De Anza College Office of Institutional Research and Planning

To: Technology Taskforce

From: Mallory Newell, De Anza Researcher

Date: 5/17/2013

Subject: De Anza College Employee Technology Training Survey, Spring 2013

The Technology Taskforce developed and administered a survey to all employees to survey the types of technology-related professional development that would help improve employee job performance. The survey was emailed on April 30, 2013 and closed on May 14, 2013. The survey resulted in 164 unique responses.

Survey Highlights:

- 35% of respondents were part-time faculty members, 32% were classified professionals, 29% were full-time faculty, and 4% were administrators.
- 29% of respondents were between the ages of 60-69 and 50-59, while 27% were between the ages of 40-49, and 12% were between 30-39 years of age.
- 74% of respondents stated that it is very important or extremely important that they are better trained at using available technologies to complete their job duties.
- 10% of respondents said they use word processing (Word) on a regular basis followed by 9% using E-mail (Outlook) as well as Spreadsheet (Excel), and 8% using PDF.
- 9% of respondents stated they would like to use a Course management tool (Catalyst) but currently do not have access to or have not been trained in it, followed by 7% in Video recording, editing and distribution; Smart classroom technologies; and Streaming video (web-based video).
- 7% of respondents stated the technology they would like to receive training in is Presentation (PowerPoint, Mac vs. Window systems), followed by 7% stating Course management tool (Catalyst), and 6% stating Streaming video (web-based video); Spreadsheet (Excel); Smart classroom technologies; Video recording, editing and distribution; and Omni Update (web content management system).
- 49% of respondents stated that Small group training would be the most beneficial training format followed by 16% stating One-on-one training, and 14% stating On-demand, online training.
- 76% of respondents stated that they would be able to attend trainings on a quarterly basis.

1. What is your employment classification?

	N	Percent
Part-Time Faculty	58	35%
Classified Professional	52	32%
Full-time Faculty	48	29%
Administrator	6	4%
Total	**164**	**100%**

2. Please provide the range closest to your current age:

	N	Percent
50-59	47	29%
60-69	47	29%
40-49	44	27%
30-39	19	12%
Under 30	3	2%
70+	4	2%
Total	**164**	**100%**

3. How important is it to you that you are better trained at using available technologies to complete your job duties?

	N	Percent
Very important	69	42%
Extremely important	53	32%
Moderatly important	30	18%
Not very important	8	5%
Not at all important	4	2%
Total	**164**	**100%**

4. What type(s) of technology do you use on a regular basis to perform your job duties? (Select all that apply)

	N	Percent
Word processing (Word)	150	10%
E-Mail and calendar management (Outlook)	141	9%
Spreadsheet (Excel)	131	9%
PDF	124	8%
Presentation (PowerPoint, Mac vs. Window systems)	112	7%
Operating systems (Windows 7 and Mac OSX basic skills)	105	7%
Banner features: enrollment, purchasing, student time cards, budgeting	86	6%
Smart classroom technologies	70	5%
Online research and information literacy	55	4%
Streaming video (web-based video)	54	4%
Accessibility	23	2%
AUO/TracDat	25	2%
Back-up data	40	3%
Omni Update (web content management system)	46	3%
Course management tool (Catalyst)	43	3%
Computer security	41	3%
Electronic Curriculum Management System (ECMS)	38	3%
Scantron/ParSCORE (on campus and on line)	33	2%
Online lecture with audio (PowerPoint)	30	2%
Video recording, editing and distribution	27	2%
Course Studio/Group Studio	24	2%
Database (FileMaker Pro, MySQL)	22	1%
CCC Confer	22	1%
VMWare Fusion for iMacs with Windows on them	21	1%
SARS/E-SARS	17	1%

