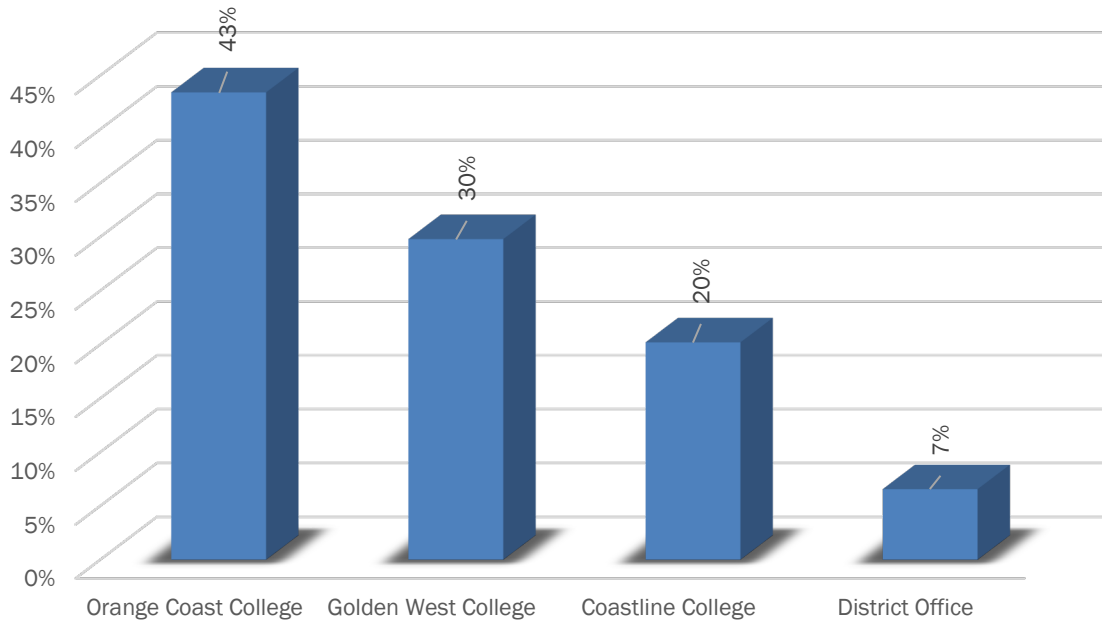


Coast Community College District

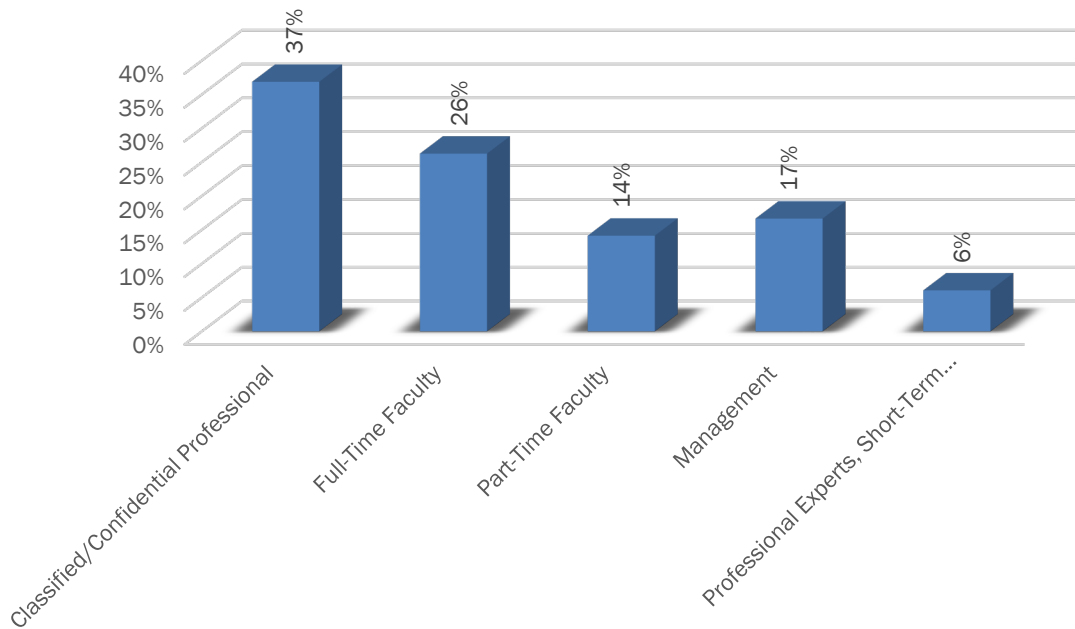
College Technology Survey by Staff 2023

(198 responses)

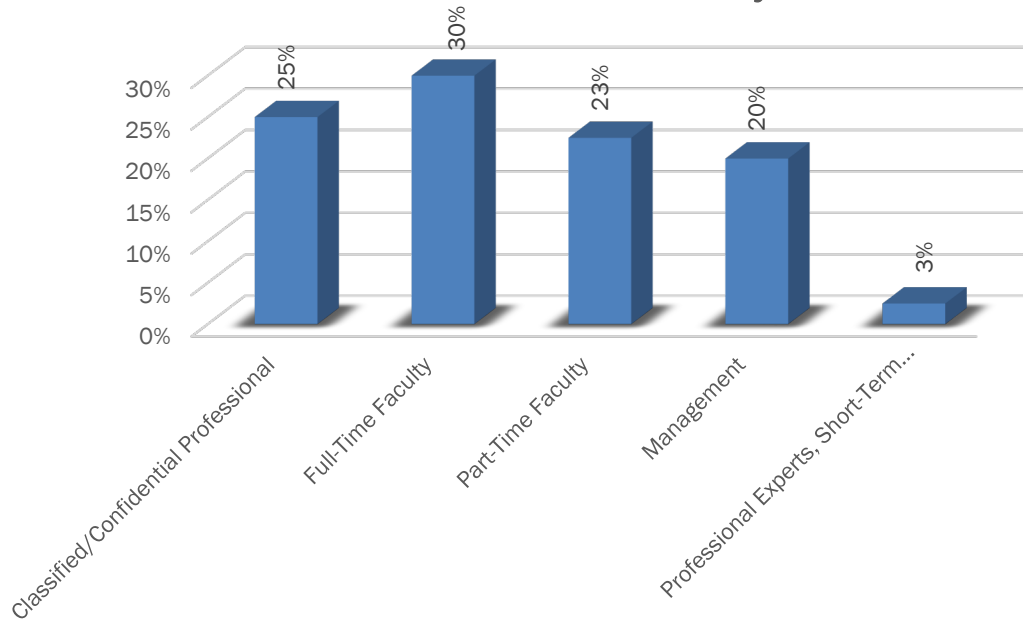
Primary District Site Location



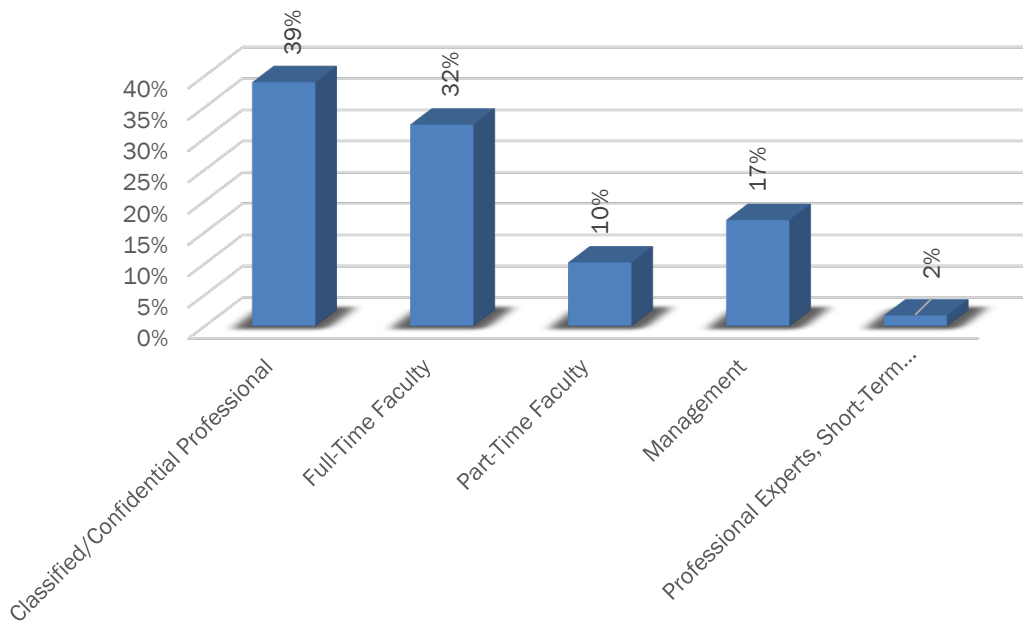
Best Describes Primary Role

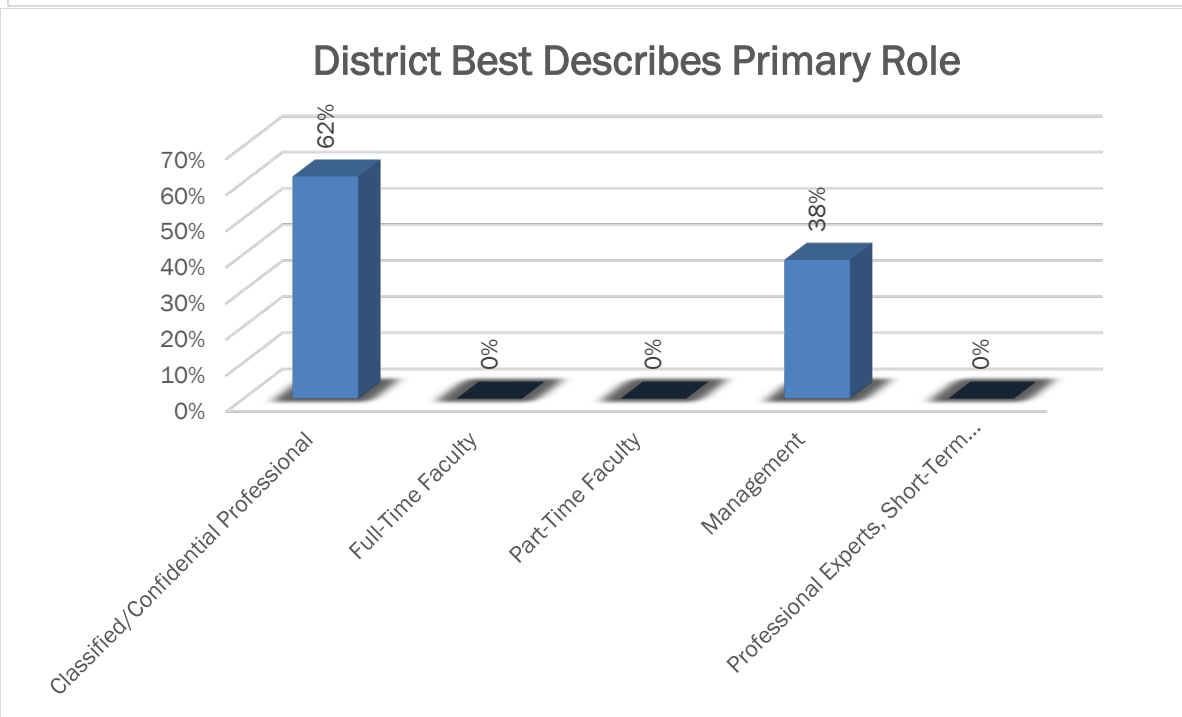
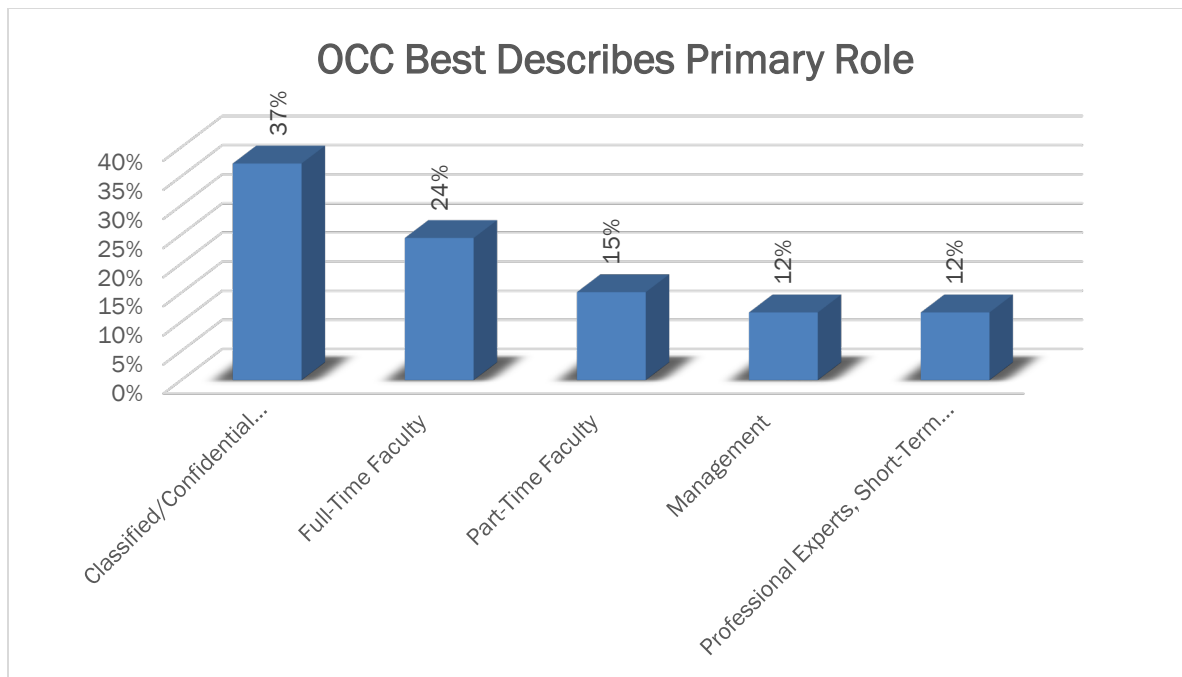


