutral on many of these because I've never utilized or heard of most of it. I am newer, and there was no selection for, "I am not aware of this service".
77	Aug 7, 2014 11:06 PM	The ITS office is FANTASTIC if you bring your laptop in to them during their open hours. They are knowledgeable, polite, helpful, and efficient. ¶ However, getting them on the phone is very difficult as they are often at lunch or closed...
78	Aug 7, 2014 10:33 PM	It's time for an entirely new approach to IT & tech, one that supports what faculty needs and asks for rather than dictating what we can do and the means/systems to do it.
79	Aug 7, 2014 10:33 PM	I rarely ask information technology for anything because I'm not really sure how to contact them and I'm not really sure who is in charge of what services. ¶ I am uncertain as to how long it takes to get certain things done. For example, my laptop really needs to be looked at; it crashes all the time. However, I can't live without it and I don't want to turn it over to anyone if I can't get it back in about a day. (I may be able to relinquish it for that long.)¶ I've been a full-time professor at ECC for 25 years and I don't actually know how the technology area is organized. I don't know who to contact for what. Some stuff is handled by my division, some by other parts of campus. It would be very helpful to have some sort of roadmap. ¶ Part of the problem is that I have no memory, so I don't remember who helped me from one time to the next. (Can you say absent-minded professor?) I'm also shy, which doesn't help. (I don't like to ask questions of strangers, and everyone is a stranger because I have no memory.) ¶ As I mentioned earlier, it would be really nice if somewhere there was a nice guide as to what people service what hardware and software.
80	Aug 7, 2014 9:42 PM	Campus computers need be updated more frequently.
81	Aug 7, 2014 8:58 PM	Classrooms in the Administration building really need to be updated for technology needs. At the very least, an instructor computer and projection capabilities should be provided. I would be unable to teach courses in this building without drastically altering my teaching style, because the technology capabilities of the classrooms are insufficient.
82	Aug 7, 2014 8:10 PM	My rating is for the help desk. The instructional technology department is great (or was great but we lost our two best employees to CSULB). We miss Francine and Rica.
83	Aug 7, 2014 7:57 PM	My experience at ECC has been good. ¶ ¶ At CEC, either there is no access in the classroom, or the control is in the hands of the clerical staff, and often I can't find the person who has the controller or the key. Very frustrating.

## ECC IT Staff Survey

**Q1: Please indicate your primary campus affiliation within ECCD:**

Answer Options	Response Percent	Response Count
Torrance	87.6%	162
Compton	12.4%	23
<i>answered question</i>		<b>185</b>
<i>skipped question</i>		<b>1</b>

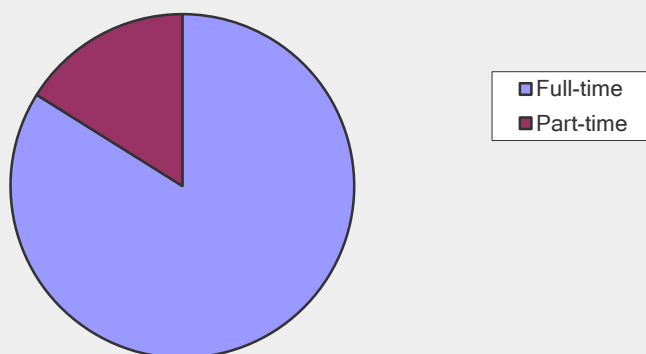
Please indicate your primary campus affiliation within ECCD:



**Q2: Please indicate whether you are full-time or part-time:**

Answer Options	Response Percent	Response Count
Full-time	83.9%	156
Part-time	16.1%	30
<i>answered question</i>		<b>186</b>
<i>skipped question</i>		<b>0</b>

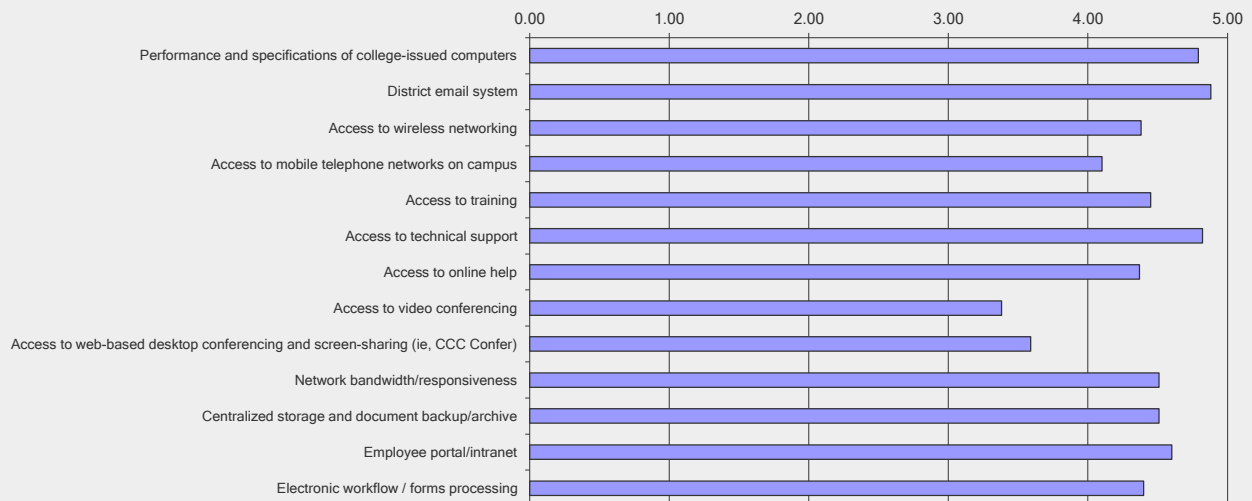
Please indicate whether you are full-time or part-time:



**Q3: Please rate the importance to you of the following services or technologies (5 = essential; 1 = don't use/don't care):**

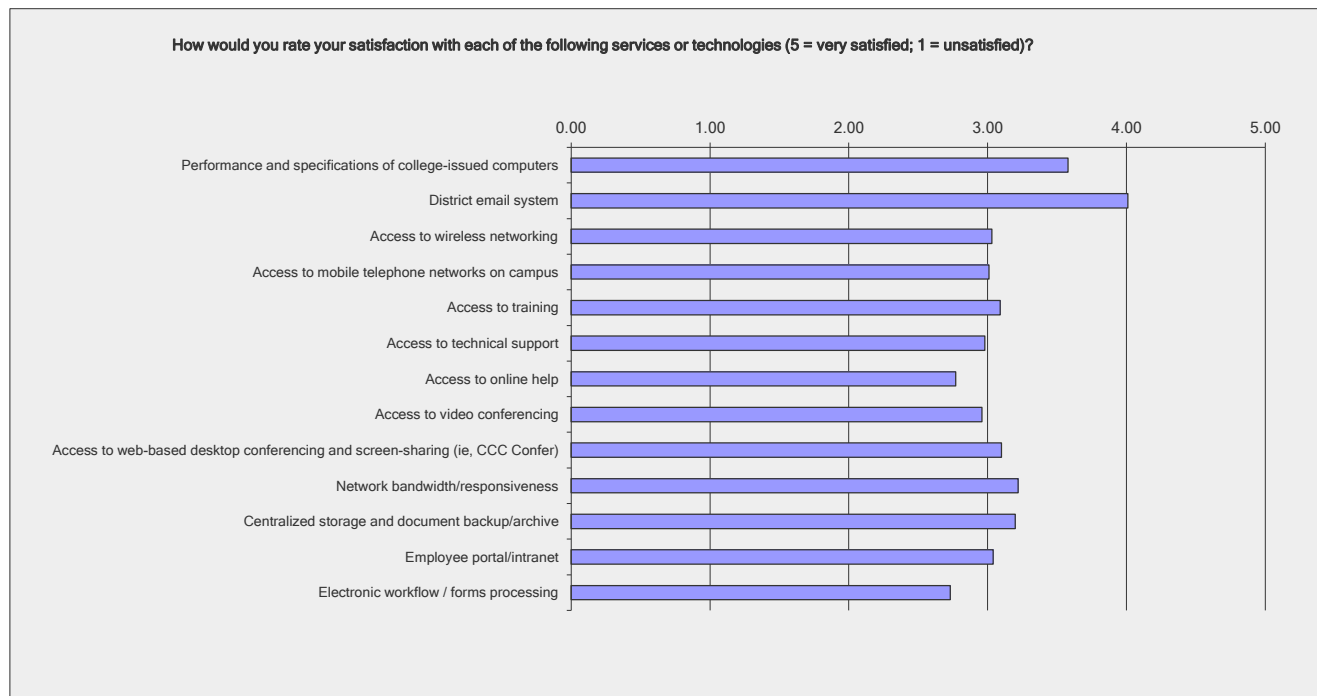
Answer Options	Essential	Valuable	Useful	Not that Important	Don't Use/Don't Care	Rating Average	Response Count
Performance and specifications of college-issued computers	148	18	2	2	2	4.79	172
District email system	157	12	4	0	0	4.88	173
Access to wireless networking	99	48	19	3	3	4.38	172
Access to mobile telephone networks on campus	79	52	27	8	6	4.10	172
Access to training	99	53	17	1	1	4.45	171
Access to technical support	146	21	5	0	0	4.82	172
Access to online help	92	57	22	0	2	4.37	173
Access to video conferencing	39	45	53	15	21	3.38	173
Access to web-based desktop conferencing and screen-sharing (ie, CCC Confer)	56	40	46	12	19	3.59	173
Network bandwidth/responsiveness	122	32	9	2	7	4.51	172
Centralized storage and document backup/archive	115	34	19	1	2	4.51	171
Employee portal/intranet	121	36	12	0	2	4.60	171
Electronic workflow / forms processing	103	48	14	5	3	4.40	173
<b>answered question</b>							<b>173</b>
<b>skipped question</b>							<b>13</b>