4. Other

Appointment scheduling for clinic
Banner HR/SIS
Blackbaud's Financial Edge Accounting Software and Server
CAD
Course mgmt (not catalyst), Email (not Outlook)
Dragon Speak Naturally, Stickies, SurveyMonkey, BBEdit
GoPrint, Wireless network troubleshooting, Sirsi iLink (library catalog), Library research databases, scanners, networked printers
Hyperion, ARGOS, Ellucian Customer Support, etc
Linux
Linux, different compilers
Luminus Lirys Listserv
Manila website
MicroGrade
My own web pages
POS
Photo editing, etc Adobe Photoshop & Lightroom
PhotoShop, InDesign, web authoring
PollEverywhere
Professinal Photography
UNIX, web, IDE
myportal, liquidoffice, other financial aid databasis
video capture (camtasia)

5. What type(s) of technology would you like to use that you currently do not have access to or have not been trained in? (Select all that apply)

	N	Percent
Course management tool (Catalyst)	42	9%
Video recording, editing and distribution	35	7%
Smart classroom technologies	34	7%
Streaming video (web-based video)	34	7%
Course Studio/Group Studio	29	6%
Online lecture with audio (PowerPoint)	29	6%
Database (FileMaker Pro, MySQL)	27	6%
Omni Update (web content management system)	26	5%
Presentation (PowerPoint, Mac vs. Window systems)	25	5%
Computer security	20	4%
Banner features: enrollment, purchasing, student time cards, budgeting	19	4%
Back-up data	18	4%
Spreadsheet (Excel)	14	3%
PDF	14	3%
CCC Confer	13	3%
Electronic Curriculum Management System (ECMS)	13	3%
Online research and information literacy	11	2%
E-Mail and calendar management (Outlook)	10	2%
AUO/TracDat	10	2%
Operating systems (Windows 7 and Mac OSX basic skills)	10	2%
Scantron/ParSCORE (on campus and on line)	10	2%
SARS/E-SARS	9	2%
VMWare Fusion for iMacs with Windows on them	8	2%
Accessibility	7	1%
Word processing (Word)	6	1%

5. Other

Adobe InDesign
Blackboard
Windows users and you should have a Windows class for Mac users too. I also need training on how to create files that transfer between platforms easily.
Office 2013
Remote Desktop / GoToAssist or other tech. to remotely assist students or Faculty
Virtual Desktop Infrastructure (VDI)
match analysis software such as dartfish
online courseware that's easy to learn and use
photoshop

6. Which type(s) of technology would you like to receive training in? (Select all that apply)

	N	Percent
Presentation (PowerPoint, Mac vs. Window systems)	43	7%
Course management tool (Catalyst)	40	7%
Streaming video (web-based video)	38	6%
Spreadsheet (Excel)	37	6%
Smart classroom technologies	36	6%
Video recording, editing and distribution	35	6%
Omni Update (web content management system)	35	6%
Database (FileMaker Pro, MySQL)	31	5%
Online lecture with audio (PowerPoint)	30	5%
Course Studio/Group Studio	29	5%
PDF	28	5%
Banner features: enrollment, purchasing, student time cards, budgeting	22	4%
Computer security	20	3%
E-Mail and calendar management (Outlook)	19	3%
Word processing (Word)	18	3%
Operating systems (Windows 7 and Mac OSX basic skills)	16	3%
Accessibility	16	3%
Back-up data	16	3%
CCC Confer	14	2%
AUO/TracDat	14	2%
Electronic Curriculum Management System (ECMS)	12	2%
Online research and information literacy	12	2%
SARS/E-SARS	9	1%
Scantron/ParSCORE (on campus and on line)	9	1%
VMWare Fusion for iMacs with Windows on them	8	1%

6. Other

Adobe InDesign, Adobe Acrobat, OCR Scanning, Turnitin
Creating web based enhanced tutorials with Flash and
Google Docs
Mail Merge functions in MS Office
Native Banner, Google Docs
Office 2013, WIndows 8
Remote Desktop / GoToAssist or other tech. to remotely assist students or Faculty
Something like quickbooks
Virtual Desktop Infrastructure (VDI)
advanced user training for above not entry level training
dartfish or other sport anaylysis software, google docs, evernote, dropbox
google docs, E-Portfolios
photoshop

7. What type of training format would you most benefit from?

	N	Percent
Small group training	79	49%
One-on-one training	25	16%
On-demand, online training	23	14%
Drop-in workshopts	16	10%
Division/department training	13	8%
Large group training	5	3%
Total	**161**	**100%**

8. How often would you like to have access to, or would be able to attend various technology-related professional development opportunities?