CCC Best Describes Primary Role



GWC Best Describes Primary Role





Write in which department(s) or academic program are you primarily affiliated with.
 (each bullet has an associated number to identify the count of staff responses to a group)

Coastline College

- Biological Sciences (3)
- Counseling (2)
- CST, CIS (1)
- CTE, Real Estate (1)

- English & Humanities (4)
- I am housed in the Instruction Wing I am part of the GG Campus team (1)
- Institutional Effectiveness (1)
- International Languages. (1)
- Library (1)
- Maintenance & Operations (1)
- Mathematics (1)
- Physical sciences (3)
- Social Science - Geography (1)
- Student Services (3)
- Teacher Education (1)

Golden West College

- Arts and Letters (3)
- Athletics (1)
- Automotive Technology (2)
- Communication Studies (1)
- Computer Science (3)
- Counseling; HSI STEM Grant (1)
- CTE (1)
- Education (2)
- English Department, GWC (1)
- EOPS (1)
- ESL/ELL (1)
- Foundation (1)
- GWC Math Department (1)
- Institutional Research and Dual Enrollment (1)
- Instruction (1)
- Learning Resources (1)
- Library (2)
- Math/Sciences (1)
- Nursing (1)
- Performing Arts (1)
- Physical Sciences Department (1)
- Social Science Division (2)

- Student Health (1)
- Student Services – DSPS (1)

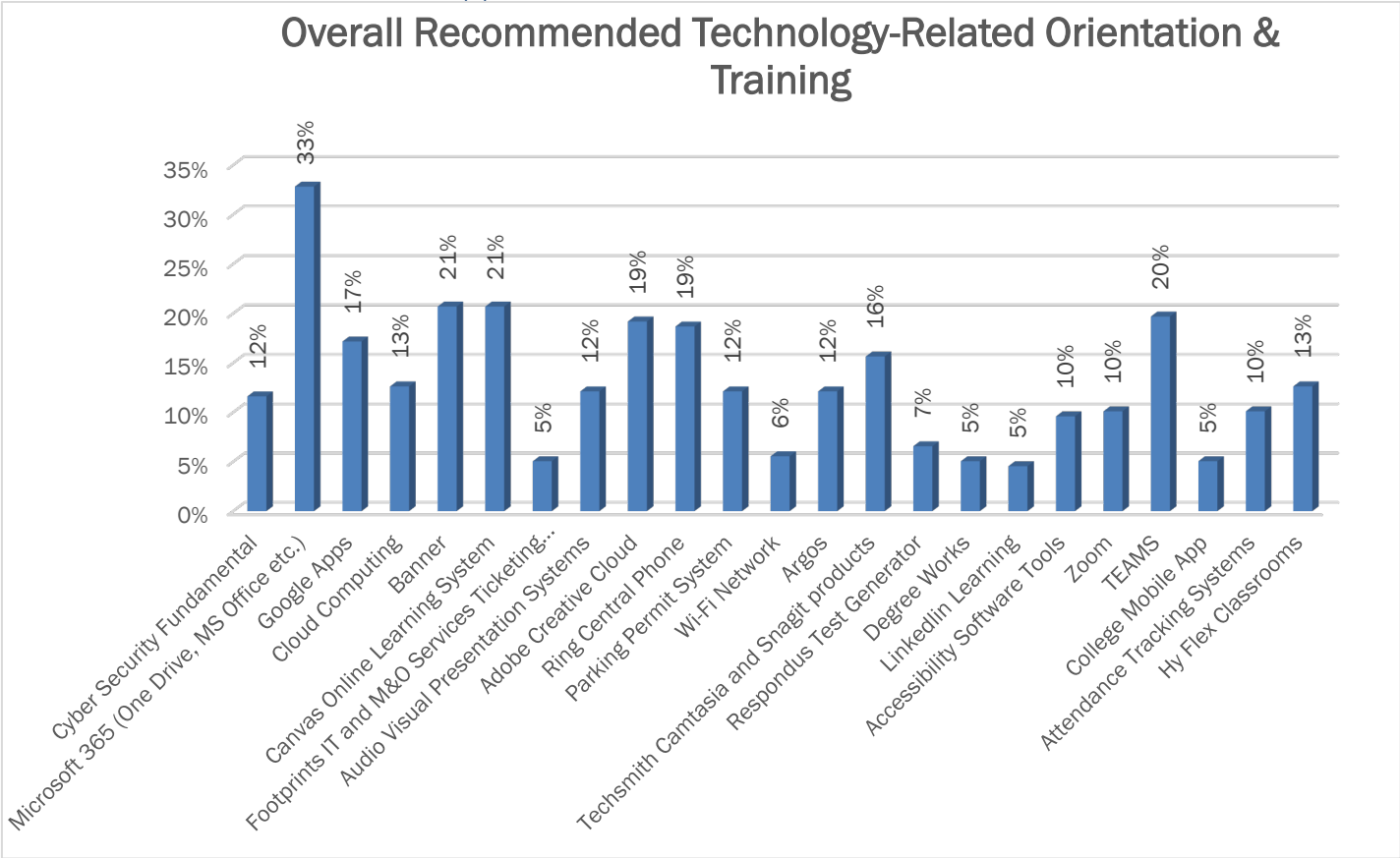
Orange Coast College

- Accounting and Business (2)
- Adult Education (1)
- Career Services / Career Technical Education (1)
- Chemistry (1)
- Child Development and Education department (1)
- Communication Studies (1)
- Counseling (3)
- Counseling, Allied Health (1)
- Dance (1)
- Dean of Students (2)
- Digital Media Arts and Design (1)
- English (1)
- Enrollment Services (4)
- Extended Opportunity Programs and Services (EOPS) (1)
- Fashion (1)
- Fine Art Department (2)
- HR (1)
- Instruction (1)
- Library (2)
- Literature and Languages (2)
- Math (3)
- Math & Sciences Division (2)
- Math and Science -- Horticulture Department (1)
- Prefer not to say to remain confidential. (1)
- Professional Mariner (1)
- SS & SS Division EOPS Suite (1)
- Student Services/Counseling (1)
- Swap Meet staff (1)
- Technology (1)
- Tell Deans across campus to stop trying to take away resources faculty use. There is no reason to rob instructors of TurnItIn without justification, without conversation, and without coming to departments that would be most highly affected by unilaterally removing this very important resource. (1)

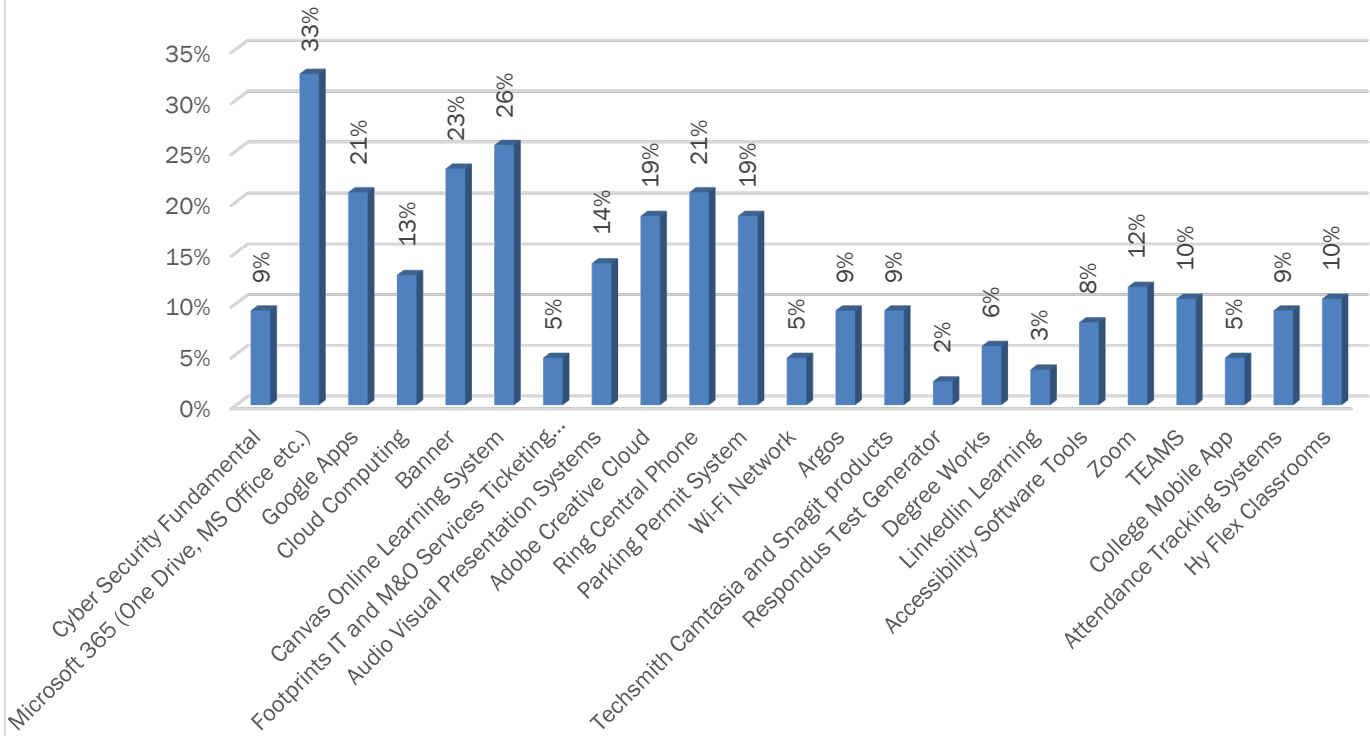
- The Hub (1)
- Visual and Performing Arts (1)
- Welding Technology (1)
- World Languages (1)

District

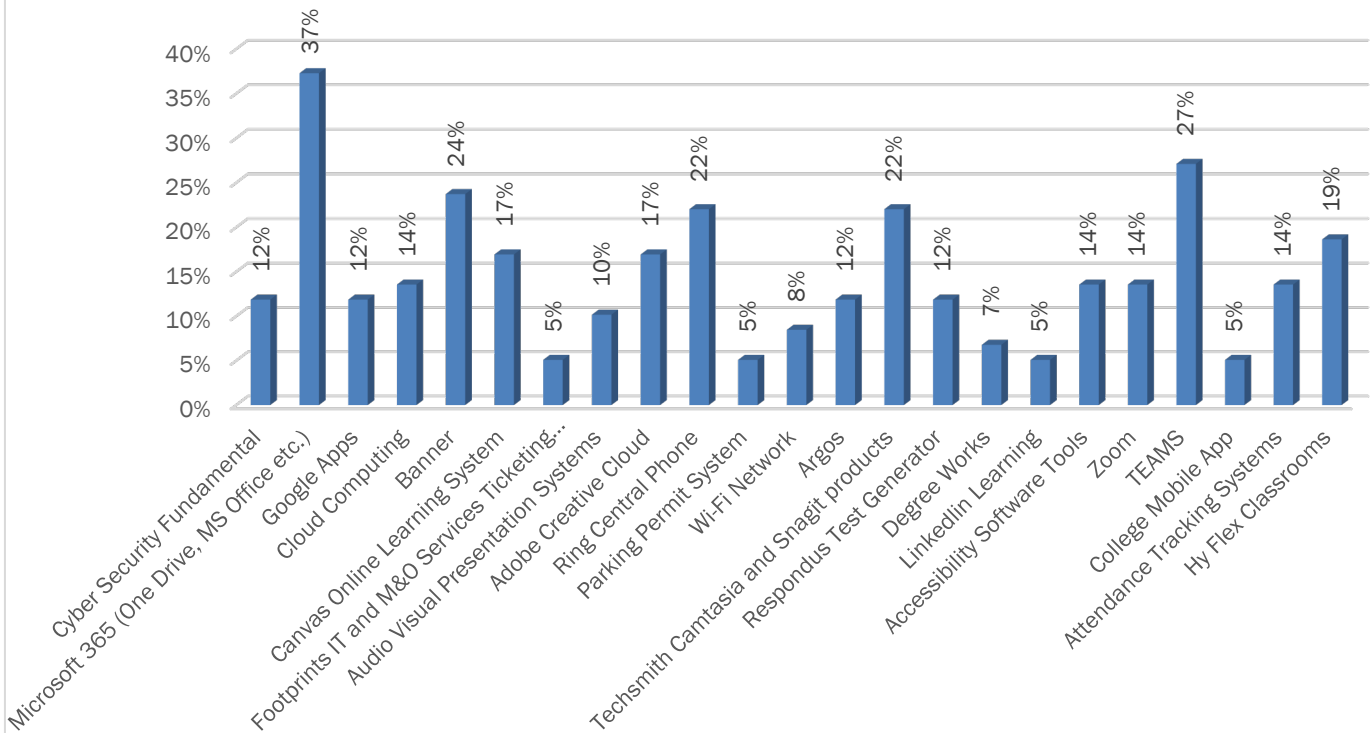
- Admin Services (1)
- Grants and Educational Services (1)



