Suggested Items for District-wide DETS Survey
10/12/10

Orig Seq	Curr Seq	Orig Source	DETS CoS	Suggested Pool Item	Target Pop	Content	Revised Set of Suggested Questions
	1	MCL			All	Demog	1. Primary location of work (SBVC, CHC, Dist Annex, Dist Offices, Big Bear, other)
	2	MCL			All	Demog	2. Primary function (FT Fac, PT Fac, Classif, Conf, Manager)
	3	MCL			All	Demog	3. Regardless of your primary function, how many classes are you teaching this semester? (0-5 or more) [Used to select respondents for Instruc Tech questions]
	4	MCL			All	Demog	4. Additional demographic Qs as needed
62	5	Jeremy	Telephone	Is your phone and voicemail service reliable?	All	Availability/ reliability	**Suggested replacement by Question A.** How reliable is your phone service? [1-5, with 5 being no interruption in service] How reliable is your voicemail? [1-5 with anchors]
63	6	Jeremy	Telephone	Does your phone and voicemail do everything you would expect it to do?	All	Fit	**Suggested replacement by Question B.** How well do the functions and features of your phone and voicemail meet your expectations? [1-5 with anchors]
64	7	Jeremy	Telephone	Do you use any phone features outside the standard use? Ie. call forward, dnd, conference calling etc…	All	Features	5. How often have you used each of the following features in the last X months? [list all features of interest, 1-5 each with anchors]
65	8	Jeremy	Telephone	Are issues reported about your phone or voicemail resolved in a timely manner?	All	Timeliness	**Suggested replacement by Question B.** Did you report any problems with your phone or voicemail service in the last X months? [Y/N] How timely was the resolution of the last problem you reported? [1-5 with anchors]
78	9	Rick	Technology Procurement	Are you satisfied with the computer you currently have?	All	Satisfaction	**Suggested replacement by Question B.** How satisfied are you with your primary computer—the one you use most at work? [1-5 with anchors]
79	10	Rick	Technology Procurement	How often do you feel your computer should be replaced?	All	Update/currency	6. How often do you feel your primary computer should be replaced? [1-5 with anchors]
80-87	11	Rick	Technology Procurement	Please choose a ranked order for area s that should get their computers replaced first: Faculty Staff Administrators Labs Adjunct instructors Classrooms Kiosk systems	All	Priority	7. How often do you feel the primary computer of each of the following should be replaced? [1-5 with anchors, from which the analysis can infer rankings] Faculty Staff Administrators Labs Adjunct instructors Classrooms Kiosk systems