**Please rate the importance to you of the following services or technologies (5 = essential; 1 = don't use/don't care):**



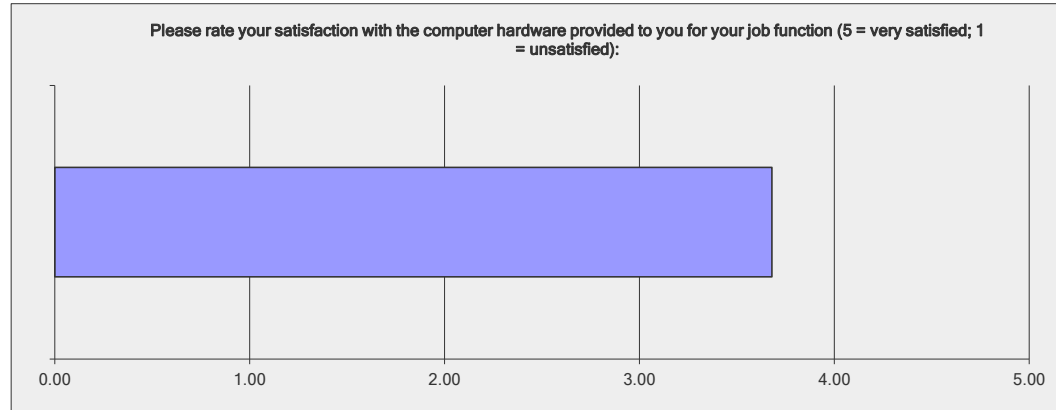
**Q4: How would you rate your satisfaction with each of the following services or technologies (5 = very satisfied; 1 = unsatisfied)?**

Answer Options	Very satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	Rating Average	Response Count
Performance and specifications of college-issued computers	40	70	24	25	13	3.58	172
District email system	47	95	18	8	4	4.01	172
Access to wireless networking	21	47	43	30	27	3.03	168
Access to mobile telephone networks on campus	11	41	73	24	19	3.01	168
Access to training	7	60	60	31	14	3.09	172
Access to technical support	11	63	32	43	23	2.98	172
Access to online help	5	34	73	36	24	2.77	172
Access to video conferencing	4	31	107	9	18	2.96	169
Access to web-based desktop conferencing and screen-sharing (ie, CCC Confer)	10	34	103	9	14	3.10	170
Network bandwidth/responsiveness	21	50	59	30	12	3.22	172
Centralized storage and document backup/archive	14	55	70	19	15	3.20	173
Employee portal/intranet	14	52	49	38	18	3.04	171
Electronic workflow / forms processing	5	34	72	33	29	2.73	173
<b>answered question</b>							<b>173</b>
<b>skipped question</b>							<b>13</b>



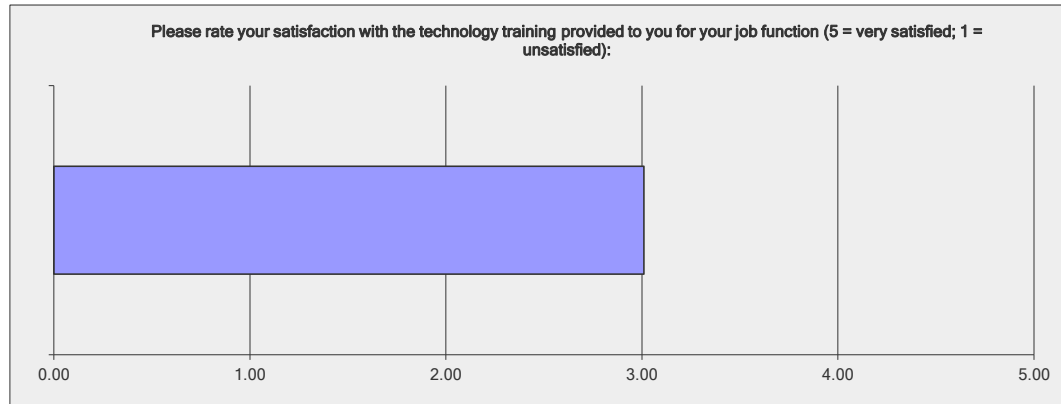
**Q5: Please rate your satisfaction with the computer hardware provided to you for your job function (5 = very satisfied; 1 = unsatisfied):**

Answer Options	Very Satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	N/A	Rating Average	Response Count
	40	80	17	21	12	0	3.68	170
	<i>answered question</i>							170
	<i>skipped question</i>							16



**Q6: Please rate your satisfaction with the technology training provided to you for your job function (5 = very satisfied; 1 = unsatisfied):**

Answer Options	Very Satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	N/A	Rating Average	Response Count
	12	49	50	37	17	3	3.01	168
<i>answered question</i>								<b>168</b>
<i>skipped question</i>								<b>18</b>





Q7: Are there portions of campus that need enhanced wireless coverage to support your program and, if so, where (specific buildings, common areas)?	
Answer Options	Response Count
	79
<i>answered question</i>	79
<i>skipped question</i>	107

	Response Date	Response Text
1	Aug 29, 2014 4:26 PM	NA
2	Aug 29, 2014 1:10 AM	Ever since the math computer lab closed, students don't have a close connecting in the Math/Science bldg unless wireless internet is allowed.
3	Aug 28, 2014 7:47 PM	All areas of this campus has very poor wireless coverage...
4	Aug 28, 2014 3:40 PM	Yes, inside most of the buildings.
5	Aug 28, 2014 3:26 PM	Bookstore Building
6	Aug 27, 2014 10:27 PM	Student Services Building, Second floor
7	Aug 27, 2014 9:22 PM	n/a
8	Aug 27, 2014 8:44 PM	Administration Board Room
9	Aug 27, 2014 8:36 PM	Student activities center and Student services building all academic buildings
10	Aug 27, 2014 7:10 PM	None at this time.
11	Aug 27, 2014 6:13 PM	Yes, as a world class institution, we should be completely wireless and have wi-fi coverage to support students and our programs specifically Student Activities, Student Service Center, Library, SRC, Bookstore, all cafes and convenience stores, Administration, et al.
12	Aug 27, 2014 6:01 PM	N/A
13	Aug 27, 2014 5:45 PM	Natural Sciences division - classrooms and offices - Physics building, Life sciences building, Chemistry building,
14	Aug 27, 2014 5:23 PM	Library basement needs help as dose the staff lunch room.
15	Aug 27, 2014 4:08 PM	Yes. We desperately need wifi in the Student Activity Center. Especially in The ASO offices and Social Justice Center.
16	Aug 27, 2014 3:55 PM	ADM 131
17	Aug 27, 2014 3:53 PM	Business Services
18	Aug 27, 2014 3:46 PM	Yes. All conference/meeting rooms on campus.
19	Aug 27, 2014 3:27 PM	Admissions office, welcome Center
20	Aug 27, 2014 3:23 PM	athletics, FPS conference room, open spaces on campus
21	Aug 27, 2014 3:12 PM	Administration Building. North side of campus.
22	Aug 27, 2014 3:12 PM	Entire Special Resource Center, not just portions of.
23	Aug 27, 2014 2:42 PM	Library, have not tried using it in many areas of campus.
24	Aug 27, 2014 2:32 PM	N/A
25	Aug 25, 2014 8:53 PM	Business Training Center
26	Aug 21, 2014 10:43 PM	I feel all areas should have wireless access and common areas.
27	Aug 19, 2014 11:26 PM	Student Services building and student activities building where students congregate.
28	Aug 19, 2014 7:31 PM	The Art Department is in need of wireless coverage. It's inconsistent and not available where needed. I believe this is of high importance.
29	Aug 19, 2014 3:30 PM	The west side of the campus.
30	Aug 15, 2014 5:08 PM	outside the cashiers office building next to the bookstore.
31	Aug 15, 2014 4:17 PM	PE 26,27,28
32	Aug 13, 2014 3:07 PM	N/A
33	Aug 13, 2014 4:26 AM	All buildings.. should have wireless connectivity. It's hit and miss right now.
34	Aug 12, 2014 11:06 PM	all buildings.. we are at a point in technology that there shouldn't be a building on campus that should not have wireless coverage.
35	Aug 12, 2014 8:24 PM	Student Services that I am aware of.
36	Aug 12, 2014 6:01 PM	I am not aware of areas that have coverage or not. Communication with IT and ECCD Community is not consistent and often not existent.
37	Aug 11, 2014 11:00 PM	classrooms and office areas - student services; Communications, Social Sciences buildings
38	Aug 11, 2014 10:53 PM	Activities Center, dining areas
39	Aug 11, 2014 9:21 PM	I am not sure how to answer this.
40	Aug 11, 2014 8:57 PM	It should be available throughout the whole campus for accessibility.
41	Aug 11, 2014 8:24 PM	Wireless coverage should be available throughout the campus. Including the Compton Center. The availability of wireless coverage can enhance each student service department's ability to deliver timely consumer information and procedures.
42	Aug 11, 2014 5:46 PM	Library wireless service is spotty.[] Other meeting rooms are also spotty[] Needs to be consistently available with the number of mobile users (staff and students)
43	Aug 11, 2014 3:32 PM	Yes, Vocational Technology Center, Math and Science Bldg. Student Activities Center, general area in the Administration bldg. and throughout the row class rooms.
44	Aug 11, 2014 2:56 PM	The classrooms at the Compton Center need more wireless coverage.
45	Aug 8, 2014 10:31 PM	Meeting and conference rooms - not necessarily classroom
46	Aug 8, 2014 10:23 PM	all over - various places - between buildings
47	Aug 8, 2014 10:12 PM	Student Services Building
48	Aug 8, 2014 7:34 PM	Administration building
49	Aug 8, 2014 7:25 PM	Industry and Technology Building
50	Aug 8, 2014 5:37 PM	The first floor of student services building has horrible reception for mobile phones
51	Aug 8, 2014 4:37 PM	Administration building
52	Aug 8, 2014 3:08 PM	Does not apply, does not address the REAL need
53	Aug 8, 2014 2:41 PM	Student Services Center and Student Activity Center
54	Aug 8, 2014 1:28 AM	NA