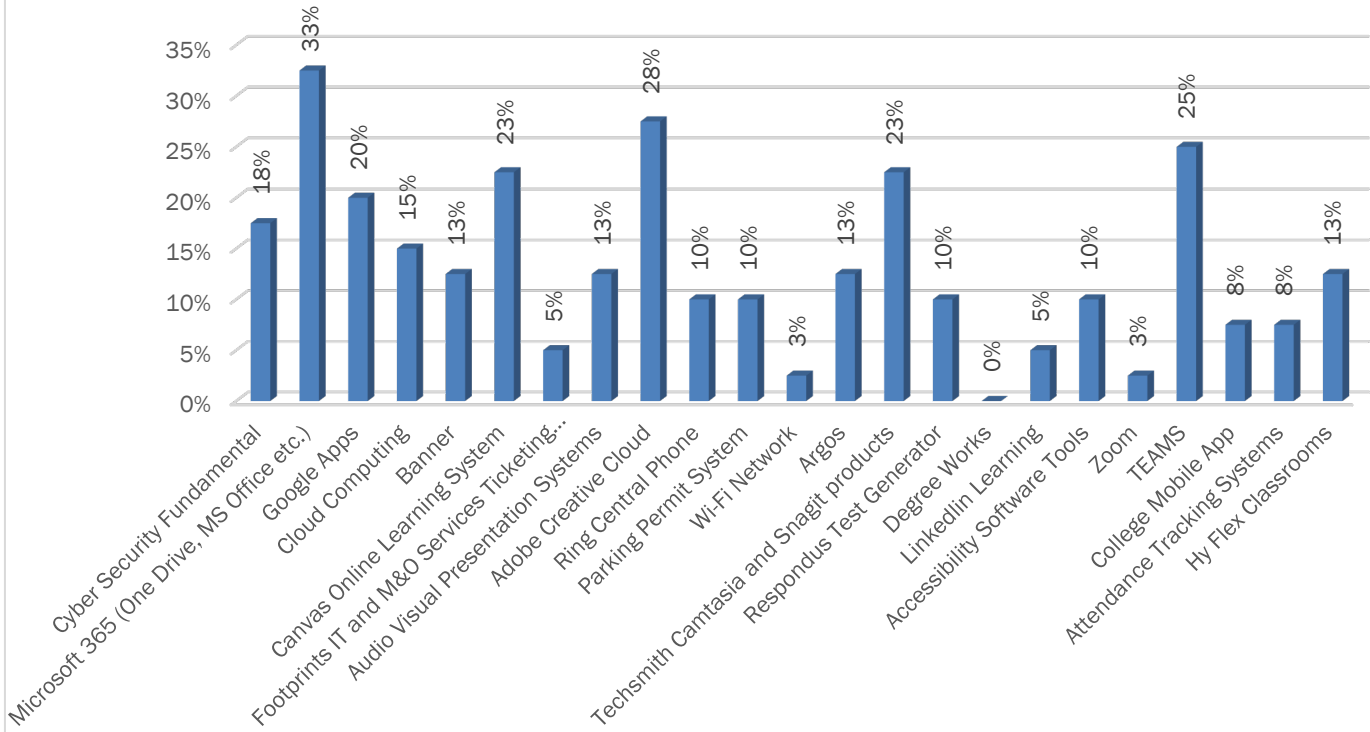
OCC Recommended Technology-Related Orientation & Training



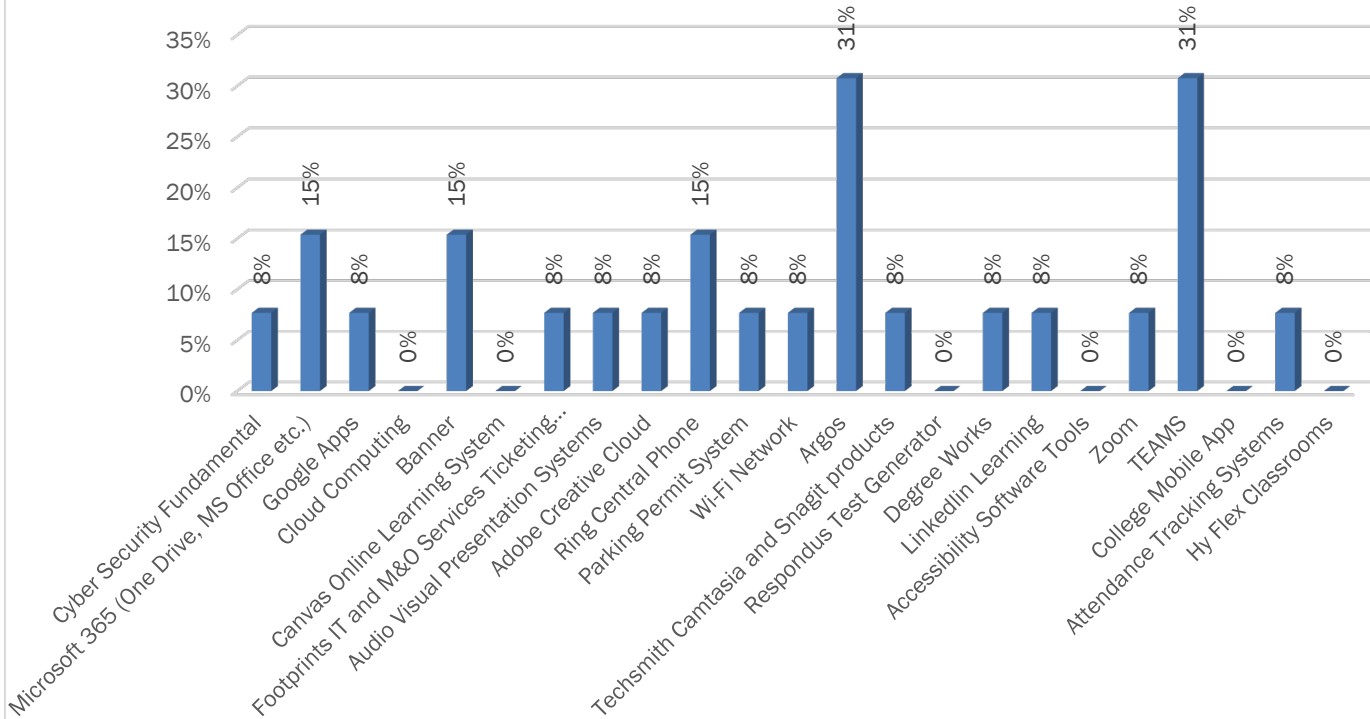
GWC Recommended Technology-Related Orientation & Training



CCC Recommended Technology-Related Orientation & Training



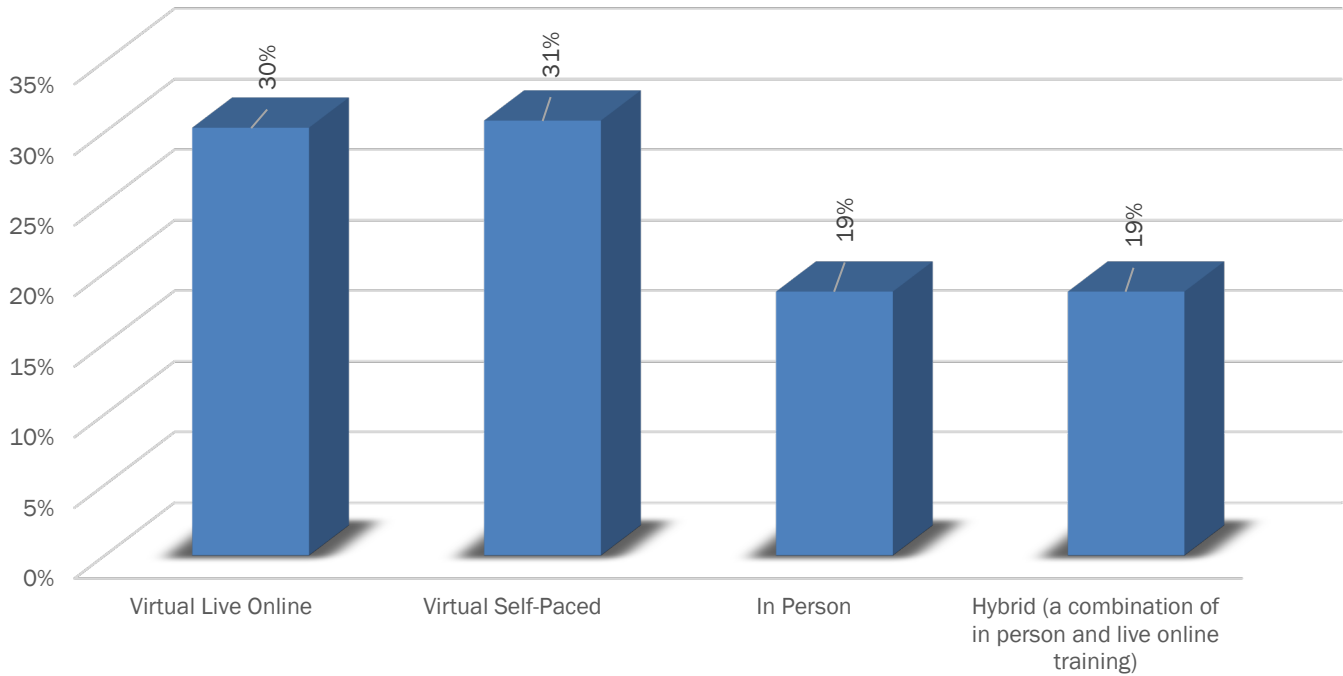
District Recommended Technology-Related Orientation & Training



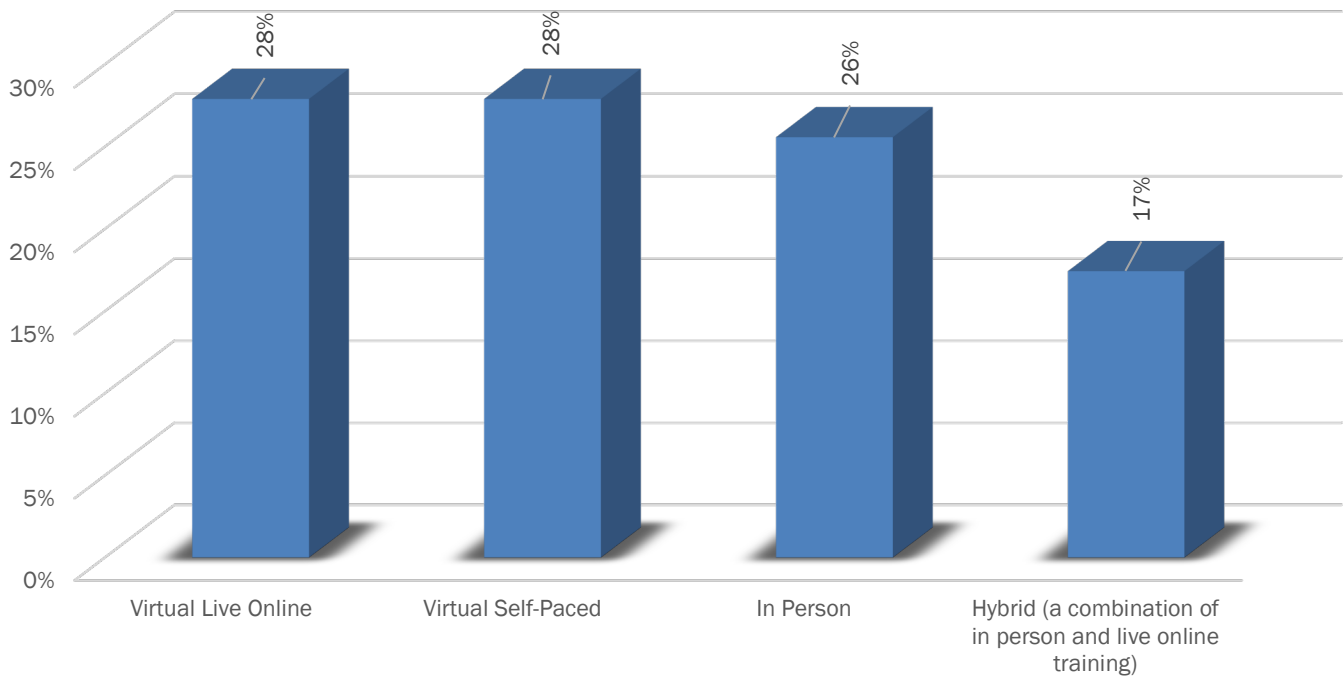
What “Other” recommended technology-related orientation and training would you recommend?