Orig Seq	Curr Seq	Orig Source	DETS CoS	Suggested Pool Item	Target Pop	Content	Revised Set of Suggested Questions
14	12	Everett	Email, Calendar & Collaboration	Does overall availability, either on campus or via the Internet, meet your needs	All	Availability/ reliability	**Suggested replacement by Question A.** How well does the overall availability of your work email, either on campus or via the Internet, meet your needs? [1-5 with anchors]
12	13	Everett	Email, Calendar & Collaboration	Has the incidence of Spam and viruses seen by the users changed markedly (detection/prevention)	All	Incidence	8. How has the incidence of email spam and viruses changed over the past year? [1-5, with 1=much more frequent, 3=about the same, and 5=much less frequent]
13	14	Everett	Email, Calendar & Collaboration	Has DCS response to email related issues such as black listings, lost emails, inability to connect to email (usually login issues) improved	All	Responsiveness	9. How has the response to email-related problems such as black listings, lost emails, inability to connect to email changed over the past year? [1-5, with 1=much worse, 3=about the same, and 5=much better]
15	15	Everett	Email, Calendar & Collaboration	What are your perceptions of currency of tools, i.e. access to email via mobile device (may not be a good one to ask)	All	Update/ currency	**Suggested replacement by Question B.** How satisfied are you with the email features now available to you? [1-5 with anchors]
89	16	Jeremy	Network and Wireless	How often, if at all, do you experience a loss in connectivity to the computer network? Ie. E-mail\internet down?	All	Availability/ reliability	**Suggested replacement by Question A.** <Probably need to provide simple diagnostic criteria for when it's a network issue versus not—ML> How often have you experienced a loss in connectivity to the computer network (e.g., email and the internet are down) over the past 12 months? [Scale: Never, 1 time, 2-3 times, 4-6 times, 7-12 times, more than 12 times] <Qs 18-22 all seem to overlap—ML>
90	17	Jeremy	Network and Wireless	Does the overall computer network perform at a level that allows you to work in an efficient manner?	All	Availability/ reliability	**Suggested replacement by Question A.** Over the past 12 months, how often has your work efficiency been impaired by computer network problems? [Scale: Never, 1 time, 2-3 times, 4-6 times, 7-12 times, more than 12 times] OR Considering the past 12 months as a whole, to what extent have computer network problems impaired your work efficiency? [1-5, with 1=Not at all impaired and 5=Seriously impaired]
91	18	Jeremy	Network and Wireless	Are there applications and documents on the computer network that you use consistently available?	All	Availability/ reliability	**Suggested replacement by Question A.** How often are all the applications and documents that you need to use in your work available? [1-5, with 1=Almost never and 5=Always]
92	19	Jeremy	Network and Wireless	Have you ever not been able to work for extended periods of time (more than 30 minutes) because of a loss of connection to the computer network?	All	Availability/ reliability	**Suggested replacement by Question A.** Over the past 12 months, how often have you not been able to work for a period of more than 30 minutes because of a loss of connection to the computer network? [Scale: Never, 1 time, 2-3 times, 4-6 times, 7-12 times, more than 12 times]

Orig Seq	Curr Seq	Orig Source	DETS CoS	Suggested Pool Item	Target Pop	Content	Revised Set of Suggested Questions
93	20	Jeremy	Network and Wireless	Are you able to access all the applications and documents on the computer network in order to do your job efficiently?	All	Availability/ reliability	**Suggested replacement by Question A.** Same as no. 20 above.
7	21	Rick	Desktopside Support	Are the technicians that come to your office courteous?	All	Courtesy	**Suggested replacement by Question B.**
8	22	Rick	Desktopside Support	Are the Technicians that come to your office knowledgeable in solving the technical issues associated with your problem.	All	Resolution—knowledge	**Suggested replacement by Question B.**
9	23	Rick	Desktopside Support	Once the on campus technicians get your Helpdesk request support is the problem resolved in a timely manner?	All	Timeliness	**Suggested replacement by Question B.**
10	24	Rick	Desktopside Support	If the campus technicians run in to problems do the seek assistance from other technicians to resolve your problem?	All	Resolution—second level	11. Over the last 12/6/3 months, how many times has a Deskside Support technician come to your office in response to a problem you reported? [Scale for 12 mos: Never, 1 time, 2-3 times, 4-6 times, 7-12 times, more than 12 times] 12. During the same period, how often has the Deskside Support technician been able to resolve your reported problems? [1-5, with 1=Never and 5=Always, plus Did not use] 13. If the Deskside Support technician was initially unable to resolve your problem, did he or she seek assistance from other technicians? [Y/N/DK]
2	25	Jeremy	Helpdesk Services	Are the Help Desk service reps able to resolve your problem?	All	Resolution	14. Over the last 12/6/3 months, how many times have you called the Help Desk to report a problem? [Scale for 12 mos: Never, 1 time, 2-3 times, 4-6 times, 7-12 times, more than 12 times] 15. During the same period, how often has the Help Desk been able to resolve your reported problems? [1-5, with 1=Never, 3=Sometimes, and 5=Always, plus Did not use]
3	26	Jeremy	Helpdesk Services	Are the Help Desk Service reps consistent in the service they provide?	All	Consistency	**Suggested replacement by Question B.**
4	27	Jeremy	Helpdesk Services	Do you use the other features of the Help Desk like Submit a Ticket Online, Live Chat or the Knowledge Base. If so, how do you rate the experience?	All	Features	**Suggested replacement by Question B.**
5	28	Jeremy	Helpdesk Services	If the Help Desk is unable to resolve your Issue is a ticket created for the issue? If so, were you notified by an onsite technician in a timely manner?	All	Resolution—ticket Timeliness	16. [Asked only if response to Q15 was not "Always" and not "Did not use"] The last time the Help Desk was unable to resolve your problem, did they create a ticket? [Y/N/DK] 17. If so, were you helped by an onsite technician in a timely manner? [Y/N]