55	Aug 8, 2014 12:43 AM	Just about everywhere. It is hit or miss. Some areas have better connection than others; important locations are the Library Lawn and the new Stadium
56	Aug 7, 2014 11:08 PM	Nursing department, Math Science bldg, Vocational Technology, individual classrooms
57	Aug 7, 2014 10:53 PM	Students utilize wireless coverage where they can find it, especially in limited areas in the Student Services Center (upstairs & downstairs). You can generally tell where they can receive connection depending on where they sit in the hallways (generally on the second floor, south side of the building).
58	Aug 7, 2014 10:37 PM	Art and Music buildings
59	Aug 7, 2014 10:35 PM	Yes; all the common areas between all buildings on campus
60	Aug 7, 2014 10:07 PM	student services building
61	Aug 7, 2014 10:03 PM	Bookstore
62	Aug 7, 2014 9:51 PM	No.
63	Aug 7, 2014 9:48 PM	I work in Facilities, I wish we could receive wireless in the yard and all offices.
64	Aug 7, 2014 9:39 PM	n/a
65	Aug 7, 2014 9:38 PM	Certain sections of the library especially the older parts of the building such as the Public Access Department and the Library Lobby get weak wifi that will not even work.
66	Aug 7, 2014 9:38 PM	All older buildings.
67	Aug 7, 2014 9:34 PM	Art & Behavioral Sciences, Social Sciences, and Music Buildings
68	Aug 7, 2014 9:33 PM	n/a
69	Aug 7, 2014 9:31 PM	Only the newly constructed or retrofitted buildings have wireless coverage. Therefore, the buildings that do not have wireless coverage would be every building except Social Sciences, Math/Business/Allied Health, Humanities, the Library, and Natural Science. The list of buildings without wireless coverage eclipses the number of buildings that do have wireless coverage. The whole campus, including common areas and open green spaces, should have wireless access here in the 21st century.
70	Aug 7, 2014 9:18 PM	Technical Arts building. Always have a hard time connecting to properly use our registration website. Also, connecting and opening docs on shared drive is always extremely slow. Green bar going across the screen for a long time before finally opening the document or showing all available on shared drive.
71	Aug 7, 2014 9:01 PM	Would be nice if it was campus-wide.
72	Aug 7, 2014 8:54 PM	None that I am aware
73	Aug 7, 2014 8:53 PM	update wireless to all bulidings (some don't have it or coverage is spotty)
74	Aug 7, 2014 8:52 PM	Everywhere all departments, it should be expanded enough to cover the entire campus including grassy and break areas. Users should be able to log on as usual, with employee credentials or students.
75	Aug 7, 2014 8:45 PM	No
76	Aug 7, 2014 8:31 PM	Art and Behavioral Science Building
77	Aug 7, 2014 8:25 PM	Student Services Center
78	Aug 7, 2014 8:10 PM	Compton Center needs campus wide wifi
79	Aug 7, 2014 7:57 PM	Administration Building

**Q8: What video conferencing equipment on campus have you made use of and is it effective?**

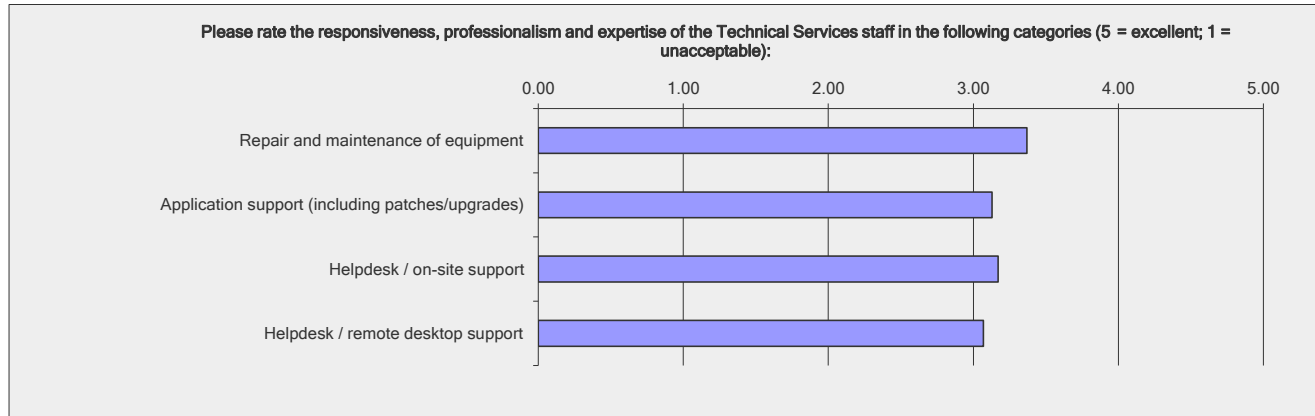
Answer Options	Response Count
	78
<i>answered question</i>	<b>78</b>
<i>skipped question</i>	<b>108</b>

	Response Date	Response Text
1	Aug 29, 2014 4:26 PM	NA
2	Aug 29, 2014 1:10 AM	none.
3	Aug 27, 2014 10:27 PM	Skype
4	Aug 27, 2014 9:22 PM	laptops
5	Aug 27, 2014 8:44 PM	It was in the Library downstairs and it was okay. I believe there were issues with Library 202. Don't remember details.
6	Aug 27, 2014 7:10 PM	I've participated in video conferencing with managers but have not use it myself. I will be using this service soon in my area this semester.
7	Aug 27, 2014 6:39 PM	Limited use. Previously for video conference training sessions, but through provider putting on and they tended to experience difficulties on their end, not ours. Ours appeared to work fine and IT setup in advance to assist.
8	Aug 27, 2014 6:13 PM	I have only utilized video conferencing in the LMTC. Yes, it is effective but not utilized often enough.
9	Aug 27, 2014 6:01 PM	N/A
10	Aug 27, 2014 5:56 PM	Have participated in ccc confer
11	Aug 27, 2014 5:45 PM	N/A
12	Aug 27, 2014 5:23 PM	N/A
13	Aug 27, 2014 3:55 PM	None
14	Aug 27, 2014 3:53 PM	N/A
15	Aug 27, 2014 3:46 PM	The two-way TV audio conference equipment. It was satisfactory.
16	Aug 27, 2014 3:23 PM	desktop conferencing is all.
17	Aug 27, 2014 3:20 PM	N/A
18	Aug 27, 2014 3:12 PM	Library162. It did not work either time we tried to use it.
19	Aug 27, 2014 3:12 PM	We have a Tandberg system. We've not been able to utilize due to lack of support & consistent network IP address.
20	Aug 27, 2014 2:42 PM	Media Services system in Library 162 and Admin 127. Yes it is effective despite limited screen size
21	Aug 27, 2014 2:32 PM	N/A
22	Aug 27, 2014 2:06 PM	None
23	Aug 25, 2014 8:53 PM	None! We need equipment at the Business Training Center.
24	Aug 21, 2014 10:43 PM	Library and it has been helpful.
25	Aug 21, 2014 12:30 AM	very little
26	Aug 19, 2014 11:26 PM	Admin. 131 has been the location for most video conferencing. It has been effective for the most part.
27	Aug 19, 2014 7:31 PM	I do not use those services.
28	Aug 15, 2014 5:08 PM	none
29	Aug 15, 2014 4:17 PM	PowerPoint projectors
30	Aug 13, 2014 3:07 PM	N/A
31	Aug 13, 2014 4:26 AM	The video conferencing equipment in AC 131.
32	Aug 12, 2014 8:24 PM	N/A
33	Aug 12, 2014 6:01 PM	No access
34	Aug 11, 2014 11:00 PM	in conference rooms and in our department
35	Aug 11, 2014 10:53 PM	n/a
36	Aug 11, 2014 9:21 PM	I have not done this.
37	Aug 11, 2014 8:57 PM	None. Not needed.
38	Aug 11, 2014 8:24 PM	None. Because none is available.
39	Aug 11, 2014 5:46 PM	Equipment in Library 162. It is effective for that specific site. Also used the "Tannager" (sp) system previously. Availability from your desktop would be extremely useful.
40	Aug 11, 2014 3:32 PM	Not clear where, how and when video conferencing is conducted.
41	Aug 11, 2014 2:56 PM	N/a
42	Aug 8, 2014 10:31 PM	None. Did not know it was available
43	Aug 8, 2014 10:23 PM	Didn't know it could be used in other areas
44	Aug 8, 2014 10:12 PM	Sorenson... yes, its effective!
45	Aug 8, 2014 4:12 PM	FPS conference room and yes it is effective.
46	Aug 8, 2014 3:08 PM	Again, does not apply, does not address the REAL need
47	Aug 8, 2014 2:41 PM	We need additional conference and meeting rooms to be equipped with permanent conference equipment. Having to submit requests continually for conference equipment for conference and meeting rooms is a waste of time and resources.
48	Aug 8, 2014 1:28 AM	NA
49	Aug 8, 2014 12:43 AM	ccConfer; GoToMeeting, both okay.
50	Aug 7, 2014 11:08 PM	This is available in the Vocational Technology building only
51	Aug 7, 2014 10:53 PM	n/a
52	Aug 7, 2014 10:40 PM	none
53	Aug 7, 2014 10:37 PM	none
54	Aug 7, 2014 10:35 PM	Distance Education room; it was effective.
55	Aug 7, 2014 10:03 PM	Personal Computer and yes it is effective (Webinar Training sessions)
56	Aug 7, 2014 9:51 PM	None.
57	Aug 7, 2014 9:51 PM	The distance education room is well-equipped for video conferencing and CCC Confer; we need more rooms like this one!

