



Data for Technology Services Service Area Outcomes (SAO) Assessment

This data is being provided for the Crafton Hills College Technology Services Goals and SAOs (Table 5) assessment. The sources of data provided includes the results from employee respondents to the fall 2010 Campus Climate and District Educational Technology Services (DETS) surveys, and student respondents from the spring 2011 Community College Survey of Student Engagement (CCSSE). Results are provided in the following tables with no analysis or summarization. Additional results are available for review in the Office of Research and Planning upon request.

Table 1: Crafton Hills College Campus Climate Survey Fall 2010, Crafton Employee Respondents.

Goal	Please indicate the extent to which you agree or disagree with the following statements about <u>resources</u> :	Strongly Agree		Agree		Disagree		Strongly Disagree		Don't Know/No Opinion	
		N	%	N	%	N	%	N	%	N	%
		1	9 f. Planning for technology resources is integrated with the CHC Educational Master Plan and/or the program review/annual planning process	4	4.2	39	40.6	7	7.3	6	6.3
1	9 g. CHC systematically maintains, and upgrades or replaces technology infrastructure and equipment to meet institutional needs.	5	5.2	46	47.9	19	19.8	12	12.5	13	13.5
1	9 h. I receive effective support for my computer and technology-related problems from campus technology support staff	10	10.4	48	50.0	16	16.7	13	13.5	7	7.3

Table 2: DETS Survey Fall 2010, Crafton Employee Respondents

SAO	For each of the following aspects of technology services, please rate your overall satisfaction:	Not Satisfied*		Somewhat Satisfied		Satisfied		Very Satisfied		Did Not Use	
		N	%	N	%	N	%	N	%	N	%
2.1	5 f. Courtesy of Deskside Support technicians that have come to your office	2	5.1	2	5.1	10	25.6	13	33.3	9	23.1
2.1	5 g. Knowledge of the Deskside Support technicians that have come to your office	3	7.7	2	5.1	9	23.1	16	41.0	9	23.1
3.2	5 i. Availability of documentation for the technology functions you use in your job	9	23.1	6	15.4	7	17.9	3	7.7	13	33.3
3.2	5 j. Adequacy of documentation for the technology functions you use in your job	9	23.1	6	15.4	9	23.1	2	5.1	12	30.8
2.1	5 n. Functions and features of your primary computer at work	13	33.3	4	10.3	12	30.8	8	20.5	0	0.0
3.2	5 p. Services provided by the Audio Visual Department	5	12.8	3	7.7	7	17.9	16	41.0	7	17.9
3.2	5 q. Clarity of the process for requesting technology training	9	23.1	4	10.3	9	23.1	5	12.8	12	30.8
2.1	5 r. Advance notification when technology changes are made	12	30.8	8	20.5	10	25.6	5	12.8	4	10.3
3.2	5 s. Receiving information about new technologies	12	30.8	9	23.1	10	25.6	6	15.4	1	2.6

Table 3 continued: DETS Survey Fall 2010, Crafton Employee Respondents

SAO	In each of the following categories, how responsive have technology services been?	Not Responsive		Slightly Responsive		Moderately Responsive		Responsive**		Did not need this service	
		N	%	N	%	N	%	N	%	N	%
		3.2	6 a. Training in online teaching tools	1	2.6	3	7.7	5	12.8	6	15.4
2.1 4.2	6 g. Installation, configuration, and maintenance of the desktop or laptop equipment you use (including computers, printers and scanners)	6	15.4	6	15.4	9	23.1	14	35.9	2	5.1
2.2	6 j. Installation and maintenance of technology-based classroom equipment	5	12.8	1	2.6	2	5.1	10	25.7	19	48.7
2.2	6 k. Installation and maintenance of technology-based instructional lab equipment	6	15.4	1	2.6	1	2.6	2	5.1	27	69.2
2.2	6 l. Installation of software in instructional labs	4	10.3	0	0.0	1	2.6	5	12.8	27	69.2
		Much More Frequent -1		2		About the Same -3		4		Much less frequent -5	
		N	%	N	%	N	%	N	%	N	%
1.2	14 a. How has the incidence of e-mail spam and viruses changed over the past year?	6	15.4	6	15.4	21	53.8	3	7.7	3	7.7
		Much Worse -1		2		About the Same -3		4		Much Better -5	
		N	%	N	%	N	%	N	%	N	%
1.2	15 a. How has the response to e-mail-related problems such as black listings, lost e-mails, inability to connect to e-mail changed over the past year?	1	2.6	4	10.3	18	46.2	9	23.1	7	17.9