- Additional SLATE training.
- AI detection
- Argos, Advanced user Outlook Mail training
- ChatGPT 3.5 and ChatGPT 4
- Creating IT Service Desk tickets
- Deans that use 'chain of command' as a way to hide behind hierarchies and push through policies without a sense of shared governance do not embody what I was told was OCC's spirit of collaboration and listening. I don't feel listened to.
- Dynamic/NextGen form Signal vine
- Going to Simulation conventions
- How to incorporate/manage AI (eg, Chat GPT) in classroom
- I am sure what to recommend.
- I don't need training on any of these things
- Most of the trainings listed on this list should be offered as a video on demand - something very short (less than 8 minutes - why 8 minutes? This is the average video time in YouTube) and impactful that addresses these areas. Coast colleges also has access to LinkedIn Learning where the other videos can be accessed to learn most of what is here. I recommend that we assess what are the skills will be needed in the future - Such as ethical use of generative AI, for example, what types of technology will be needed in the classroom and do things that will gather cohorts or people to want to learn together. The reality is that people will not make time to learn if you leave it up to them. The other piece is that you could look at what the MOST BASIC knowledge should be upon entering Coast Colleges/Coastline and offer that as part of Orientation. I would call this Onboarding but we do not have that offered at Coast.
- Panopto YouTube
- Respondus Monitor Exam Proctoring
- SLATE
- SLATE
- SOME OF THE NAMES ABOVE ARE NOT CLEAR; WHAT ARE THEY?
- Use of Settings on our office laptop

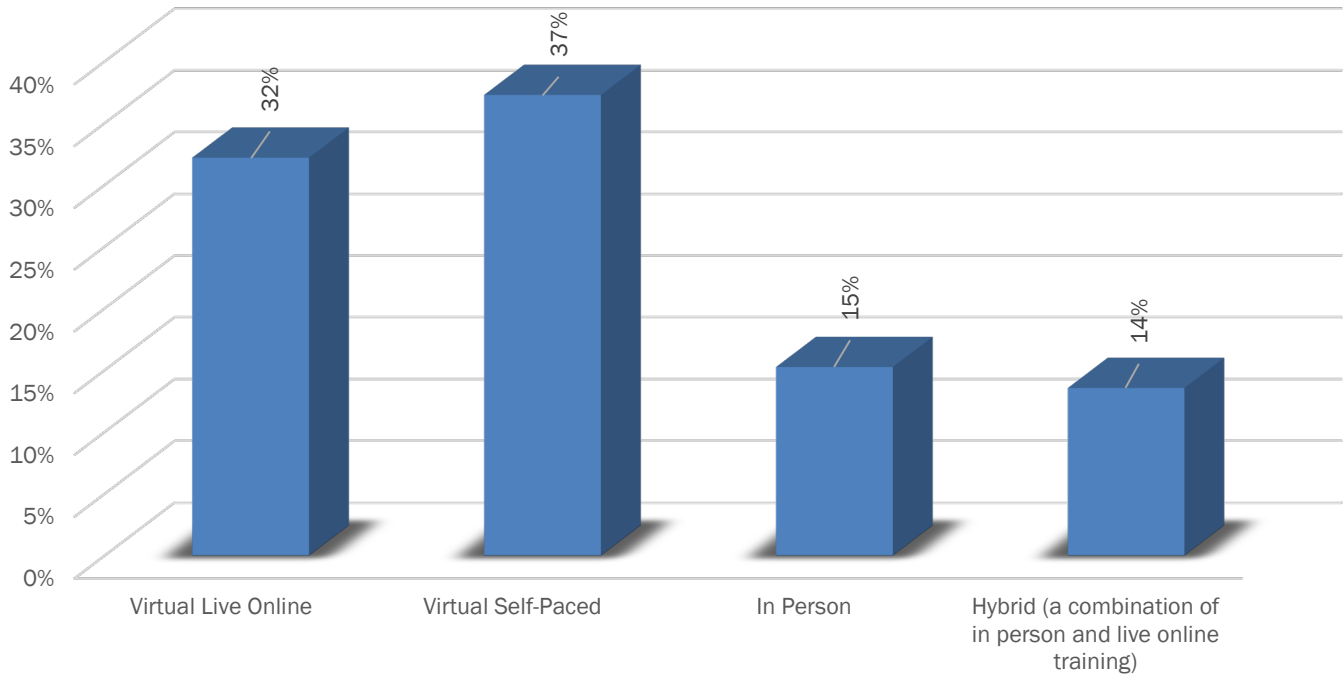
Overall Preferred Method of Training



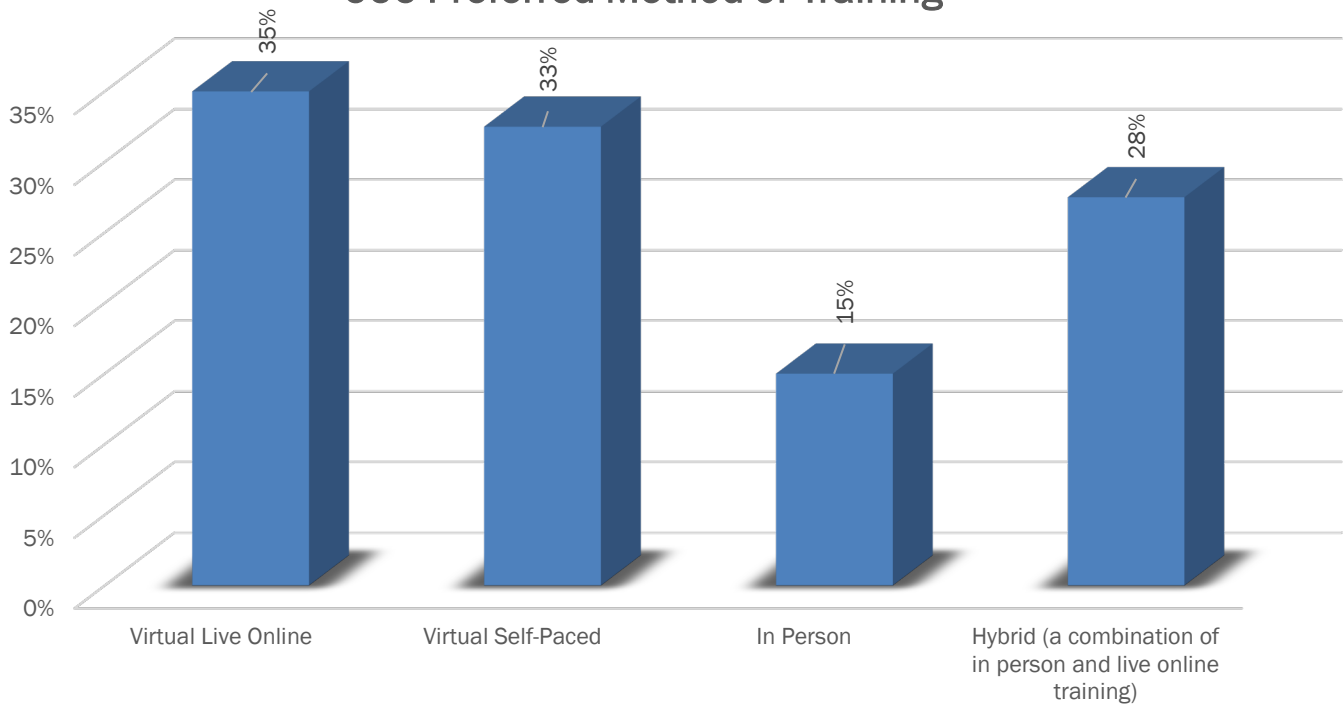
OCC Preferred Method of Training



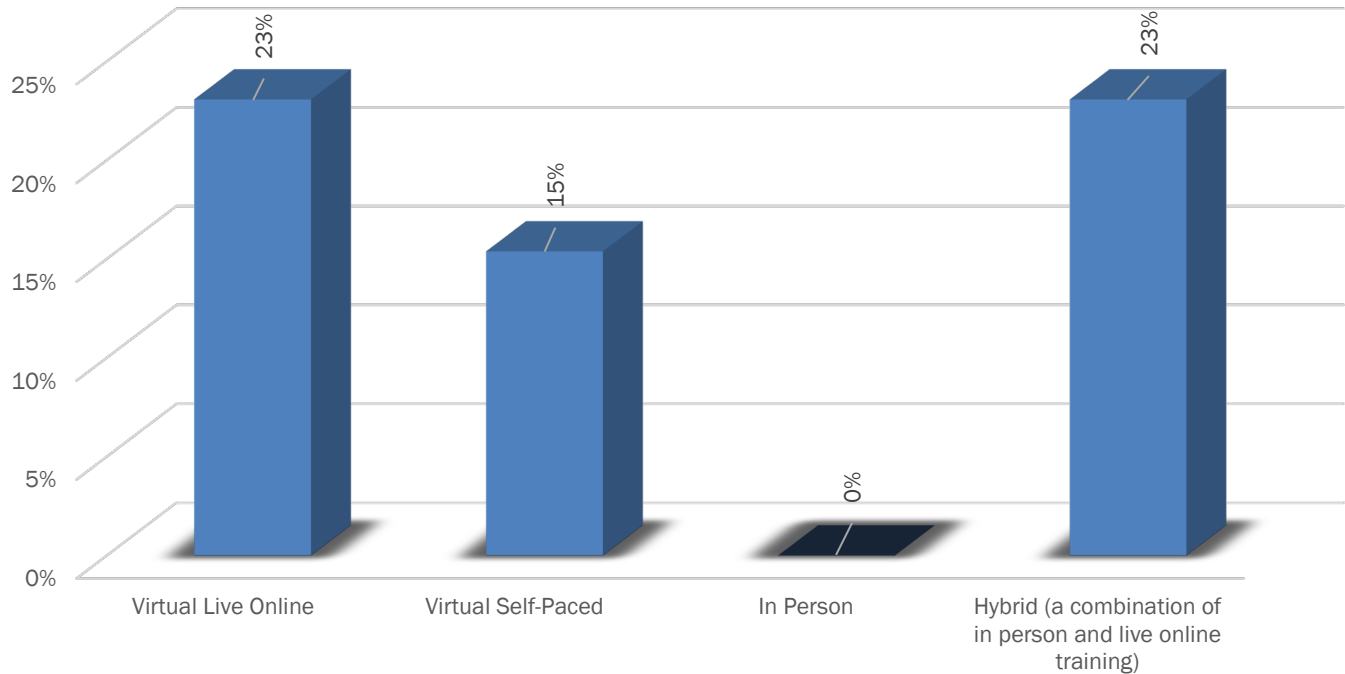
GWC Preferred Method of Training



CCC Preferred Method of Training



District Preferred Method of Training



What emerging technologies would you like the college to explore?
(each bullet represents an individual staff member's response)

Coastline College

- AI
- Appropriate ways of integrating ChatGPT in the classroom; cheating prevention.
- Better speech recognition software for the sciences-especially medical words (Dragon Speak?). It takes me an hour to edit the close captions on Panopto because the speech verbal recognition is so bad. Also the video editing is not very good except for drastic cuts.
- Chat GPT/AI and how it can be used for good. VR and AR.
- ChatGPT
- Courseleaf
- Cybersecurity on mobile devices.
- DragonSpeak or other close captioning software that recognizes scientific language.
- Generative AI and how to use to teach Data Analytics Communicating with data
- I'm not sure because I'm not tech-savvy.
- Integrating generative AI into coursework.
- LLM-Generate AI - Bard, ChatGPT
- More access to Team-compatible apps/resources to improve workflows, and task management and assignment.
- Munday

- no suggestions but I would love the college to get a Padlet license (it is not really emerging - it is just something I want) :-)
- Please stop adding tools. Make better use of the ones we have.
- Predictive analytics AI
- Students using Artificial Intelligence to research and write required research papers.
- Virtual Reality
- VR
- Whatever they offer.

Golden West College

- AI / ML, Chat GPT
- AI Detection
- AI/Chat GPT
- Augmented reality simulation for nursing students (I recognize this is very specific and affects a small cohort).
- Better scheduling software, ditch curricUNET
- Blockchains, Cloud technologies, and AI
- Chat GPT and programs to counter its use
- Chat GPT/AI detectors
- ChatGPT
- DualEnroll.com
- Functioning, high speed wifi on the ENTIRE campus, including parking lots and athletic fields
- how to use or combat chatgpt
- It would be beneficial to have a page with all the various platforms and software used by the Campus in one location, including a description of that software and training videos or manuals. This would be especially useful for new employees or people who use software sparingly. There is already a technology page but it does not include all platforms used by the college. It should include software such as the one used for the GWC app, accudemia, slate, etc.
- N/A'''
- NA
- No idea
- No idea.
- None at this time.
- Public address systems
- Raspberri Pis for signage and displays in the theatre building. IP cameras for monotoring theatrical shows, and
- Starfish
- Stop implementing costly technologies that we never use and change within months.