58	Aug 7, 2014 9:48 PM	none
59	Aug 7, 2014 9:39 PM	Skype? Somewhat.
60	Aug 7, 2014 9:38 PM	Effective for others.
61	Aug 7, 2014 9:34 PM	I used Facetime on my office computer and personal cellphone.
62	Aug 7, 2014 9:33 PM	n/a
63	Aug 7, 2014 9:31 PM	I have used WebEx and Skype and both have been quite effective.
64	Aug 7, 2014 9:18 PM	Have not had a need for this.
65	Aug 7, 2014 9:05 PM	n/a
66	Aug 7, 2014 8:54 PM	None
67	Aug 7, 2014 8:53 PM	none
68	Aug 7, 2014 8:52 PM	None, so far ineffective at the moment. Proper training needed for all including the maintenance personnel. No one should be left behind the technology curve. Everyone should receive the same training or opportunity, without fear of reprisal. Maybe I am going too far with it, but I have my reasons. Our technology should represent our campus diversity, students, staff, faculty, and admin. A video conference can solve some meeting issues allows for better communication when done well between both parties. Peace.
69	Aug 7, 2014 8:45 PM	ADM 131- sufficient
70	Aug 7, 2014 8:31 PM	Have not used--doubt it would help me.
71	Aug 7, 2014 8:31 PM	None recently
72	Aug 7, 2014 8:27 PM	none
73	Aug 7, 2014 8:25 PM	Do not use.
74	Aug 7, 2014 8:12 PM	None, never used.
75	Aug 7, 2014 8:10 PM	none
76	Aug 7, 2014 8:09 PM	None
77	Aug 7, 2014 8:09 PM	It is limited.
78	Aug 7, 2014 7:58 PM	Not used yet-

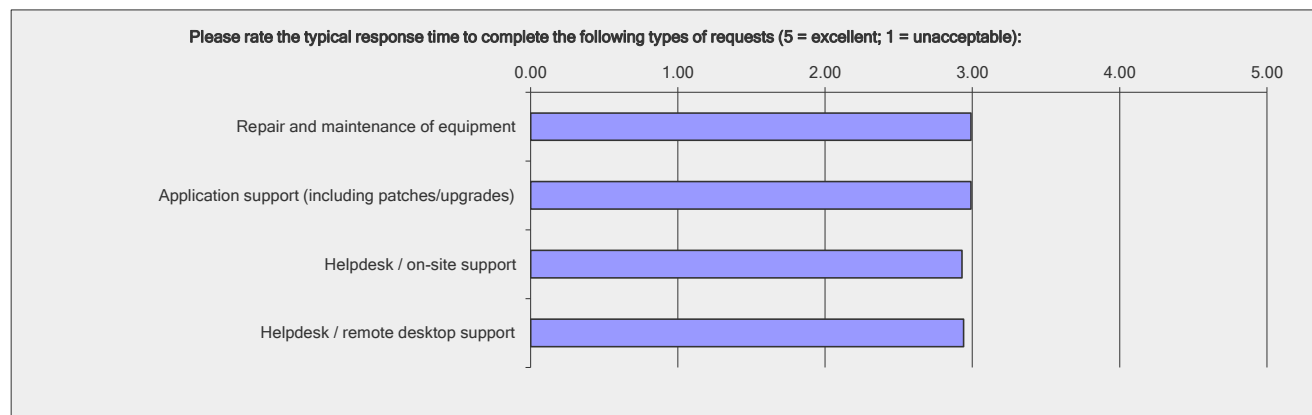
**Q9: Please rate the responsiveness, professionalism and expertise of the Technical Services staff in the following categories (5 = excellent; 1 = unacceptable):**

Answer Options	Excellent	Good	Acceptable	Not good	Unacceptable	Rating Average	Response Count
Repair and maintenance of equipment	26	45	66	24	6	3.37	167
Application support (including patches/upgrades)	20	40	57	39	10	3.13	166
Helpdesk / on-site support	19	52	44	36	13	3.17	164
Helpdesk / remote desktop support	17	40	55	39	12	3.07	163
<b>answered question</b>							<b>167</b>
<b>skipped question</b>							<b>19</b>



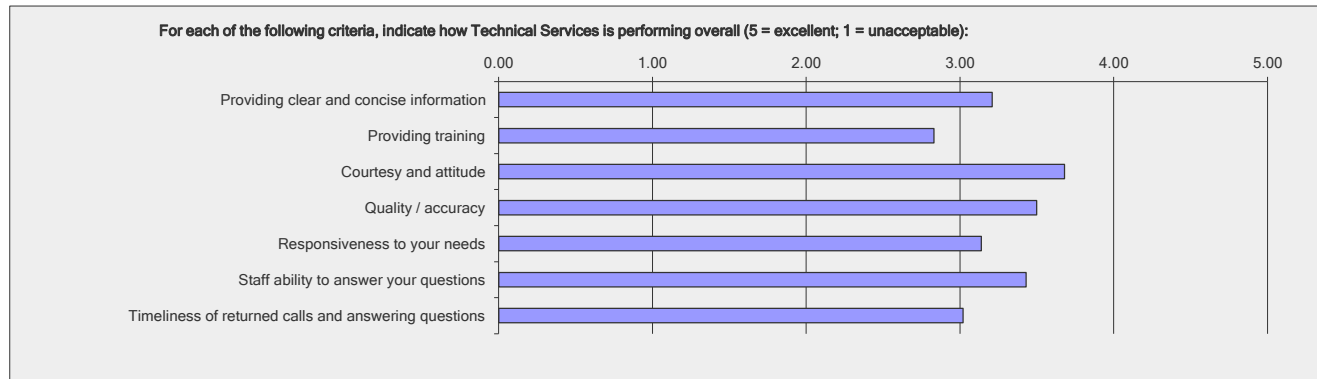
**Q10: Please rate the typical response time to complete the following types of requests (5 = excellent; 1 = unacceptable):**

Answer Options	Excellent	Good	Acceptable	Not good	Unacceptable	Rating Average	Response Count
Repair and maintenance of equipment	17	36	57	40	16	2.99	166
Application support (including patches/upgrades)	14	41	56	40	15	2.99	166
Helpdesk / on-site support	12	42	51	42	18	2.93	165
Helpdesk / remote desktop support	13	38	55	41	16	2.94	163
<i>answered question</i>							<b>167</b>
<i>skipped question</i>							<b>19</b>



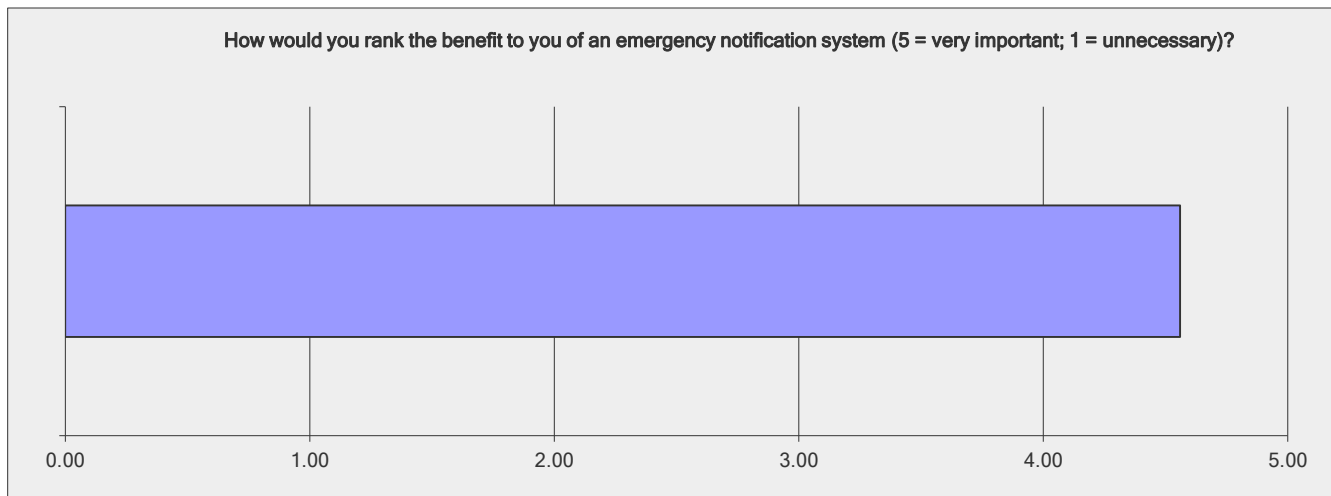
**Q11: For each of the following criteria, indicate how Technical Services is performing overall (5 = excellent; 1 = unacceptable):**

Answer Options	Excellent	Good	Acceptable	Not good	Unacceptable	N/A	Rating Average	Response Count
Providing clear and concise information	16	54	55	26	13	3	3.21	167
Providing training	8	32	50	37	18	22	2.83	167
Courtesy and attitude	41	60	44	13	8	1	3.68	167
Quality / accuracy	33	53	46	24	7	2	3.50	165
Responsiveness to your needs	21	51	39	36	17	2	3.14	166
Staff ability to answer your questions	32	48	55	21	10	0	3.43	166
Timeliness of returned calls and answering questions	18	42	49	41	17	0	3.02	167
<b>answered question</b>								<b>167</b>
<b>skipped question</b>								<b>19</b>