*Not satisfied includes "Not at all satisfied" and "Not very satisfied"

**Responsive includes "Quite Responsive" and "Extremely Responsive"

Table 4: CCSSE Spring 2011, Crafton Student Respondents

SAO	Please indicate how often you use this service, how satisfied you are with the service, and how important the service is to you at this college:	Crafton			
		N	%		
2.2	13.1 h. Frequency: Computer lab	Do not know/Not applicable		127	16.8
		Rarely/Never		214	28.4
		Sometimes		233	30.8
		Often		181	23.9
2.2	13.2 h. Satisfaction: Computer lab	Not applicable		211	28.9
		Not at all		22	3.0
		Somewhat		217	29.6
		Very		282	38.6
2.2	13.3 h. Importance: Computer lab	Not at all		126	17.2
		Somewhat		181	24.7
		Very		426	58.1

Table 5: Technology Services - SAO Summer 2011

CHC Technology Services Department					
Goal 1: Ensure a viable and robust data network					
SAO	Assessment Method/ Timeline	Criterion	Outcomes	Reflection	
1.1	Maintain the campus cabling plant in order to provide for current and future data needs				
1.2	Maintain a robust Data Center	Continuously ensure Data Integrity Identify data, critical, non-critical, Develop and deploy backup strategies that ensure validity of data.			
		Maintain Secure internal connections			
		Provide Areas for data expansion			
1.3	Provide and maintain a robust data switching environment				
CHC Technology Services Department					
Goal 2: Maintain Desktop Support					
SAO	Assessment Method/ Timeline	Criterion	Outcomes	Reflection	
2.1	Provide stable and current desktop for staff, faculty, and administration				
2.2	Provide stable and current desktop for instructional labs and classrooms and general student access	The ORP randomly administers the CCSSEE every other spring semester. The most recent CCSSE was administered in Spring 2011. Results from student satisfaction question with computer lab were used.	90% of the students who use computer lab will be somewhat or very satisfied with services at computer labs.	Of the students who use a computer lab, 96% are somewhat or very satisfied with the services provided in the computer	This outcome was met. The OTS will continue to monitor student satisfaction with computer lab use.

				labs.	
CHC Technology Services Department					
Goal 3: Ensure campus-wide Audio/Visual – Technology support					
	SAO	Assessment Method/ Timeline	Criterion	Outcomes	Reflection
3.1	Develop standards for various levels of classroom technology support				
3.2	Provide training for users of technology enhanced areas	Five questions (5i, 5j, 5p, 5q, and 5.s) from the Fall 2010 DETS survey will be used to assess how well TS has provided technology training to CHC users.	Of the responses referring to the training services provided by TS, 80% of the responses will be somewhat, satisfied, or very satisfied with the service.	Of the CHC responses to the use of technology training services, 70% were somewhat, satisfied, or very satisfied with the services.	The survey indicated that CHC employees were less satisfied with the available and adequacy of documentation for the technology functions used in their jobs. As a result, the OTS is going to improve these resources and re-assess CHC employee satisfaction with these services in Fall 2012.
CHC Technology Services Department					
Goal 4: Provide duplication support for campus community					
	SAO	Assessment Method/ Timeline	Criterion	Outcomes	Reflection
4.1	Provide timely support for faculty duplication needs				
4.2	Provide support for campus-wide copier fleet				