Orig Seq	Curr Seq	Orig Source	DETS CoS	Suggested Pool Item	Target Pop	Content	Revised Set of Suggested Questions
72	29	Everett	Web Services	Has availability to web services been adequate (this can take many forms such as: is the information there at all, is it easily accessible, is the look and feel acceptable, has responsiveness to requests on the web been adequate, etc)	All	Availability/ reliability	**\<Need clarification from Everett—these items appear to refer to availability of info via the Web, but Web Services in the CoS refers to setup, hosting, etc, not general access to the Web. See also Questions B and E below.\>**
75	30	Everett	Web Services	Do provided services meet perceived needs	All	Fit	**\<Ditto.\>**
73	31	Everett	Web Services	How responsive is DCS to fixing reported issues	All	Responsiveness	**Suggested replacement by Question E.**
74	32	Everett	Web Services	How responsive is DCS to providing requested new services	All	Responsiveness	**Suggested replacement by Question E.**
76	33	Everett	Web Services	Some users are defined as editors with the ability to make content changes themselves without going through DCS. For those, what is the ease of use of the editing and submittal tools/process. People using Sitecore (new process/tools) should be distinguished from those using tools like Front Page (old process/tools)	Editors	Ease	18. Do you change the content of one or more district or college websites yourself, using a content management system such as Sitecore or FrontPage? [Y/N/DK] 19. [Asked only if response to Q18 was Y] Please rate the ease of using each of the following tools: [1-5 with anchors, plus Did not use] Sitecore FrontPage etc.
55	34	Everett	Training Services	Has DCS/DE delivered the types of training in the subjects matters needed	All	Fit	**Suggested replacement by Question C.**
56	35	Everett	Training Services	Of the training delivered, how satisfied was the user with the overall experience	All	Satisfaction	**Suggested replacement by Question C.**
57	36	Everett	Training Services	Has DCS/DE been responsive to user requests when training has been requested	All	Responsiveness	**Suggested replacement by Question E.**
58	37	Everett	Training Services	What is the clarity of the process for requesting training	All	Procedures	**Suggested replacement by Question B.**
59	38	Everett	Training Services	Is documentation available for the users' job functions	All	Documentation	**Suggested replacement by Question B.**
60	39	Everett	Training Services	If available, is documentation adequate to either reinforce training given or substitute for training where appropriate	All	Documentation	**Suggested replacement by Question B.**
67	40	Rick	NA (Communication)	The communications you receive about system problem provide too little or too much detail?	All	Communication	**Suggested replacement by Question D.**
68	41	Rick	NA (Communication)	Do you receive appropriate feedback after a problem is resolved?	All	Communication	**Suggested replacement by Question B.**