**Q12: How would you rank the benefit to you of an emergency notification system (5 = very important; 1 = unnecessary)?**

Answer Options	Very Important	Some value	Neutral	Low value	Unnecessary	Rating Average	Response Count
	117	31	17	3	0	4.56	168
<i>answered question</i>							<b>168</b>
<i>skipped question</i>							<b>18</b>

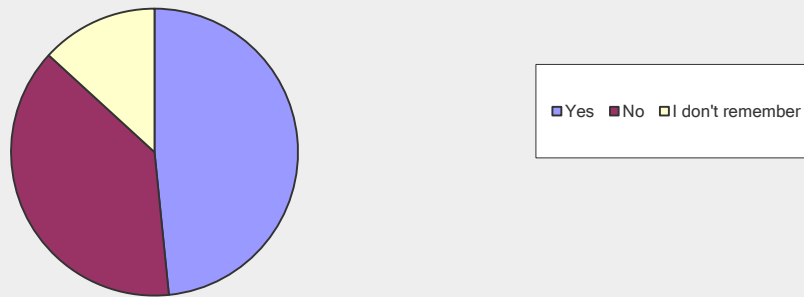




**Q13: Are you participating in the opt-in campus emergency notification system? This system is joined by sending a text message to address 888-777 with the message body of either "ECCPD" (for Torrance campus) or "CECPD" (for Compton Center).**

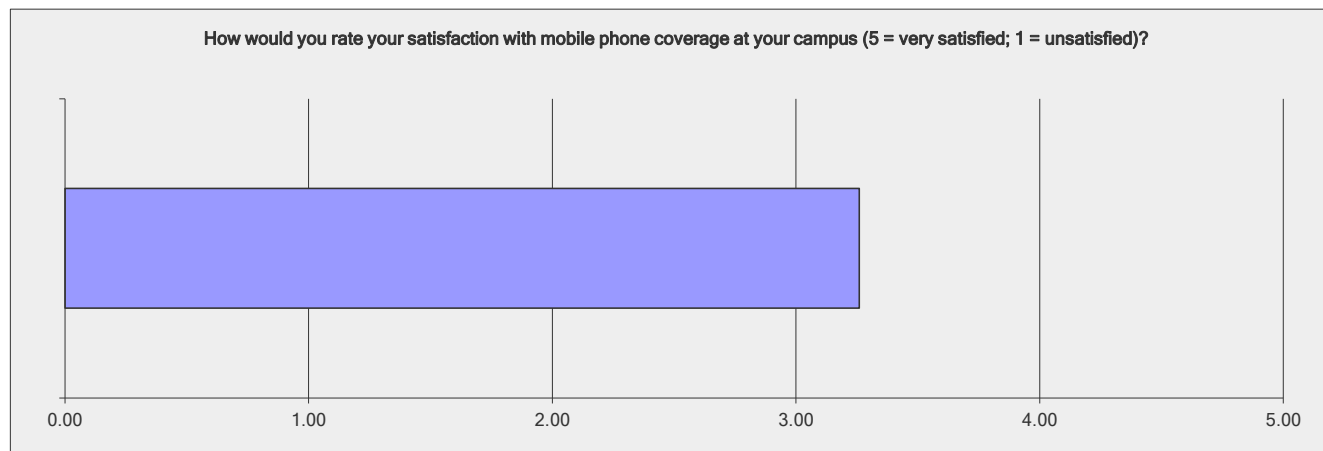
Answer Options	Response Percent	Response Count
Yes	48.4%	77
No	38.4%	61
I don't remember	13.2%	21
<b>answered question</b>		<b>159</b>
<b>skipped question</b>		<b>27</b>

Are you participating in the opt-in campus emergency notification system? This system is joined by sending a text message to address 888-777 with the message body of either "ECCPD" (for Torrance campus) or "CECPD" (for Compton Center).



**Q14: How would you rate your satisfaction with mobile phone coverage at your campus (5 = very satisfied; 1 = unsatisfied)?**

Answer Options	Very Satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	N/A	Rating Average	Response Count
	23	54	35	18	21	17	3.26	168
<i>answered question</i>								<b>168</b>
<i>skipped question</i>								<b>18</b>



**Q15: Please specify your primary mobile phone carrier:**

Answer Options	Response Count
	148
<i>answered question</i>	<b>148</b>
<i>skipped question</i>	<b>38</b>

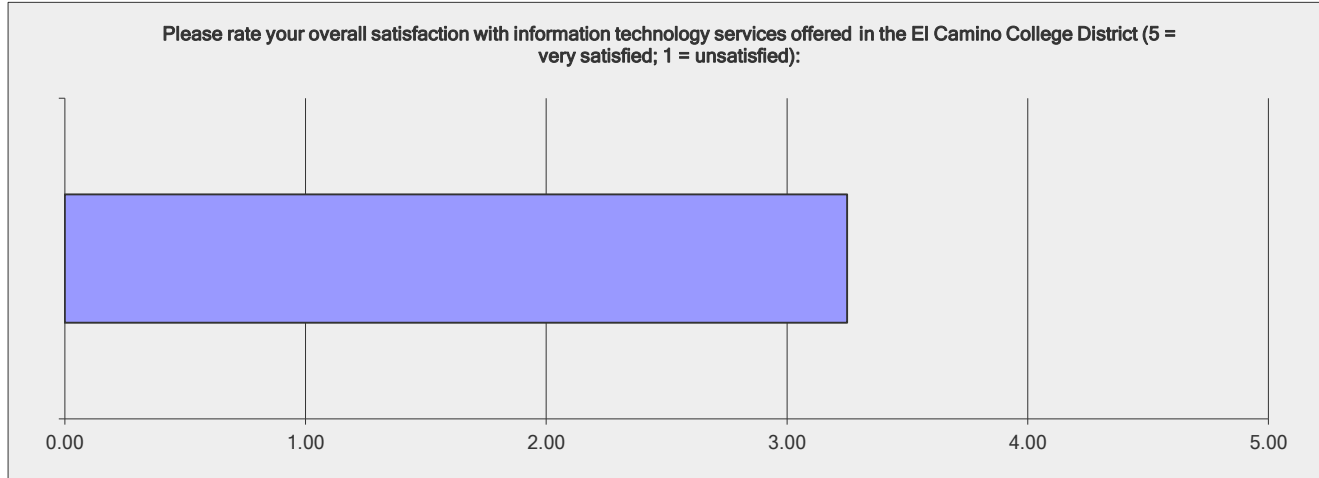
	Response Date	Response Text
1	Aug 29, 2014 6:15 PM	T-Mobile
2	Aug 29, 2014 5:01 PM	AT&T
3	Aug 29, 2014 1:19 AM	t-mobile
4	Aug 28, 2014 7:50 PM	Sprint
5	Aug 28, 2014 6:22 PM	Sprint
6	Aug 28, 2014 3:54 PM	Verizon
7	Aug 28, 2014 3:50 PM	T-Moble
8	Aug 28, 2014 3:28 PM	Sprint
9	Aug 27, 2014 11:59 PM	Verizon
10	Aug 27, 2014 10:31 PM	virgin mobile
11	Aug 27, 2014 9:24 PM	t-mobile
12	Aug 27, 2014 9:05 PM	Verizon
13	Aug 27, 2014 8:40 PM	Tmobile
14	Aug 27, 2014 8:31 PM	tmobil
15	Aug 27, 2014 7:31 PM	verizon
16	Aug 27, 2014 7:24 PM	AT&T
17	Aug 27, 2014 6:49 PM	T-Mobile
18	Aug 27, 2014 6:49 PM	Consumer Cellular
19	Aug 27, 2014 6:10 PM	Decline to state
20	Aug 27, 2014 6:02 PM	sprint
21	Aug 27, 2014 5:28 PM	AT&T
22	Aug 27, 2014 5:28 PM	T. Mobile
23	Aug 27, 2014 5:09 PM	tmobile
24	Aug 27, 2014 4:51 PM	Verizon
25	Aug 27, 2014 4:46 PM	T-mobile
26	Aug 27, 2014 4:27 PM	Verizon
27	Aug 27, 2014 3:58 PM	Metro PCS
28	Aug 27, 2014 3:57 PM	Virgin Mobile
29	Aug 27, 2014 3:52 PM	AT & T
30	Aug 27, 2014 3:52 PM	Verizon
31	Aug 27, 2014 3:40 PM	AT&T
32	Aug 27, 2014 3:35 PM	T-mobile
33	Aug 27, 2014 3:32 PM	AT&T
34	Aug 27, 2014 3:24 PM	verizon
35	Aug 27, 2014 3:24 PM	AT&T Mobile
36	Aug 27, 2014 3:23 PM	t mobile
37	Aug 27, 2014 3:15 PM	At&T
38	Aug 27, 2014 3:15 PM	AT&T
39	Aug 27, 2014 3:04 PM	Sprint
40	Aug 27, 2014 3:02 PM	Verizon
41	Aug 27, 2014 2:48 PM	verizon
42	Aug 27, 2014 2:45 PM	Verizon
43	Aug 27, 2014 2:08 PM	Verizon Wireless
44	Aug 25, 2014 8:56 PM	Verizon
45	Aug 22, 2014 4:27 PM	AT&T
46	Aug 21, 2014 10:46 PM	Verizon
47	Aug 21, 2014 12:34 AM	Verizon
48	Aug 19, 2014 11:34 PM	Verizon
49	Aug 19, 2014 9:45 PM	T-Mobile
50	Aug 19, 2014 3:35 PM	Verizon
51	Aug 18, 2014 4:24 PM	Net 10
52	Aug 16, 2014 9:34 PM	Verizon
53	Aug 15, 2014 5:11 PM	at&t
54	Aug 15, 2014 4:20 PM	Att
55	Aug 15, 2014 3:42 PM	T-Mobile