- Sustainable Technology
- unsure
- Voice to text that is both accurate and learner friendly
- Windows Sandbox or similar in AWS or Azure, where students would have access to a VM with an instructor specified image

Orange Coast College

- a better software than Banner for finance, that is more intuitive and friendly to those of us who don't use it all the time, but just need to look up info. A software that uses friendly terms and has help. a better software than Nuventive that is friendlier and less clunky. Even TracDat allowed copying. Nuventive also doesn't allow the user to sort a list of items as they wish.
- A better, more user-friendly ERP than Banner 9.
- A.I. -- while there are many many dark sides to this exponentially-growing technology, it's here to stay (like the internet was in 1995), so we can't afford to fall behind other institutions and companies. Many departments and employees dragged their heels in adopting the 'World Wide Web' and EMAIL when they hit the campus in the mid-90's, and many programs and students suffered for it.
- AI
- AI training.
- AI-enhanced instructional tools
- Artificial Intelligence (AI), Datafication, Machine Learning, Blockchain, and Automation
- Better wi-fi.
- Chat GPT
- Chat GPT/AI Options
- ChatGPT
- Cyber Security
- enhance Banner
- Goreact, Harmony
- How to use AI.
- Hyflex technology at OCC.
- I am not involve with students on a regular basis so i wouldn't know
- I believe a global wi-fi system would be terrific specifically for our international students and of course, our traveling faculty and staff.
- I do not know what to recommend.
- I'd like to see the implementation of SLATE district-wide.
- Keep TurnItIn. Anyone who unilaterally decides to remove TurnItIn is betraying the college's mission to academic excellence and shared governance.
- Liquid Syllabi, Chat GPT and its impact
- -Long-term planning strategies and policies districtwide for the adoption and normalization of hyflex and remote learning/working -Explore AI applications in the classroom and establish uses, training, and policies for instruction. -Continue to support Google Workspace as 83% of graduating high school students use these tools.

- New computers or lap tops/ A kiosk to check-in students.
- No answer provided
- No clue
- No idea
- None
- Not sure what is emerging :-)
- Receiving sensitive documents securely such as Drivers Licenses, Social Security Numbers, Name change documents, Passport photos, etc...
- SLATE
- Some simple graphic editing tools allow us to make diagrams for operational needs.
- The studio tool in Canvas. The current video app is too complicated. I think it's called panopta.
- Workplace Health And Wellness applications to reduce risks of health risks

District

- Artificial intelligence
- Productive ways of using AI, such as Chatgpt
- We need to get right what we currently have, before moving onto the 'new emerging technology'. New does not mean proven technology. Whatever proven, new, emerging technology needs to be centrally managed, highly secure with adequate licensing.

What technology would you recommend adding to collaboration spaces such as labs, classrooms, lecture halls, conference rooms and study rooms?

(each bullet represents an individual staff member's response)

Coastline College

- Ability to teach Live Zoom from the classroom so students who are ill or must tend to childcare may still attend classes.
- Ability to Zoom or stream classroom lectures labs to alternative spaces.
- All rooms need to be set up with zoom capabilities.
- Camera and microphones
- Cybersecurity, practical training.
- Easy to follow instructions and how to use the audio/visual equipment. In Coastline's new Student Success Center, the large and small conference rooms need this type of support. Being able to access a live person would also be helpful. How to hook up a laptop, different inputs, sound, etc.
- I teach solely online so not applicable.
- I would recommend that the WIFI get fixed first. For example, GG Coastline campus has some severe IT issues. Then we can focus on the technology. At this time, the cool tech won't work if the basics are not managed fixed first.
- n/a
- no suggestions
- None at the moment

- We already have Teams - everyone should be using it.
- Wider availability of high-flex spaces

Golden West College

- Classrooms with 360 wrap-around whiteboards and swivel chairs. Having classroom projectors that project 100% onto whiteboards. These are essential aspects for the active learning necessary in second language acquisition.
- conference rooms - update technology so we can connect to our laptops
- Install OWL Camera in the HyFlex classrooms/labs
- n/a
- NA
- No idea
- No idea.
- Over head document cams, ip printers in class.
- Shop management software.
- smart boards that would allow something like touch screen actions such as moving words, numbers, images, or shapes into different orders. I can see this being usable in virtually every type of class to allow students to engage in 2-D manipulatives: math, set design, law enforcement, English, archaeology, and so on.
- Sustainable Technology, 3D printing
- tablets in classrooms for students to use
- TV displays for casting
- unsure
- USB ports for phones in the LRC just have regular power outlets for students
- wifi that works :)
- Zoom works great, perhaps Zoom Phone too?! Do we need Ring Central???
- Zoom, statistical software

Orange Coast College

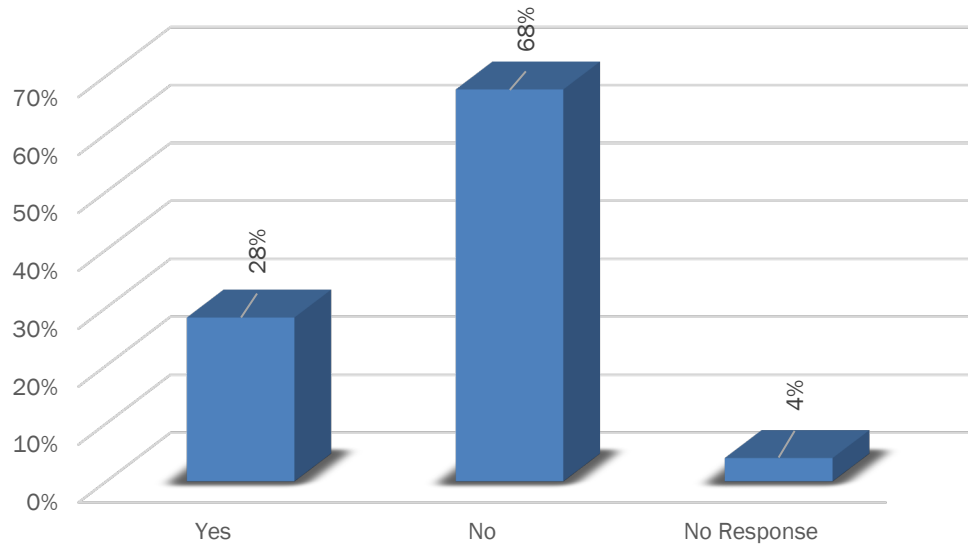
- A laminated print out of quick instructions for ensuring camera/smartboard/cpu/TV monitor are in sync and running properly. I have had to manually turn on CPU on back of several monitors but only because someone told me that is what is needed to reset and turn on system. If I did not get these verbal instructions I would have not been able to figure out student union meeting room system.
- ability to connect device to monitor and power (docking stations)
- Actual working computers with towers in the LLSS classrooms / Locally installed PDF readers instead of requiring logins to view PDFs / Monitor stands that are more static so students don't break them or use monitors as shields/barriers by turning them in bizarre formations
- Better resolution for projectors! I teach visual arts and it's very difficult to see on current screens and projector resolution.
- Conference Rooms, classified lounges there isn't anything for classified employees to go take a break or relax.
- Cyber Security

- Digital whiteboards,
- Google apps
- Goreact
- Graphic display tools. IE overhead projection equipment.
- HDMI-enabled projectors and a microphone and speaker to allow remote meetings via Zoom.
- Hy flex capabilities for meetings and/or teaching
- Just be certain that the existing technology WORKS.
- More classrooms with hyflex technology.
- More digital labs for students
- More wireless access points.
- n/a
- N/A.
- NA
- No answer provided
- None
- Of course we need the latest and greatest technology to attract students which ultimately increases enrollment
- Overhead cameras for demo purposes.
- The addition of a great conference camera in classrooms would be grand -- expensive for sure - beneficial for students.
- TurnItIn is a great piece of technology that--I've been told some Deans falsely think--one department dominantly uses on campus. Removing that from our technology spread and then saying it's 'ONLY that one department' feels like deliberate targeting.
- Video cameras and microphones in all classrooms to allow for a hyflex setup in any course.
- Wireless connection from tablet devices to projectors.

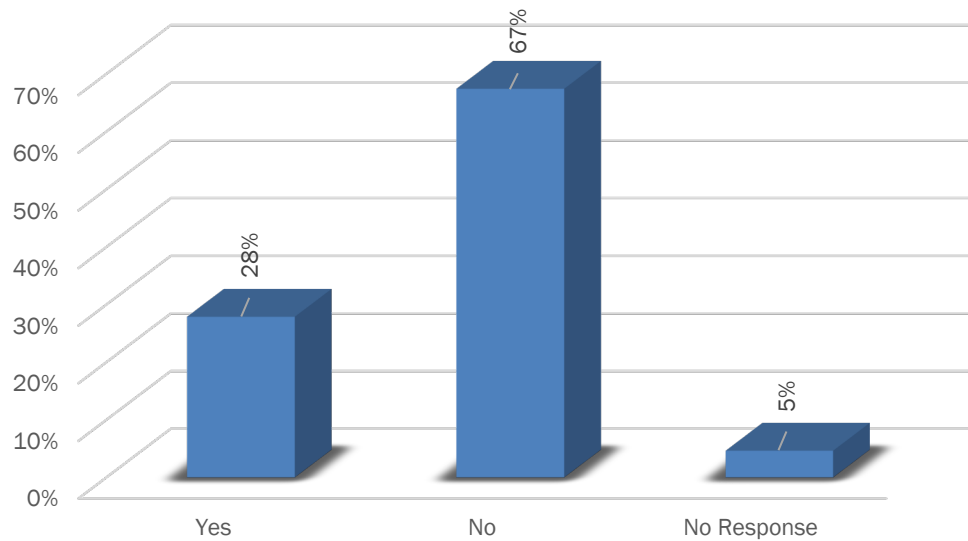
District

- The conference rooms around the District Office need to be configured to ensure the new laptops are able to project on the monitors in those conference rooms.
- Whiteboards that are Microsoft Certified to work with Microsoft products.