Orig Seq	Curr Seq	Orig Source	DETS CoS	Suggested Pool Item	Target Pop	Content	**Revised Set of Suggested Questions**
69	42	Rick	NA (Communication)	Do you receive the appropriate advance notice when technology changes?	All	Communication	**Suggested replacement by Question B.**
70	43	Rick	NA (Communication)	Do you receive the appropriate information about new technologies?	All	Communication	**Suggested replacement by Question B.**
17	44	Rick	Instructional Technology	Are the smart classrooms easy to use?	Instructors	Ease	[Question applies only to respondents who answer question 3 with 1 or more] 20. Please rate how easy it is to use the smart classrooms. [1-5 with anchors, plus Did not use]
18	45	Rick	Instructional Technology	Please rate the service provided by the Audio Visual Department.	Instructors	Satisfaction	**Suggested replacement by Question B.**
19	46	Rick	Instructional Technology	Are you provided with the appropriate technology for you classroom?	Instructors	Fit	[Question applies only to respondents who answer question 3 with 1 or more] 21. Please rate your satisfaction with the technology provided for you in the classroom. [1-5 with anchors, plus No opinion]
20-32	47	Rick	Instructional Technology	Which of the following technologies do you **currently** use in the classroom? (Choose as many as you like) Built- in Computer Laptop Computer LCD Projector Student polling systems Document camera Portable touchpad Smart board PDA MP3 player iPhone/ITouch/iPad DVD VCR	Instructors	Use current	[Question applies only to respondents who answer question 3 with 1 or more] 22. Which of the following technologies do you **currently** use in the classroom? (Choose as many as you like) Built- in Computer Laptop Computer LCD Projector Student polling systems Document camera Portable touchpad Smart board PDA MP3 player iPhone/ITouch/iPad DVD VCR

Orig Seq	Curr Seq	Orig Source	DETS CoS	Suggested Pool Item	Target Pop	Content	Revised Set of Suggested Questions
33-45	48	Rick	Instructional Technology	Which of the following technologies do you **plan** use in the classroom? (Choose as many as you like) Built- in Computer Laptop Computer LCD Projector Student polling systems Document camera Portable touchpad Smart board PDA MP3 player iPhone/ITouch/iPad DVD VCR	Instructors	Use planned	[Question applies only to respondents who answer question 3 with 1 or more] 23. Which of the following technologies do you **plan** to use in the classroom? (Choose as many as you like) Built- in Computer Laptop Computer LCD Projector Student polling systems Document camera Portable touchpad Smart board PDA MP3 player iPhone/ITouch/iPad DVD VCR
46-53	49	Rick	Instructional Technology	Which of the follow web resources do you use in the classroom? (Choose as many as you like) YouTube FaceBook Wikis Twitter Blackboard EduStream Other	Instructors	Use current	[Question applies only to respondents who answer question 3 with 1 or more] 24. Which of the follow web resources do you use in the classroom? (Choose as many as you like) YouTube FaceBook Wikis Twitter Blackboard EduStream Other
95	50	Glen	Business Systems	What is the satisfaction with analysis services provided (analyst speaks customer's language and gets requirements down correctly)	Clients only	Satisfaction	**OS95-99: Suggested replacement by a separate standalone survey of Business Systems clients. The parenthetical comments in the suggested items indicate that there are specific dimensions of service in each area that you want to check. I suggest that you request help from Keith and/or James to develop those dimensions more fully and construct a useful survey to assess them.**
96	51	Glen	Business Systems	What is the satisfaction with project coordination services provided (user's know what is happening with projects they have requested)	Clients only	Satisfaction	**See OS95.**
97	52	Glen	Business Systems	What is the satisfaction with programming services provided (programs work the way they were specified and without errors)	Clients only	Satisfaction	**See OS95.**

Orig Seq	Curr Seq	Orig Source	DETS CoS	Suggested Pool Item	Target Pop	Content	**Revised Set of Suggested Questions**
98	53	Glen	Business Systems	What is the satisfaction with response time to address reported issues with programs	Clients only	Satisfaction	**See OS95.**
99	54	Glen	Business Systems	What is the satisfaction with how service requests such as reports and lists are handled and the speed with which they are handled	Clients only	Satisfaction	**See OS95.**

Suggested Question A:

Over the last 12/6/3 months, how often has your work been interrupted, delayed, or otherwise disrupted for 15 minutes or more by each of the following problems with district or college technology?