56	Aug 13, 2014 8:41 PM	AT&T
57	Aug 13, 2014 3:21 PM	T-Mobile
58	Aug 13, 2014 4:27 AM	Verizon
59	Aug 13, 2014 12:27 AM	AT&T
60	Aug 12, 2014 11:12 PM	Verizon
61	Aug 12, 2014 10:59 PM	TMOBILE
62	Aug 12, 2014 8:32 PM	Verizon
63	Aug 12, 2014 8:27 PM	AT&T
64	Aug 12, 2014 5:34 PM	AT&T
65	Aug 12, 2014 3:59 PM	t-mobile
66	Aug 12, 2014 3:07 PM	AT&T
67	Aug 11, 2014 11:39 PM	Verizon
68	Aug 11, 2014 11:02 PM	verizon
69	Aug 11, 2014 10:55 PM	verizon
70	Aug 11, 2014 9:24 PM	Verizon
71	Aug 11, 2014 9:21 PM	verizon
72	Aug 11, 2014 9:03 PM	T-Mobile
73	Aug 11, 2014 8:56 PM	Verison
74	Aug 11, 2014 7:53 PM	Verizon
75	Aug 11, 2014 6:11 PM	T-Mobil
76	Aug 11, 2014 6:08 PM	AT&T
77	Aug 11, 2014 5:52 PM	AT&T
78	Aug 11, 2014 4:08 PM	at&t
79	Aug 11, 2014 3:35 PM	T-Mobile
80	Aug 11, 2014 3:32 PM	T-Mobile
81	Aug 11, 2014 3:05 PM	AT&T
82	Aug 11, 2014 3:00 PM	AT&T
83	Aug 8, 2014 10:37 PM	Verizon
84	Aug 8, 2014 10:20 PM	t-mobile
85	Aug 8, 2014 10:13 PM	AT&T
86	Aug 8, 2014 7:28 PM	AT&T
87	Aug 8, 2014 6:52 PM	Sprint
88	Aug 8, 2014 6:10 PM	verizon
89	Aug 8, 2014 5:41 PM	AT&&
90	Aug 8, 2014 4:58 PM	Sprint
91	Aug 8, 2014 4:39 PM	AT&T
92	Aug 8, 2014 4:15 PM	verizon
93	Aug 8, 2014 3:46 PM	A T & T
94	Aug 8, 2014 3:36 PM	verizon
95	Aug 8, 2014 3:16 PM	AT&T
96	Aug 8, 2014 2:45 PM	AT&T
97	Aug 8, 2014 2:35 PM	AT&T
98	Aug 8, 2014 3:52 AM	Verizon
99	Aug 8, 2014 1:34 AM	T-Mobile
100	Aug 8, 2014 12:48 AM	AT&T
101	Aug 7, 2014 11:46 PM	AT & T
102	Aug 7, 2014 11:29 PM	Tmobile
103	Aug 7, 2014 11:21 PM	AT&T
104	Aug 7, 2014 11:07 PM	T-mobile
105	Aug 7, 2014 11:05 PM	AT&T
106	Aug 7, 2014 11:02 PM	Sprint
107	Aug 7, 2014 10:51 PM	Tmobile
108	Aug 7, 2014 10:42 PM	Sprint
109	Aug 7, 2014 10:41 PM	ATT
110	Aug 7, 2014 10:39 PM	ATT
111	Aug 7, 2014 10:38 PM	Verizon
112	Aug 7, 2014 10:37 PM	AT&T
113	Aug 7, 2014 10:28 PM	AT&T
114	Aug 7, 2014 10:18 PM	Verizon
115	Aug 7, 2014 10:09 PM	Verizon
116	Aug 7, 2014 10:08 PM	t-mobile
117	Aug 7, 2014 9:55 PM	AT&T
118	Aug 7, 2014 9:54 PM	Virision
119	Aug 7, 2014 9:54 PM	T-Mobile

120	Aug 7, 2014 9:49 PM	Sprint
121	Aug 7, 2014 9:43 PM	Verizon
122	Aug 7, 2014 9:42 PM	AT&T
123	Aug 7, 2014 9:41 PM	AT&T
124	Aug 7, 2014 9:41 PM	AT&T
125	Aug 7, 2014 9:34 PM	Verizon
126	Aug 7, 2014 9:26 PM	ATT
127	Aug 7, 2014 9:18 PM	Verizon
128	Aug 7, 2014 9:12 PM	T-Mobile
129	Aug 7, 2014 9:08 PM	AT&T
130	Aug 7, 2014 9:04 PM	verizon
131	Aug 7, 2014 9:02 PM	AT&T
132	Aug 7, 2014 9:00 PM	Verizon
133	Aug 7, 2014 8:56 PM	t-mobile
134	Aug 7, 2014 8:50 PM	AT&T
135	Aug 7, 2014 8:45 PM	AT&T
136	Aug 7, 2014 8:42 PM	verizon
137	Aug 7, 2014 8:33 PM	T-Mobile
138	Aug 7, 2014 8:31 PM	sprint
139	Aug 7, 2014 8:28 PM	verizon
140	Aug 7, 2014 8:25 PM	Verizon
141	Aug 7, 2014 8:18 PM	verizon
142	Aug 7, 2014 8:14 PM	do not own a mobile phone
143	Aug 7, 2014 8:12 PM	Verizon
144	Aug 7, 2014 8:11 PM	Verizon
145	Aug 7, 2014 8:11 PM	Verizon
146	Aug 7, 2014 8:05 PM	AT&T
147	Aug 7, 2014 8:03 PM	AT&T
148	Aug 7, 2014 8:01 PM	Sprint

**Q16: Please rate your overall satisfaction with information technology services offered in the El Camino College District (5 = very satisfied; 1 = unsatisfied):**

Answer Options	Very Satisfied	Satisfied	Neutral	Somewhat unsatisfied	Unsatisfied	Rating Average	Response Count
	15	69	36	37	10	3.25	167
	<i>answered question</i>						<b>167</b>
	<i>skipped question</i>						<b>19</b>



**Q17: Please offer any other comments on technology at ECCD.**

Answer Options	Response Count
	71
<i>answered question</i>	<b>71</b>
<i>skipped question</i>	<b>115</b>

	Response Date	Response Text
1	Aug 29, 2014 1:19 AM	Our phones and internet are same system, so if internet is down, we can't call anyone unless we use our cellphone (same when the power goes out). Maybe there should be number to text so we can get some response without having to go through switchboard during outages.
2	Aug 27, 2014 10:31 PM	It people on the chat box do an amazing job; they have been bombarded with so many angry and frustrated students and they are always quick to fix the problem.
3	Aug 27, 2014 9:05 PM	The low rates are NOT directed to the majority of the techs we have on staff. One major problem is that we need MORE techs available especially for emergencies. It is difficult to get someone to answer when calling the help desk! I realize if a person is one the phone helping someone, then other calls will have to wait. Perhaps more available techs or a call back queue would be helpful. It isn't so much the service from the techs, but more importantly the outdated systems and software. A few examples that come to mind right away are Datatel, issues with the printers NOT printing sometimes (and then other times they work fine), the timekeeper system is an absolute JOKE! Our internal website for employee only information is NOT user friendly to say the least! ITS needs more help and updated systems to make their job and ours easier and into the 21st Century! Please make improvements after using this survey to determine issues that need to be addressed. Don't survey us, identify problems and then ignore them. Please do something to help!
4	Aug 27, 2014 8:40 PM	I do not use the emergency notification system because it does not work with my carrier! Our IT department is doing the best they can with the resources they are given. They are understaffed and just do not have the manpower to complete the essential needs for all students and faculty. They work hard and do the best they can do.
5	Aug 27, 2014 7:24 PM	The Networking department has been extremely helpful all along. Overall, I have seen good improvements in recent months. However, in the past, the installation of new equipment purchased by the department has been extremely slow.
6	Aug 27, 2014 6:49 PM	<p>Please know, I appreciate all that ITS does for this campus in supporting staff, faculty, and students in the course of our professional and academic lives. However, while I feel ITS has made incredible strides, they could do greater things if only they received an increase in staff during critical times and conversely less staff during less critical times i.e. just-in-time staffing as well as intuitive and responsive technology. With that, I offer the following observations, suggestions and yes, constructive criticism and examples in support of my ITS friends and colleagues and more importantly our students:</p> <ol style="list-style-type: none"> <li>1. Colleague needs to be eliminated and/or we need a serious do-over. The portal needs to be eliminated and/or we need a serious do-over. Both systems are not intuitive and not responsive. For example, when students log on to view their Documents folder, they cannot hyperlink the requested document. Instead they need to log out or minimize and go to the public side of the college website and click on Forms. Moreover, due to a character limitation we cannot post a static message informing students that they need to log out and go to the public side to retrieve their documents. For the non-traditional student and the millennial student there are simply too many 'clicks' between functions and students and parents become frustrated and lose interest.</li> <li>2. When students receive an award letter, it is not customized to their current enrollment status; it is a one size fits all and students/parents do not understand this. In addition, every time a student logs on to their MyECC to view their award letter it auto-updates so that student never knows the original date of their award letter. When staff inform students that they are disbursed 4-5 weeks from the original date of their award letter, this requires a staff member to look it up and report back to the student; some would say this is labor intensive. If students were able to see this for themselves then it might be a little less labor intensive.</li> <li>3. Another example, we have not yet set up for fillable, secure and able to submit electronic forms with respect to Financial Aid and other student service departments of which I know would benefit from this advance. This ought to be in our top 5 critical ITS improvements for students.</li> <li>4. When a student goes online to pay for their classes, and they only have a balance of .50, the student cannot pay with a credit / debit card because it is less than \$1.00. When a student goes to pay that \$1.00, the student receives an error message that their transaction cannot be processed but they are not informed what to do next or how to resolve it. To clear this balance, students must either write a check for .50 or stand in line to pay .50.</li> <li>5. Our entire system is not real time. For example, when a student registers for a class and then needs to get their photo ID before they can purchase their parking permit, they must wait 48 hours to be in the system. This is counter-intuitive in that</li> </ol>
7	Aug 27, 2014 6:49 PM	Overall I have found the IT Dept and staff to be very helpful with trouble-shooting issues, equipment orders, general computer set-ups, and software support. For my Dept the only area where there simply aren't the current IT resources is in the area of created automated workflow processes to more effectively and efficiently handle the myriad of current most heavily utilized paper forms used not just by our Dept, but initiated by all Depts at all levels across the District. Would be great if each area, including administrative/infrastructure Depts. could have an opportunity to get support for even one key automated workflow project each year, even every other year. The impact to not just our Dept but to multiple people across the District would be a huge savings both on time and productivity but also on constant rework and corrections when not completed correctly or processed timely, etc. This in turn would free up both people's productivity time and resources to enhance the existing services across the District and to our students.