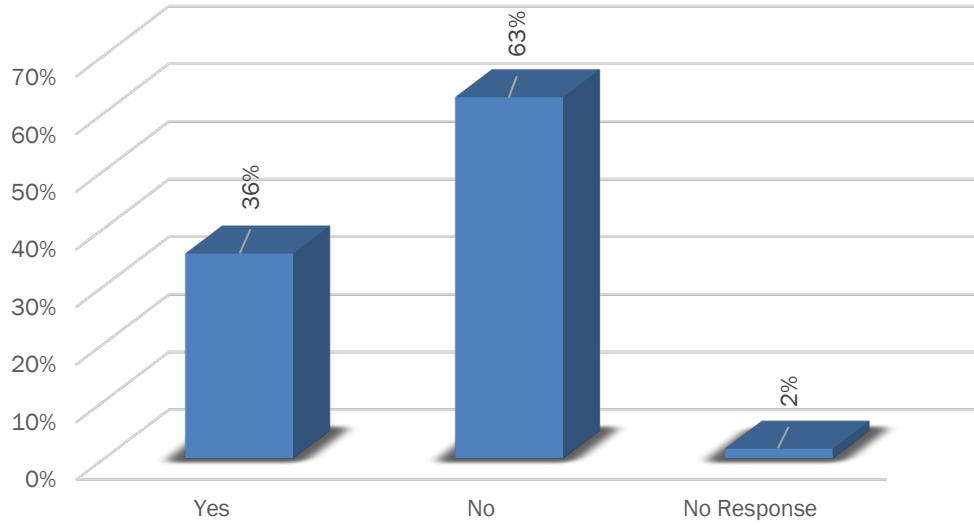
Overall Experienced Wi-Fi Challenges



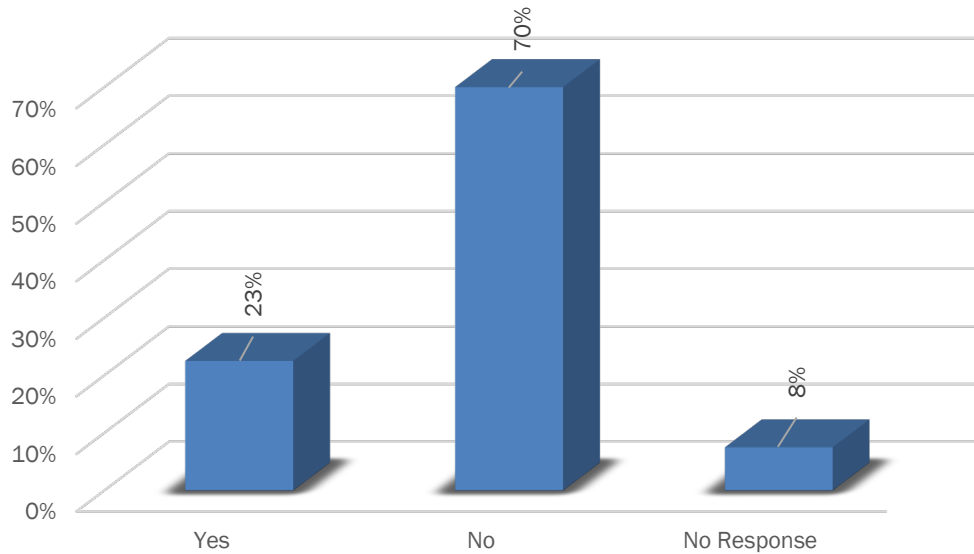
OCC Experienced Wi-Fi Challenges

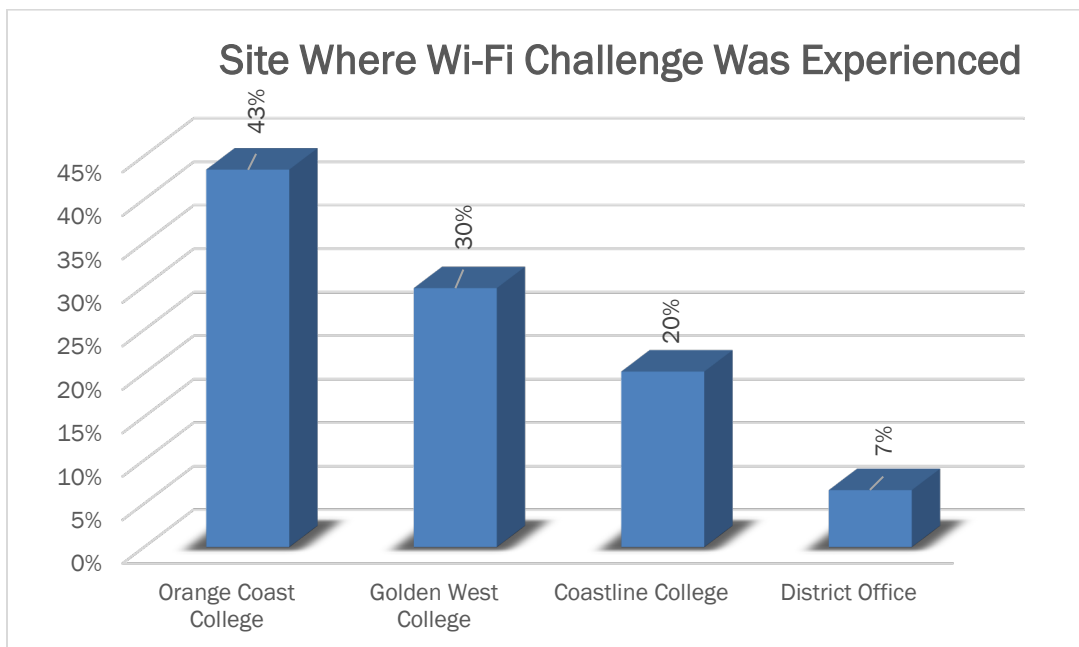
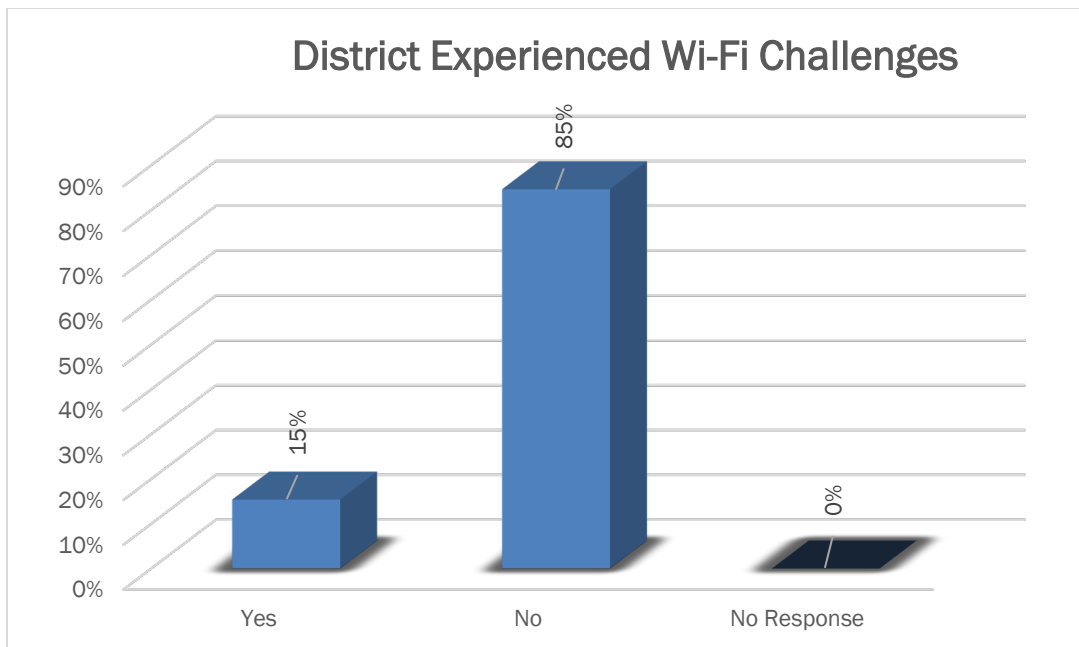


GWC Experienced Wi-Fi Challenges



CCC Experienced Wi-Fi Challenges





Write in Building Location/Time Range/Brief Description of WiFi Issue.
 (each bullet represents an individual staff member's response)

Coastline College

- Garden Grove Campus - 2nd floor classrooms. 1st floor staff offices
- Garden Grove Center
- GG Campus The waiting student room at the new FV Center is located under the stair area on the 1st floor is WIFI deficient

- I am a teacher aide on Zoom. There were a couple of times when Katie Stubblefield (art teacher) visited a room and the connection froze because coverage was spotty. I suspect there are other teachers who use Zoom while on campus and sometimes experience the same problem.
- I experience frequent 'freezing' of my screen during Zoom meetings as well as when using Outlook at various times throughout the day.
- Newport Beach - inconsistent access
- Various campus sites have spotty connection.
- Wi-fi is not consistent at the Newport Beach Campus and the Garden Grove Campus.

Golden West College

- Automotive Labs and classrooms
- Forum 1 early mornings Laptop and phone struggle for connectivity
- I have trouble getting my phone to connect, and can never find basic instructions on what employee information to enter to connect to the employee WiFi
- Learning Resources Center - students often experience difficult connecting to wi-fi and being dropped from wi-fi while working on assignments or exams, or attending live online classes.
- Library
- Math & Science. I sometimes have had to connect to the public wifi instead of the employee wifi.
- NHS 202 - Sometimes, students have difficulty connecting to ATI (online software product). The connection freezes on them.
- Occasionally, in Math/Science
- Occasionally, my laptop will not connect to the Wifi unless I restart it. I hear that others experience the same issue sometimes.
- Parking lots. It may sound odd, but students and even faculty sometimes work in their cars inbetween classes.
- RCJTC Wifi sometimes works and sometimes doesn't work. Sometimes text messages and cell phone calls don't go through. I'm not sure if this is the Wifi or the building blocking cell phone signals. The Wifi in the classrooms goes in and out and tech support came in and it did help some but the chrombooks get knocked offline during testing still.
- Rec Ed, Sand Volleyball, Football Field everything is still dropping and hard to connect. Says you are connect but nothing loads.
- SSC wifi is not good
- Student Services Building - the break room and quad area.
- Student Services Center
- Very slow on campus, bad in and near Admin building
- WPE - any given time - wifi will just disconnect

Orange Coast College

- Areas varying and often depends on the hardware being used. It's certainly not bad, just keeping up with the newest tech would be an advantage to any campus

- Campus, get bumped out of the guest wi-fi
- Chemistry
- College Center - Administration My internet times out periodically, especially during zoom meetings. The internet logo shows disconnected internet about 6-10 times a day. It is usually only brief for few seconds but during zoom meetings this can be distracting. I should be on wired network so not sure why there is consistent connection issues.
- College Center, 2nd Floor
- College Center. It accesses the WiFi, but the WiFi is non-functional, or so slow that it won't populate anything.
- CSD building within my office, CSD 108 has poor reception, EC Lab School has poor reception
- Fine Arts / C&D Lot, Fitness Complex, Ronenberg Center.
- I am often disconnected and requested to log back in multiple times a day whilst on campus.
- Lewis - all the time, downstairs, no wifi at all. I don't know upstairs Bio - occasional problems
- Library, Art Center, Fine Arts, Horticulture garden
- Mason fieldhouse 5am to 12pm
- Math lecture halls.
- OCC Early Childhood Lab School Internet connection (especially on Zoom) is inconsistent and often weak
- parking lot D
- parking lots
- PMTC the Wifi goes in and out all the time
- Prefer not to say to remain confidential.. This survey seems to not allow for that by asking more specific questions.
- Scene shop and room 104,
- There appears to be a port being blocked all across campus. It is strange that I can use most APPS on my phone except to view video cameras.
- Watson Hall - 4th Floor Daytime Unable to access WiFi with personal devices
- Watson Hall second floor. Cannot connect to Staff wifi
- Working on the weekends, and unable to connect to the internet to use the system we need and then unable to print what we need on the weekends.

District

- District Office, fiscal services - constant (daily 6-7 times minimum) an error message is received 'outlook not responding' and/or followed by 'the server is trying to retrieve information.' My outlook stops working and I have to wait for it to come back up. Additionally during zoom meetings I get messages 'your connection is not stable' and during that time period voices cut out, the screen freezes and the conversation is missed.
- Yes, but differently. District office. Building A. 05/04/2023 16:32 PM | Collins, Shirley: I was on the hard wired network at District and got bumped off and connected to Coast-WiFi-Employee. 05/11/2023 16:52 PM | Collins, Shirley: I'm at work. I was on hard wired network and got bumped off and connected to Coast-WiFi-Employee, again.

Please share any technology challenges you have had within the last six months at the college or district office. (For example: Desktop Computers, Laptops, Tablets, Chromebook, Printing, Conference Room Technology, Classroom Presentation Technology, Computer Labs, Cloud Computing, Software Applications, etc.)

(each bullet represents an individual staff member's response)

Coastline College

- A local data server seems to disconnect on certain occasions. ip address 159.115.74.250
- Access to WIFI
- All courses taught are online
- Desktop computer
- i CAN'T GET INTO MY CANVAS AT THE COLLEGE. I HAVE TO GO HOME TO GET ON THE COLLEGE. WHY IS IT SO HARD? HOW MANY HOOPS DO WE HAVE TO JUMP THROUGH. I GO INTO COLLEGE CENTER AND I DON'T EVEN CONSIDER USING THE COMPUTERS THERE. I WAIT TIL I GO HOME.
- I constantly have problems with not having the current versions of software in the Company Portal.
- I have bought my own computers that I tend to use because the firewalls on the Coastline computers make loading new software difficult and time consuming.
- I've had issues with my Outlook. I am unable to receive Shared Calendar. Our IT staff have tried working on this and they were not able to make it work. One suggestion was to start over in transferring all my documents and bookmarking all the sites that I go. But it seemed a tedious work. Since I see the shared calendar on the Windows Mail, I decided not to go through restarting the whole process.
- Lastly, I had experienced a lot of problems with Canvas. The system does not download students' or instructor's files (audios and videos) of more than 8 minutes. Sometimes, I cannot download audio files containing my feedback for students. Canvas keeps buffering and does not open or download a file posted in that system. I informed about this problem to personnel from Canvas Help Desk at Coastline. I was told the problem was my Internet connection. It is incorrect because I have used the same Internet connection for the past 5 years without any major problem. Furthermore, I checked with my Internet provider, and I confirmed I have a fast Internet connection capable of downloading audio files or videos in no more than 40 to 50 seconds. I was told I must contact Canvas directly, but I was not hired to contact Canvas to fix technical issues. Instructors and students should and deserve to have appropriate technical support from the college when we face technical issues. Instructors have so much on our plates to continue adding more responsibilities.
- My computer is working a lot slower after we switched out to the fancier monitor.
- My laptop keeps blue screening (I plan to ask for a new one this summer); I also can't remove the shortcuts to microsoft products from my desktop which is really annoying (I had someone from IT do it for me but they came back the first time I logged in from home); the clock on my laptop slowly 'loses time' so it is almost always behind causing me to be late to meetings because Outlook reminders are late (I have a way to fix this now but though I would still share).
- My Outlook is not able to share a calendar. It was checked by 2-3 IT Support and they couldn't figure out what the problem was. They suggested to start over, but I felt it was tedious. I am still able to see the shared calendar in my OWA and/or on the Mail app
- Navigating my class and student needs through Canvas
- New Z Book laptop has trouble connecting to printer
- none
- None at this time.
- Office moved - Desktop computer not available since Dec 2022
- Spent HOURS getting Adobe installed and it still crashes regularly. It is ridiculous that I have to ask for IT help to connect to a new printer because printer names have no meaning. Printers should be named by site and location at the site.

- Students have issues with canvas, chromebooks and proctorio Delay of emails going out. Sending batch emails for department email accounts
- Trying to find out the status of iPads that arrived weeks ago.
- Using PDF's when at home on my laptop.
- Using updated programs especially the new ms office suite. I can't seem to be able to copy files onto a thumb drive to transfer to another computer. I don't always have access to WIFI and cannot connect to the internet to use the cloud system that office is built around.
- We have yet to get our full-time offices set up. It's been 6 months. This is an ongoing problem between facilities and IT.