[Scale for 12 months: Never, 1 time, 2-3 times, 4-6 times, 7-12 times, more than 12 times]

- Email was unavailable. [Original Sequence 14]
- The internet was unavailable. [OS89]
- Another software application I needed was unavailable. [OS91]
- A document to which I normally have access was unavailable. [OS91]
- Information on a district or college website to which I normally have access was unavailable. [OS72]
- Voicemail was unavailable on my phone. [OS62]
- Voicemail was unavailable on another district phone. [OS62]
- Phone service was unavailable on my phone. [OS62]
- Phone service was unavailable on another district phone. [OS62]
- Wireless network services were unavailable. [CoS-ML]

Suggested Question B:

Please rate your overall satisfaction with each of the following aspects of technology services that you have used over the past 12/6/3 months:

[Scale (same as District Ops Satisfaction Survey last year): Not at all satisfied, Not very satisfied, Somewhat satisfied, Satisfied, Very satisfied, Did not use]

- Consistency of Help Desk services [OS3]
- Timeliness of Help Desk final resolution of your support request(s) [OS9]
- Help Desk Submit a Ticket Online feature [OS4]
- Help Desk Live Chat feature [OS4]
- Help Desk Knowledge Base feature [OS4]
- Courtesy of Deskside Support technicians that have come to your office [OS7]
- Knowledge of Deskside Support technicians that have come to your office [OS8]
- Feedback or notification you received about resolution of a reported problem [OS68]
- Availability of documentation for the technology functions you use in your job [OS59]
- Adequacy of documentation for the technology functions you use in your job [OS59]
- Functions and features of your phone [OS63]
- Functions and features of your voicemail [OS63]
- Functions and features of the email system [OS15]
- Functions and features of your primary computer at work [OS78]
- Timeliness of final resolution of your phone or voicemail issues [OS65]
- Services provided by the Audio Visual Department [OS18] <Is this name applicable to both colleges? If not, revise to apply to both.>
- Clarity of the process for requesting technology training [OS58]
- Advance notification when technology changes are made [OS69]
- Receiving information about new technologies [OS70]
- Management and support of your departmental or individual website [CoS-ML]

Suggested Question set C (based on Glen Kuck's formulation of Sept. 17):

For training in each of the following technology areas:

C1. Please rate your satisfaction [Scale (same as District Ops Satisfaction Survey last year): Not at all satisfied, Not very satisfied, Somewhat satisfied, Satisfied, Very satisfied, Did not use][OS56}

C2. Please indicate whether training was sufficient [Y/N/DK][OS55]

C3. If No on C2, please describe the additional training that is needed. [Open-ended][OS55]

Distributed Education (e.g., Blackboard, Camtasia Relay, EduStream, iTunesU)

Productivity (e.g., Microsoft Office products, Elumen, Wellness)

Administrative Applications (e.g., Datatel, Financial 2000, EduReports, ERIS)

Suggested Question set D:

Please evaluate the amount of detail in the communications you receive regarding: [Scale: 1 = Too little detail, 2 = About the right amount of detail, 3 = Too much detail][OS67]

D1. Planned system changes or outages

D2. Unplanned system changes or outages

D3. What specific improvements, if any, would you recommend to communications about system changes and outages? [Open-ended]

Suggested Question E:

<Services listed are drawn from OS as noted or from services in CoS that are likely used by a substantial proportion of the respondents; other services may be added to the list if appropriate. Should be used in combination with Question B to gauge extent to which college needs are being met.>

Over the past 12/6/3 months, how responsive have technology services in each of the following categories been?

[Scale: Not at all responsive, Slightly responsive, Moderately responsive, Quite responsive, Extremely responsive, Did not need this service]

- Training in online teaching tools [OS57]
- Other support of the Blackboard course management system
- Training in other technology-related subjects [OS57]
- Fixing reported Web Services issues [OS73]
- Providing requested new web services [OS74]
- Installation, configuration, and maintenance of the desktop or laptop equipment you use (including computers, printers, scanners, etc.)
- Support and maintenance of the email system you use (including resolving problems)
- Support and maintenance of the SARS departmental calendar system (including resolving problems)
- Installation and maintenance of technology-based classroom equipment
- Installation and maintenance of technology-based instructional lab equipment
- Installation of software in instructional labs
- Videoconferencing
- Resolving reported computer and network security problems
- Purchase and renewal of software licenses
- Resolving login and password problems
- Replacement or upgrade of old computers and peripherals
- Overall