8	Aug 27, 2014 6:10 PM	The portion of the college's website that is referred to as "the portal" or MyECC always goes down especially the student part of the portal. Since it's constantly down our students cannot access their email and that is how the department I work for mainly communicates with the students. Also the school's system (Colleague) where all the student's and employees information is entered and stored in is too slow and always goes down. It does not function properly most of the time. These problems hinders us from doing our duties, it frustrates the students, and causes problems with employees and students.
9	Aug 27, 2014 6:02 PM	We need our own webmaster at CEC.¶ Technology needs should be addressed for each division just the campus as a whole.
10	Aug 27, 2014 5:09 PM	our portal: somewhat difficult to navigate. some links do not work, titles of links do intuitive to function. ¶ or searchable class schedule: very limited capability, not able to say if a class is a linked class, not able to give distance education information about the course, not able to search for open courses.¶ data level and prerequisite clearances: too complicated. need to simplify. some prerequisite clearances should be level clearances (example: psychology and child development)¶ Many other processes on campus should be more automated.
11	Aug 27, 2014 3:58 PM	Business Services are in need of new computer. My computer takes five minutes to boot up after turning it off. Datatel is extremely slow and there are two many down times with the internet service; which prevents everyone from using the internet and making phone calls both at the same time.
12	Aug 27, 2014 3:52 PM	There have been times when I have contacted the help desk to put in a work order. Months had passed and no one came to check on my computer. I contacted the help desk again and it turns out that they never put in a work order for my request. This has happened twice.
13	Aug 27, 2014 3:52 PM	One area we can improve on is the Help Desk. We need sufficient staff to respond to the needs of campus users and excellent customer service skills.¶ ¶ Also, we really need to invest in a digital imaging system or archival system campus wide.
14	Aug 27, 2014 3:04 PM	Need to hire additional IT Staff
15	Aug 27, 2014 2:58 PM	The school should provide more technology or inform staff before any major event could affect school systems. We got kicked out from computer system so many time.
16	Aug 25, 2014 8:56 PM	Far behind. This is very true for the Business Training Center where we interact closely with business and industry.
17	Aug 21, 2014 12:34 AM	Its very disappointing that the services afforded to El Camino College, a premier community college, are so inconsistent. While there are some individuals who give work their all, the vast majority of technicians are rude, brash, condescending and outright lazy.
18	Aug 19, 2014 11:34 PM	No information provided on where a request is in the que. When procedures change, no information is provided ahead of time. i.e. There is now a charge-back to departments for IT services such as dropping lines for networking and a delay because work orders are batched until there are enough to bring in a vendor. There is no help to departments who need to reset their phone trees since the phone tech. retired. In the meantime, students are getting erroneous messages.
19	Aug 19, 2014 9:45 PM	ITS and related are grossly under staffed. Technology is not going away and should be one of the strongest areas of this campus. We have poor infrastructure, poor response times, constant incompatibility issues, poor communication, etc. It holds our success and efficiency hostage.
20	Aug 15, 2014 4:20 PM	Have an ongoing maintenance for smart classrooms no excuses, be more apple friendly
21	Aug 13, 2014 4:34 PM	The leadership of the department is out of touch with the needs of the college. Maybe they are keeping up with classroom technology but completely disregarding the business processing end. There seems to be a total disconnect between what's deployed and how it's to be supported. For example, after going to Windows 7, we cannot accept basic upgrades to Flash or Adobe, that has to be performed by someone with admin rights. We are forced to put in a work order, but since it's not a priority, IT doesn't follow up. The department creates systems that it stops supporting but does not inform the staff. For example, the online work order system is still up on the portal and we can put in work orders, but they go nowhere. I happened to find this out from IT by accident, but why wouldn't they take it down if it's not supported and we are not supposed to use it? The process for purchasing equipment is ridiculous; the staffer who input the reqs does not communicate and takes very long to enter the reqs. When the equipment is finally purchased, it takes months to get it. Email accounts for Casual employees are sometimes disconnected at the end of the fiscal year, why not create a system where we inform the office of who's continuing so this doesn't happen? The problem seems to be the the leadership may know about technology (really old technology), but doesn't know how to deploy strategies and create effective systems. The department seems extremely dysfunctional and not on top of things. I believe that the college needs to hire an IT director that knows how to manage the system effectively, not just make the internet go faster, but how to ensure that all the parts work together in harmony. I would rank the IT leadership as mediocre. They have no idea of how to run an efficient business.
22	Aug 13, 2014 3:21 PM	Constant training on new technology that is available to staff will be very effective in order to take care of student's needs in a timely manner.
23	Aug 13, 2014 12:27 AM	I think they are understaffed and overworked and the newer computers don't work with the older equipment and it's hard for them to keep up with the times.
24	Aug 12, 2014 11:12 PM	ITS has been helpful, I am more frustrated with our portal, DATATEL, and software because it isn't reliable. Programming of software to custom fit the needs of faculty and students is lacking.
25	Aug 12, 2014 8:32 PM	The technology used at ECCD is archaic and slows work performance. The technology is at least 20 years behind current technology (Datatel, ECC Portal, etc.). In addition, the Wi-Fi is spotty. It is obvious that technology is not valued at ECCD. Further, you are not allowed to make updates to your computer without IT coming to your office to make an update which is a waste of valuable resources.
26	Aug 12, 2014 8:27 PM	We are behind in the way we utilize technology for productivity, efficiency and creative projects that support administrative, student learning and success trends.
27	Aug 12, 2014 3:59 PM	the response time is VERY slow....perhaps not enough staff??
28	Aug 11, 2014 9:24 PM	I like to be more helpful to students when technology problems come up and I need to refer them to IT.
29	Aug 11, 2014 9:03 PM	We need updated hardware to run updated programs. Still in window XP:(
30	Aug 11, 2014 8:56 PM	Software, such as, that used by Payroll, Fiscal Services and the Timekeeper (to process time sheets) should be integrated for efficiency.