Golden West College

- 1. Students are having difficulties in resetting passwords through OKTA 2. Cell phone signals are weak or nonexistent 3. Part-time staff only have access to Office 365 web apps
- Cannot download to work laptop. Chromebooks for students cannot use statistical software. My phone does not seem to work in my office, Computer lab in SSC2530 computers not working well
- Chromebook issues.
- Classroom presentation technology -- either sound or projector not working
- Comm 106 connectivity issues.
- Computer sometimes doesn't connect to wifi. Integration between OWL and Zoom is glitchy at times.
- Computers and systems constantly malfunction or go down. Hard to accomplish goals when computer isn't functioning properly.
- connection to campus, myGWC and banner not working, VERY slow internet in the office (wired to the network)
- Desktop Computers, Laptops
- Every time there is a zoom update, the audio does not work. This has occurred twice in the past year. I fill out an IT ticket and either meet with Daniel or Christopher; they are able to assist me.
- I am waiting for a printer but a ticket has already been submitted. I believe my department needs to confirm which printer.
- I have requested fixes for broken equipment in late March and the problem was never resolved (through the end of the Spring semester). Broken screen would not roll up, and no sound when playing video. I still have two old monitors attached to my desk, along with an old 'hard drive' attached to the underside of my desk, both of which are non-operational. All while, the new monitor was installed to plug in my lap top, using a 'pencil' to level it with my desk.
- I wasn't able to connect to the internet in my office via the cable that connects my laptop to the monitor.
- I've had several difficulties with the desktop computer in BUS 111. I believe all problems have been resolved except for the Doc Cam as the port is now used for connecting to an HDMI cable.
- Just SARS being down

- Laptops can't access internet, or print.
- Last time the information was shared with the GWC community, we were informed that we only had 3 techs working on campus. The recently ousted president was horrible about replacing employees who took jobs elsewhere or resigned, and in many departments, including our Online Instruction and Tech offices, staff has been stretched mercilessly. Please consult with them to see if they have enough staff. Students have not been able to get Chromebook loans from the school. I don't know if the students who are telling me about it have failed to turn in previous Chromebooks they have borrowed, or whether the supply has bottomed out, but I've had around five students tell me that they applied and/or went to the Student Ally Center but were not issued Chromebooks. Zoom updates have been wonky. The most recent one seems to have removed the option of Breakout rooms from my class Zooms, and while I might be able to turn breakout rooms back on in my account, it would have been nice to have gotten the heads up about it via email or OI notification before I went into class and discovered I had no breakout rooms to use. Also, classroom computers can't zoom. Or at least the ones I've tried to Zoom on in the Business building can't. I've occasionally had requests from students to zoom class while I'm teaching it live, and though I will not make that a regular occurrence, and I'm not interested in Hyperflex, in a few emergency cases, it would have been nice. There may be a really good reason for not allowing the classroom computers to zoom, but I'm not sure faculty know about it.
- Library student use computers are breaking down
- My internet in my office goes in and out and tells me it is unstable. This means I sometimes miss things in meetings and when presenting.
- N/A
- Nearly EVERY time I try to log in to MyGWC, it gives me an error in authentication and I have to completely clear my browsing history. This occurs on my personal AND work computers and is VERY annoying because then I have to sign in again to all of my other sites.
- Not sure if it falls under IT's purview but the digital kiosks are an on-going issue. A large majority of them are not working at any given time. Also, the marquees on Edinger, McFadden and Gothard also have issues. Not sure if we can get better support for IT on those or not.
- Printer
- Since the switch from okta to microsoft log-in (and whatever else changed in that switch), at random times throughout the day, I have to wait up to several minutes (that is not an exaggeration) for excel, Outlook, and adobe documents to open and/or save. It is frustrating and wastes a lot of productive time. I use the P: drive and the Z: drive, and this happens on both when trying to retrieve or save documents, and on Outlook when just trying to open/send emails. (I still log on to Global Protect every day in office and remote.)
- The computers at the reception desk of the Academic Success Center are old and need rebooting frequently. Many will not allow us to print and students are impacted by having to wait for them to come back online to be checked in.
- The conference approval process needs major help! We should not be using archaic hard copy triplicate forms solely because District cannot create a system for the electronic assignment of a CAR #. We have a digital CAR but need to copy/paste the sequence # from a hard copy CAR. What a waste of money for the printing of expensive triplicate forms. Because there is not shared system on campus for the submission of CARs and administrative signatures, we have to do it all by email. This year has been stressful trying to keep up with lost CARs and especially the horrible delays with the processing of travel letters. Employees are stressing out that their conference is coming up and they haven't received their travel letter. I kindly request evaluating this process. I

wish there was a central site where we could see a list of all available software. I used google forms for years because I was not aware that other departments were using SurveyMonkey or NextGen forms. It is ridiculous how much time was wasted when more efficient technology was available had I known! Next, when I did acquire the software, there was no one available to train me on how to use it! I had to learn on my own or reached out to bother colleagues to ask for their help or tips on using the software. Connie Marten was never helpful as she only sent me links to the same YouTube videos or Cornerstone videos that I had already watched. She never helped to create trainings for the campus. So much for a staff development trainer.

- The department copier is old and out of date, and you can not guarantee a clean copy - a random stripe will come through on the copies.
- We need to have ergonomic keyboard and mouse systems for employees. I had to purchase my own mouse because my wrist was hurting.
- When the systems were updating in the last 6 months, none of our Part-time Faculty were able to print from the computers in the building. We have to put in a tech support request for each instructor at each computer which is time consuming for us and the Tech Support staff. The conference room large tv computer screen is not connecting. Sometimes the sounds doesn't work in certain classrooms and we have to call tech support out to fix it, especially in the MPR.
- Wireless mouse/keyboard has difficult connecting to displays in student study rooms unless positioned directly under the wall unit, which is difficult to use in that position.
- wobbly internet in my office. hard wired/

Orange Coast College

- All technology is working great for me! I appreciate all that our campus IT does!
- Applications that shut down while in the middle of actively using it.
- Bursar front counter credit card terminals internet connection is incredibly slow, takes at least 1 full minute per customer to process a credit card. Unable to utilize laptops in Bursar unless hard-wired in because the Wi-Fi connection.
- Chromebooks are not user friendly.
- Classroom computers
- Constant inability to access Argos Reports and Banner 9. Have to ask for IT assistance to reset Links to IT Service desk (Footprints) do not work. Very frustrating
- Cyber Security
- Desktop computers in classrooms. Seem to break down easily, not work, have to be replaced. Printers in offices not hooked up. Not clear on who is responsible to get printers toners and drums. All printers are listed with numbers yet, MCI says they do not have those numbers. Who is in charge? Make this clearer, especially to those of us who are new to OCC.
- Doc cameras are really poor for teaching design/graphics -- too small an area to work in and no flexibility to move the camera to develop a work around. Projectors in horticulture are weak.
- Getting my printer on the contract took roughly 1.5 to 2 years. I was unable to print color during that time.

- I am constantly kicked off MyCoast (Ellucian) throughout the day so I have to delete my cookies and refresh about 10-15 times a day then reopen all my browser tabs again which is a complete waste of my time.
- I didn't have any technology challenges
- I had difficulties opening RingCentral, Outlook email
- I had the Math Type license run out in the middle of the semester, and I use it multiple times each week to write assessments and closed notes for the students. I also had my laptop stop connecting to all printers and drives, and IT was helpful getting that resolved.
- I have a laptop. It receives updates very infrequently because I can't leave it at the college overnight/over the weekend. Also, when using Chrome, I like to have it remember my current tabs when I close and reopen so I can pick up where I left off when I reboot my machine. However, I have to use a separate Google login, because the school account's Chrome settings are locked down by the system administrator and that feature is turned off. Lastly, I used to be able to file IT tickets remotely through the IT Service Desk. It's now locked down and you can't do that. However, IT doesn't consistently answer the chat or their phone, so it's pretty inconvenient. Please let me file a ticket remotely through the service desk again.
- I have had trouble with my printer
- I keep getting a pop up for noMAD sign in. I don't have a password and it won't go away. Safari continues to open up to Adobe even after I close it down. I have to continually close to down thought my class.
- I'd love to see Professional Experts gain access to the desktop app version of Microsoft 365. Occasionally the browser version just doesn't cut it.
- In the past six months, I have had my desktop fully replaced three times. After the first desktop, the 2nd and 3rd desktop I received from IT had to be replaced shortly after due to fan issues and power issues. I would go into more detail but IT never told me anything.
- Jigsaw via Apporto is a failed experiment. Half installed technology in new offices HP Sure Click preventing me from being able to print Projectors in classrooms need auto off settings. I see them on constantly when a room is long vacant.
- Laptop, classroom technology, printer, bids for equipment. The response time for IT requests is either very slow or you get no response until you have to complain several times up the chain of command. Even in those cases, a response may be slow.
- laptop, printing
- Laptop/ New computers to service students or lap tops/ A kiosk to check-in students.
- Laptops
- MBCC 163: Projector #2 keeps turning off in the middle of class. SCIENCE HALL: I get an ADOBE CLOUD pop-up window all throughout class. It is as if it wants me to login. I have no need to login to Adobe Cloud while in class.
- My biggest challenge is when Deans of other divisions think it's their duty to 'cut costs' by removing technology that they deem 'only one' department to be using. Guess what--only astronomy is using telescopes, but I don't get the Lit and Lang Dean to run around campus demanding we cut telescopes because binoculars exist. That would be absurd, yet somehow 'one

department' is being targeted for cuts by a Dean that refuses to even speak to the department he thinks to be the only one to use TurnItIn.

- My personal computer
- My table top has no microphone for me to take zoom conferences in my office.
- N/A
- Network connectivity, laptop functionality
- none
- None noted; much happier with the new HP Z-book! So much simpler using it during remote work.
- None.
- Not able to text via Ring Central.
- Please Fix the SAML error! What a nightmare it is to have to login and logout all day to get to Self Service! I feel like this issue is not taken seriously....
- Printers
- Printers--working with the print cartridge acquisition system; classrooms support--getting service for classroom workstations; response time from IT (for items like quotes and follow up on repairs).
- Printing (incorrect ink or no ink delivery), remote desktop access, internet issues trying to access some websites that won't load on my terminal but will load fine on other devices with the same network.
- Professional Experts do not have access to the desktop app version of Microsoft 365.
- Projector connectivity in the classroom.
- Repeated log out of MyCoast, Degreeeworks. In a normal day, I need to clear my browser history, restart chrome, and re-log in to access Degreeeworks, MyCoast, and Banner about 4-5 times a day. After repeated reports to IT, it is still happening for this entire semester.
- RingCentral. Needs to be be updated. It doesn't seem to be an automatic update.
- Slow computer, not being able to update apps
- Sometimes it's very slow or no connection
- Sometimes the printer server doesn't work.
- Starting with this survey: Why, when the radio button for classified/Confidential is chosen, are the questions on training blocked out? Who designed this survey and assumed staff would not need to give an opinion on training? Honestly, IT in general is a challenge. I really like the individual techs who come and help. Matt, Raul, Ilona are competent and helpful. But IT as a whole is so unpleasant to deal with. My requests seem to disappear into a black hole, even if it's something simple. I feel like I have to beg and pursue everything I ask for, and I'm not asking for anything fancy or expensive, I'm just trying to keep things running. If IT (as a department) is trying to keep us from turning in requests, well, I guess it's working. In my opinion, IT has a HUGE problem with an easy fix. Just get more people (as needed) and start responding to job requests promptly! Quote requests should also be dealt with promptly. I've had to wait months for a simple quote (more than once). Either let us request our own quotes, or respond!! I'm in Instruction, and when we've gotten funding for a specific printer, computer, monitor, we KNOW what we want, we've

allocated the money to buy it, and IT should not be slowing the process. We in Instruction work for the students, and IT exists to support us. They are not doing that, they are dragging their feet. Yes, security is important, but we should all be working together.

- The library has several banks of computers for student use. Within the past month and I suspect longer, a vast majority of them have been unavailable (with out of order signs) because of lack of support from IT. Additionally, there are extremely slow computers and/or network response in the teaching classroom.
- The ordering process for technology is time consuming and makes it hard to predict when your order will arrive. To the extent that we can better project these timelines, it would be helpful in developing program timelines.
- This question doesn't apply to me.
- Trying to get someone to come out immediately to the classroom WITHOUT HAVING TO GO THROUGH A THIRD PARTY OUTSIDE VENDOR. I trust this situation has been resolved by now.
- virtual network is sometimes too slow for our 3d cad software.
- Wifi dropouts. Equal support for Firefox.
- Zoom account, Microsoft and Canvas Student Connect not connected and have done everything asked of me by IT and requested a connection from the screens when I go through trying to resolve from Canvas.....

District

- At the District Office we have only one copier/printer in the Chancellor's wing. When it goes down we have no other option for printing.
- My VOIP physical phone briefly worked with dropped calls. Now it has no power. I'm only using the Ring Central App/Software on my desktop. Chromebooks - I don't have one to support students over the telephone who don't know how to do the basics. It would be great to invest in your IT service desk techs so they can support students better. Provide us with Chromebooks. MacBooks - I don't have one to support students over the telephone who don't know how to do the basics. It would be great to invest in your IT service desk techs so they can support students better. Provide us with MacBooks with admin permissions. Microsoft Authentication App is not user friendly.
- Network connection drops while being in the office, often losing work
- Printing Adobe... I keep getting an error message saying it can't read certain fonts.