31	Aug 11, 2014 6:08 PM	It would be good if there's a way for faculty to chat/communicate without emailing everyone on campus. Same goes for the staff.
32	Aug 11, 2014 5:52 PM	The ITS staff members are cordial. However, the prioritization of jobs causes problems in areas serving students directly. In my opinion, a division of staff between administrative and academic support should be considered. The campus moves well with established technologies. However, the slowdown or inaction comes with the introduction of new technologies needed by a specific department and the accompanying networking issues.
33	Aug 11, 2014 3:35 PM	N/A
34	Aug 11, 2014 3:05 PM	Working with prospective students, we need to fix the errors (constituency error, the password loop, etc.) that come up because a lot of them get discouraged and walk away. Also, "acceptance" emails are not getting to the bulk of students who apply so they many also walk away from that point. The portal is confusing to many new students, maybe have a tutorial that pops up when they first log-in. Try to have more consistent hours of IT help desk - many times I'm working with a student during regular business hours and I can't help them as much as they need because we can't get MyECC errors fixed. Also need a new phone IT person - been waiting months to get phone fixed.
35	Aug 11, 2014 3:00 PM	Keep up the good work!
36	Aug 8, 2014 10:37 PM	The IT dept is poorly led and ineffectively staffed. ECC is the only place I have worked where IT does major installs and upgrades when users are at work and using the sytem! Un-heard of in the real world!! [] Hopefully with the retirement of the so called "director," ECC will get up to date with technology and implement a strategy for effective deployment of resources and technology - it is way over due.
37	Aug 8, 2014 10:32 PM	Please hire more technicians - I believe if they had more help the quality of service and response time would greatly improve. With all the additional technology that is used at ECC now the ITS staff should have three times as many employees to keep all new classroom equipment in working order. It is nice to have all the bells and whistles but doesn't do much good if the computer doesn't work. Thanks for asking.
38	Aug 8, 2014 5:41 PM	The staff needs to grow as fast as technology. There needs to be an increase in the number of staff as well as an increase in their technology ability and know how. I believe the current staff is working to the best of their ability. But it is not enough to meet the constant immediate needs of the campus.
39	Aug 8, 2014 4:15 PM	With all they have to do with the minimal personnel they do a great job.
40	Aug 8, 2014 3:16 PM	ITS at El Camino is very under staffed. Updates needed to the system are not accomplished in a timely manner. This causes various problems for the different departments on campus but more importantly to the students. It is not because of the ITS staff if there is fault it lies with the Administration.
41	Aug 8, 2014 2:45 PM	A greater investment needs to be made to ITS by the college district. We are definitely behind the times when compared with other comparable California community colleges. We have ITS personnel who are not trained or whose job descriptions don't match their current assignment, we have old technology which needs to be updated, we lack good communication between ITS and the campus community, and we need to not only address "fires" but we need to be more proactive to address the many technological challenges we face.
42	Aug 8, 2014 1:34 AM	IT could set up a system of remote access to campus computers so that common programs like office suite can be uploaded remotely. This also helps with troubleshooting issues. [] Going through the "proper procedures" to get assistance is much less effective than direct contact with friends in the office. This can be a difference between a month and a few hours to get good assistance.
43	Aug 8, 2014 12:48 AM	The timing of updates is bad; need to take into consideration campuswide calendar/deadlines/issues. Students are referred to Helpdesk and receive poor or no help. Person who answers Helpdesk phone # is often times rude or brushes off requests as not important. If there is a recurring issue, then fix it and/or let everyone know how to handle, so not so many repetitive questions. Need better mac support. There are enough mac computers on campus to warrant additional staff. Very little coordination with Web Developer on web-related processes and decisions.
44	Aug 7, 2014 11:21 PM	It's not fair that ECC Information Technology Services has always had understaffing. The college should be generous to them and not be so skimpy in funding their needs. It's important that ITS gets more staffing and more equipment along with whatever technology they need to do things better for all of us at ECC. ITS does a whole lot with very little and has to serve the whole campus with the very little they do have.
45	Aug 7, 2014 11:07 PM	Look at current employees for assistance from within, add a couple of existing employees with prior experience, because they should be the fastest learners with technology. Pay them additional funds (overtime, and or stipend of some sort)to assist with equipment rollouts and upgrades and patches, and to assist at the user end with that when required. I used to be an IT Technician and supervisor so I also have experience and we need to look at technology needs different because the constant changing enviros. It will decrease user complaints, user errors and it will increase performance of the server, and the user end. Use the technology to train. There are many ways to work smarter. Also it would have to be accepted as an improvement method with students,staff,faculty, and admin. It will increase revenues, decrease downtimes, and failures, and crashes. Update the security software at both ends, not just one unless the system is properly configured to perform that task. Keep licensing up to date and keep looking for better technology, be weary because there is no foolproof system. It takes good people to constantly observe the issues and deal with them. I could offer several more suggestions. But there is the matter of who actually cares, who actually is looking for the credit for accomplishing these tasks. I am easy to find.
46	Aug 7, 2014 11:05 PM	Currently having difficulty accessing Datatel Colleague. The Colleague icon on the Desktop never worked since we received the new computers and instructions ITS emailed and calling the HelpDesk did not correct the problem. Can only access Colleague by logging into MyECC, and still have to log in at least twice into Datatel Colleague to access the system. Submitted ITS work order last week and still no response. [] Sending faxes through Outlook works sometimes, sometimes not. I have to locate a physical fax machine to insure faxes are sent. [] I have learned to work around computer program glitches which increases the amount of time I spend on projects and tasks.
47	Aug 7, 2014 11:02 PM	There needs to be a more concerted effort for bookstore integration within the school's web and student information databases. Currently it is very difficult to navigate, and does not provide information easily and completely. WiFi should be more accessible.

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## Appendix B – MyITAssessment Report Extracts (by SigmaNet)

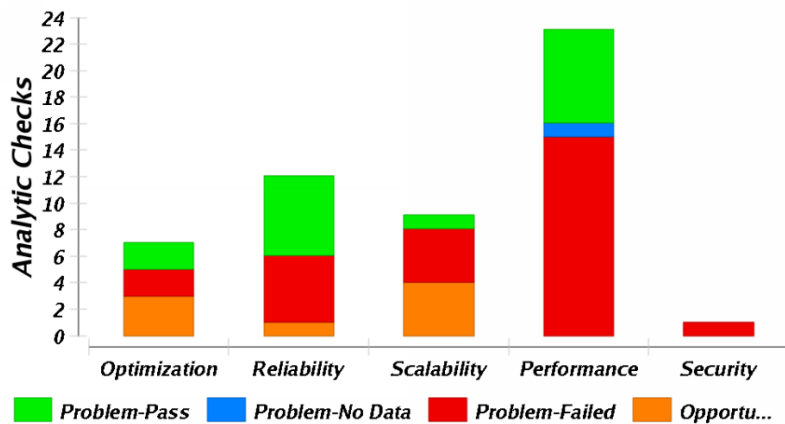


### Summary of Results

#### *Analytic Check Summary*

The following are the results of the Solution Mapper Analytic Checks. Below are the total number of failed checks broken out by technology area.

Technology	# Failed
Network:	14
Server:	11
UC:	2
Total:	27



## List of Analytic Checks

### Category: Network

Analytics Check / Key Question	Focus	Category	Status
<a href="#">Public IP Use</a>	Scalability	Architecture	✖
<a href="#">Spanning Tree Block Wrong</a>	Optimization	Architecture	✖
<a href="#">IP Subnet Exhaustion</a>	Scalability	Architecture	✔
<a href="#">Network Oversubscription</a>	Performance	Architecture	✔
<a href="#">Spanning Tree Block 10GB</a>	Optimization	Architecture	✔
<a href="#">Routing Protocol</a>	Reliability	Architecture	✔
<a href="#">PSIRT Devices in Network</a>	Security	Asset	✖
<a href="#">Network Device Lifecycle</a>	Reliability	Asset	✖
<a href="#">Network Software Consistency</a>	Scalability	Asset	✖
<a href="#">Network Device Lifecycle II</a>	Reliability	Asset	✖
<a href="#">Shared Uplinks with Discards</a>	Performance	Performance	✖
<a href="#">Critical Uplinks with Discards</a>	Performance	Performance	✖
<a href="#">Overutilization</a>	Performance	Performance	✖
<a href="#">Device Buffer Failures</a>	Performance	Performance	✖
<a href="#">Critical Uplinks with Errors</a>	Performance	Performance	✖
<a href="#">Shared Uplinks with Errors</a>	Performance	Performance	✖
<a href="#">Router Interfaces with Discards</a>	Performance	Performance	✖
<a href="#">Router Interfaces with Errors</a>	Performance	Performance	✖
<a href="#">High CPU Utilization</a>	Performance	Performance	✔



=Problem Identified



=Opportunity Check



=Check Passed



=No Data to Check

## Category: Server

Analytics Check / Key Question	Focus	Category	Status
<a href="#">Windows Desktop OS End of Life</a>	Reliability	Asset	✖
<a href="#">Windows Server OS End of Life</a>	Reliability	Asset	✖
<a href="#">Logical Disk Exhaustion</a>	Scalability	Asset	✖
<a href="#">Potential Virtualization</a>	Optimization	Asset	⬆
<a href="#">Server End of Life</a>	Reliability	Asset	✖
<a href="#">Backup Failures</a>	Reliability	Asset	✔
<a href="#">Backup Failures</a>	Reliability	Asset	✔
<a href="#">Backup Failures</a>	Reliability	Asset	✔
<a href="#">Disk Latency</a>	Performance	Asset	✔
<a href="#">Server Links with Discards</a>	Performance	Performance	✖
<a href="#">Server Links with Errors</a>	Performance	Performance	✔
<a href="#">Virtual Switch Input Packet Loss</a>	Performance	VMware Perf	✖
<a href="#">Hypervisor Memory Oversubscription</a>	Performance	VMware Perf	✖
<a href="#">High I/O Latency on Shared Storage</a>	Performance	VMware Perf	✖
<a href="#">Hypervisor CPU VM Swap</a>	Performance	VMware Perf	✖
<a href="#">Hypervisor CPU Oversubscription</a>	Performance	VMware Perf	✔
<a href="#">Hypervisor Disk Command Aborts</a>	Performance	VMware Perf	✔
<a href="#">Virtual Switch Output Packet Loss</a>	Performance	VMware Perf	✔
<a href="#">High Memory Utilization</a>	Performance	Win Performance	✖
<a href="#">High CPU Utilization</a>	Performance	Win Performance	✖
<a href="#">Server Reboots</a>	Reliability	Win Performance	✔



=Problem Identified



=Opportunity Check















=Check Passed



=No Data to Check

## Category: UC

Analytics Check / Key Question	Focus	Category	Status
<a href="#">Too Many IM/Chat Applications</a>	Optimization	Assets	
<a href="#">Video Devices Deployed</a>	Optimization	Assets	
<a href="#">CallManager End of Support</a>	Reliability	Assets	
<a href="#">CallManager Upgrades Available</a>	Reliability	Assets	
<a href="#">HD Video Conferencing (1080p Good)</a>	Scalability	Net Readiness	
<a href="#">HD Video Conferencing (720p Good)</a>	Scalability	Net Readiness	
<a href="#">Potential G.711 Calls Supported</a>	Scalability	Net Readiness	
<a href="#">Potential G.729a Calls Supported</a>	Scalability	Net Readiness	
<a href="#">1% or more Poor Simulations</a>	Performance	Net Readiness	
<a href="#">Shared Lines vs. Presence</a>	Optimization	UC Configuration	
<a href="#">Abandoned / Dropped Calls</a>	Scalability	UC Configuration	
<a href="#">Hunt List vs. Contact Agent</a>	Optimization	UC Configuration	



=Problem Identified



=Opportunity Check



=Check Passed



=No Data to Check