What recommendations do you have to enhance IT Services and Support? (each bullet represents an individual staff member's response)

Coastline College

- Always communicate with faculty when changes affect them. Nothing is worse than seeing your desktop computer suddenly disappear without warning.
- As many of the facility systems (lighting and HVAC controls, etc.) are basically IT solutions these days it may be important to have a discussion with M&O and IT leadership to see if there is value

in sharing the support of these systems where we don't have trained personnel to support these. We currently outsource the service and support of these systems. Just a thought.

- Ask, do not impose. And listen to the response. Faculty technology needs are not the same as staff. Our students suffer when technology assistance is so hard to obtain, with so many obstacles.
- Be more accessible more often. Especially have office hours at the FC where we can make appointments for help.
- Canvas help desk personnel are awesome, especially Cody P!
- Communication with staff and faculty about what they need instead of what you insist on providing
- Everyone is doing the best they can. Thanks for the work that you do to support the colleges. Everyone has been super nice and helpful.
- Get more help. Response times are very long and often unhelpful
- Have an IT person available on a regular basis (i.e. every other Thursday) at each of the sites so that site issues can be addressed and people will know when they can expect IT to be available.
- HIRE MORE STAFF! Students and faculty wait for hours and days for simple requests.
- I have encountered several situations where the IT person assigned to help me did not know how to do what I needed done (syncing the clock on my laptop is one example. I have seen others working with staff from IT have similar issues (one example - the person could not get Adobe Acrobat working correctly on the faculty's laptop). Being able to fix these sorts of issues would be good.
- I have no recommendations as I have had great support and service from the IT group.
- I recommend improving the response time after a user submits an IT Services request (ticket). There have been times where I didn't hear anything for over a month. I shouldn't have to continually ask for the status to be updated. One area that needs work is to improve communication between teams so the ticket gets assigned to the appropriate team/person. The apps in the Company Portal are not kept up to date. For example, Camtasia, Snagit, and Notepad++. Improve how/when apps get added/removed from the Company Portal. I requested that an app be added (or installed on my computer) and my manager approved it. It's been over 6 months since my request and it has not yet been resolved. I used an app in the Company Portal but now it's no longer there. I didn't see any communication about the removal of the app. I recommend improved communication about this process.
- I'd like to have my old set up if possible.
- Improve response time when I submit a request to the IT Service Desk. In my experience, a ticket takes an average of 140 days to be resolved. I collected this data from the last 14 tickets I submitted.
- Involve faculty in decision-making.
- It would be great if staff from Canvas Help Desk at Coastline could fix these problems, and/or escalate the issues to a higher level to find a solution. Instead of requesting instructors to do this kind of job.
- More personnel or enhanced AI bots

- n/a
- None
- None. Keep up the good work
- None. The last time I called the District IT Help Desk, they provided excellent support.
- Provide a strategic plan, including training, to use existing tools. Work with district leadership to make use of these tools, such as Team, expected by all employees.
- The auto-generated help desk ticket emails are confusing. Sometimes we get an email with no information or progress- it seems for internal use but their forwarding causes confusion. It would help if there were clear instructions or updates without having to read through a bunch of lines of buried text.
- USE NORMAL ENGLISH; I HAVE NO IDEA HALF OF THE TIME WHAT THE IT PEOPLE ARE TALKING ABOUT. SLOW DOWN: THEY CLICK, CLICK, CLICK AND SAY 'SEE?' AND, NO I DON'T. LACK OF KNOWING DOESN'T MEAN STUPID; THAT'S ALSO WHAT THEY NEED TO UNDERSTAND. THEY HAVE ONE OR TWO DECADES OF KNOWING WHAT THEY KNOW; I HAVE ONE YEAR, MAYBE.

Golden West College

- Accessibility/increased staffing
- and easier way to reach IT when there are tech issues in the classroom and an easier way to submit help tickets
- Create a new wifi hot spots or router locations so there is no dead spots. Also fix printer issues so all laptop print.
- Emergency alerts sent to computers
- fix the bandwidth internet issues. Many deadspots and beyond poor wifi speeds/connections. I know there is a current project with this, I hope we still move forward with continual maintenance and assessment once the wifi is installed.
- Have a live operator to assist.
- have a phone number that someone will answer and actually provide support in that moment and provide that number in the classrooms - no one answers the phone number that is listed in some lecture rooms.
- Have a phone number that we can call that will get us to someone who can help us immediately at GWC. I have had way too many instances where I am struggling either home, or in the classroom, and I get directed to the district, and then no one can help me. Or no one answers at all.
- Have more people on campus or on call to help - not sure how helpful this would be but we have classroom support but not support for other issues
- Have the Footprint IT ticketing system be available off-campus (without having to go through Global Protect). This system is used to request services often for the simulation technician. Multiple part-time faculty need to make this request. It would be helpful if they are able to access this system without having to go on campus. Thank you for your consideration.
- Hire more workers, they are so busy, it can take a while to get issues resolved.

- I would ask that when someone files a request, someone actually answers the request or gives an update about status. When the old 'VMI'? was installed, I was told that they did not have a long enough cable to hook it up to the two monitors on my desk. They said they would be back. That was five years ago, not the technology is obsolete. I had a perfectly sound desktop I Mac, which oddly, IT could not wait to remove from my office.
- I would recommend IT hire bilingual staff to answer the helplines.
- Improve response time. Many times we put in requests that go ignored, even after repeated follow-up requests.
- IT has been great. We appreciate their support.
- It would be helpful to have a phone helpdesk. When I was onboarded, I had many different needs, and it was annoying to submit a ticket for each one, and sometimes I didn't know how to categorize needs required by the ticketing process. It would be very helpful to have a more formal on-boarding process.
- I've been perfectly satisfied with the support I get from GWC staff. However, calling the District number for support is slow.
- Make the response forms and the forms for service easier to read and follow.
- More people on hand to answer questions.
- More staff.
- n/a
- n/a - thank you for all that you do to keep the campus running!
- NA
- Need more SATFFING in the IT dept. what a huge operational department which is in HIGH demand and we don't have adequate staffing in this department here at GWC
- On the GWC campus, Jerry pretty much deserves a medal. That guy handles it all in a kindly, knowledgeable way. He and Kevin are absolutely workhorses. I hope their suggestions are seriously considered.
- patch and conduct other maintenance at night or in the weekend
- Provide follow up on tickets that are still open
- Provide windows VM with full Office 365 for Students.
- That IT works together with the classroom design and furniture to enhance the learning experience.
- The IT department is criminally understaffed. Given the college?s focus on online and hybrid sections there should be an appropriately sized IT department to deal with all the tech issues without faculty having to wait an unspecified time via a ticket system.

Orange Coast College

- A culture shift in IT of being responsive to the college's needs. Restore a campus based manager and have campus based staff report to them is a possible consideration. Have your IT managers build relationship individually with managers in each division at the college and listen and be

supportive to concerns and needs. Return emails and phone calls in a quick manner the first time they are sent. IT departments actually work well in other California Community Colleges. There seems to be a very serious disconnect here with the college campus and all levels of employees needing services from IT.

- Additional SLATE training, and access to Microsoft 365 desktop apps for Professional Experts.
- Allow professional experts licenses to Microsoft 365.
- Better support for BYOD and WFH. It got better during the pandemic and seems to have regressed. Most faculty work from home at least some of the time.
- Decentralize. Hire more I.T. staff. Please replace John Clark's retired position in the Art Center (who was hired as a V&PA Classified employee originally)
- Develop system for staff to submit tickets on behalf of students so that IT can follow up; we receive a lot of inquiries that we end up referring to IT and students often report long wait times and/or no follow up.
- Diversify who does training for Canvas, sometimes the information presented gets off track, or is not specific to what instructors may want/need to know.
- do any updates on Sunday night that way if any issues IT is here Monday morning to Troubleshoot.
- Faster response time.
- Global Wi-Fi Overhead Doc Cameras Upgrade projectors
- Having someone you always deal with
- Higher prioritization for student facing IT assets
- Hire more IT staff so they aren't stretched thin. They are overworked with the limited staff.
- I am not sure what to recommend.
- I feel bombarded with constant updates and new applications when I haven't had the time to fully adapt to/explore existing technology. I wish that new apps would be more adaptable over longer periods of time as the college's needs change and technology advances so that I only have to learn new ways of using the existing tech.
- Implement Self-Service Portals, Focus on User Experience, and Improve Communication
- Improved communication and response time.
- It often feels like IT is NOT on our side (staff/faculty) when needing support or getting quotes. Their lack of communication and generally cryptic behavior only exasperates this feeling.
- IT Services and Support need more help in terms of staffing to respond to a growing campus
- Make Footprint links active
- More communication and inclusion of the campuses in the development of project timelines. Tech changes, updates and upgrades almost always have an impact on staff and students. Talking to the campus can help the project run more smoothly and increase buy in from constituents.
- More Cyber Security Training

- More IT personnel. Immediate response to all requests, like they do in M&O at OCC. #1, tell us the request was received and queued. #2 do the job within a day or update the requestor daily with the status and reason for not getting it done #3 tell us who it is assigned to so we can contact them directly with updates. Prompt response to quote requests. #1 tell us you're working on it, within a day. #2 send us the quote, within a couple of days. Or let us make our own quote requests... The IT service request dashboard is confusing. After I click Computing Services, I often NONE of the choices apply to my problems: can't print for some reason, software needs updating, request quote for hardware. And is someone checking all those requests? Because I've heard the comment before 'Oh, it was in the wrong queue.' Those categories need to reflect the requests that are submitted, and someone needs to check through all the responses regularly. I've heard rumors that IT can't function because it has two bosses and no one is truly in charge. Well, figure it out please, because the rest of us are suffering for this situation. thanks for asking. this is the worse state IT has been in, in the decades I've worked here. You can do much better.
- More knowledge about Apple troubleshooting when using campus apps.
- More staff
- More transparency. Perhaps have attachments of how to when it comes to using the classroom presentation technology,
- N/A they are doing a great job by resolving issues asap.
- None - you're doing well.
- Nothing
- Place hard copy laminated instructions/FAQS for audio/visual connection issues in meeting rooms near controllers. Include IT customer service phone line for escalation.
- Providing iPad or a tablet for part-timer that have been with OCC.
- Revise the IT request process. Hire more IT professionals.
- Satisfied with current services and support.
- See above. IMMEDIATE attention for classroom faculty having computer difficulties- since it affects our teaching in real time.
- Solidarity with other laborers against administrators and managers who think it's their job to quash the voices of those doing labor for the campus and district. Workers of the district unite!
- Some ideas: -Install a centralized help system for the entire college where requests or tickets are triaged and directed to correct departments. Or hire an outside company for additional phone support (use Covid funds??) -Evening and Saturday IT support for students, especially. Consider a pilot that uses currently remote workers with flexible scheduling to monitor support requests. -IT should continue to improve the timing and communication regarding implementations or campus-wide changes. Seek user review of messaging to see if the average person understands or can follow the instructions. -Most important, IT should seek greater input from its different categories of users to determine their needs. Do more pilot testing of any new software.
- Stop making everything CLOUD and REMOTE and VDI. There are a lot of problems obviously though I assume it's cheaper so what matters the effect on the people who use it all every day?
- Suggest prioritizing additional Classified Professional staff.

- The IT Staff is amazing and we know they want to help us as much as possible... And we know staffing is an issue...but often times IT tickets are not resolved....
- The team has been very supportive. I appreciate them.
- We would need at least one more person as qualified and competent like Jay. I had an extremely bad experience with one of the IT people - I don't remember hi name.
- With all support service, communication is key. If a problem cannot be resolved in a timely manner, then direct communication is nice. I had to order a new printer cartridge. Instead of having back up cartridges on hand, I was asked to contact a third party vendor to order the cartridge. It then got lost on campus. There seems to be a better way to handle printer refills than to have faculty spending time on the phone ordering parts.
- You're doing a good job with technology as far as I can determine, however I wish it was easier to keep up with all of the IT changes

District

- A few satellite printers throughout the District Office would be of great help when the key printer is not available.
- Communicate better with the people who actually use the systems before you roll them out. Do a test group first before major roll outs to make sure things are functioning as it should. The new laptop roll out was awful. It should've been tested with a handful of folks in IT first, then a few folks in key areas at the DO, before rolled out to the whole DO.
- Invest time in cross training the IT service desk techs to bring everyone up to speed. Not just documents with screenshots. Allocate time slots to actually practice hands on next to each other. Especially, in using Banner to verify IDs when the ID verification tool goes down. Training in Foot Prints. After training on Foot Prints, rotate cycling through each IT service desk tech to cover it. Have a regular rotation schedule for FP, emails, and telephones. Teach them the difference between a service request and an incident. Before each semester starts, replace the batteries in the remote controls for all the projectors. Invest in rechargeable batteries and charging stations. Please modify the mandatory Friday 7 AM meeting to a regular business hour. What other departments have a 7 AM meeting outside of business hours? Any chance of getting student, school email addresses synched up with LDAP and or Foot Prints. Too much time having to physically type in all the information for a service ticket.
- Things need to be done small first. Laptop roll out was terrible. You should've tested first with select IT staff, fixed problems, then more IT staff. Then do small departments one at a time... fix issues, etc. Then the file access problem. Why did we get an email on the weekend? Couldn't you migrate a small batch and test it before you mess up everyone. I get this method takes longer, but maybe getting it right is more important than speed.