	N	Percent
Quarterly	123	76%
Bi-annually	18	11%
Annually	17	10%
Every other year	4	2%
Total	**162**	**100%**

9. Are you proficient in a particular technology that is supported on campus and would be interested in providing training to others in this area?

10. If yes, what type(s) of technology would you like to provide training in? (Select all that apply)

11. Please provide your name so we may contact you in the future to provide training in this area:

Technology	Name
CAD	Gary Lamit
	Fatemeh Zarghami
	Max Gilleland
	Joel Abramson
	Don Uy-Barreta
Designing my own web pages	Joe Bentley
	Christopher Jackson
	Rowena Tomaneng
	Kris MacCubbin
	Surajit Bose
	Margaret Yamada Kuruma
	robert Yolles
	Ameeta Tiwana
	Mary Kay Englen
	juanita russell
	Mi Chang
	Byron Lilly
	Larissa Favela
	Mayra Cruz
	Russell Morris
	Olivia Patlan
	Pauline Yeckley
	Jason Bram
PollEverywhere	Randy Claros
	Michael McCart
	Shagun Kaur

Questions 9, 10 & 11 Continued

	Christie Tsuji
web, instructors can take CIS 89A	Ira Oldham
	georgia acker
I'd love to do a workshop on how to troubleshoot your own problems. I've done this sort of training in other jobs and have a 90-minut curriculum already.	Deborah Armstrong
	Linlin Zhang
	Lorna Maynard
	Diana Alves de Lima
	Jose Menendez
	dan atencio
	Nilu Gupta
	Berta Powers
	Sandy Hames
	Wendy White
	Pippa Gibson x 8936
	VIVIAN BEJARIN
	Seyed A. Navabsafavi

12. Are you proficient in a particular technology that is not supported on campus and would be interested in providing training to others in this area?

13. If yes, what type(s) of technology would you like to provide training in? (Select all that apply)

14. Please provide your name so we may contact you in the future to provide training in this area:

Technology	Name
CAD	Gary Lamit
	Natalie Panfili
LinkedIN	Max Gilleland
Pro Tools	Joel Abramson
	Cecilia Deck
	Steven Keith
	Rowena Tomaneng
	Surajit Bose
	Jimmie C. Wilson
	Ameeta Tiwana
	Ann Thistlethwaite
	Jackie Reza
	Margaret Stevens
	dan atencio
	Linda Yee
using Chinese software	Shirley Juan
Photography	Seyed A. Navabsafavi
McGraw-Hill Connect and LearnSmart	Byron Lilly
	Listersusan@fhda.edu
	Jay Park
PollEverywhere	Randy Claros
Blckboard	Michael McCart
web page fundamentals	Ira Oldham
	georgia acker
	Nancy Chao
	Michelle Castro

15. Please provide any additional feedback you may have pertaining to technology-related professional development.

Adjunct faculty - no access to campus computer, except for classroom and that is as "outsider"

BTW -- The on line version of Scantron/Parscore may not be usable for us. We can discuss another time.

Best at one on one training.

California government is showing a greatly increased interest in Online Education. De Anza can either follow or lead this trend. If we are to lead we will need to embrace all of the listed technology.

I am a PC/windows user and have difficulty using the apple platform in classrooms.

I am currently a District employee working in the district payroll office. I working in De Anza in Cashiering for 5 years which I left 3 years ago.

I have an idea that I think might be very efficient although it might

I know many faculty people and staffers who need more basic training in the microsoft office suite and who need help using outlook. We need to study what problems people are calling ETS about that could be solved with further training and create trainings that target those deficiencies. Since we keep trouble tickets for every problem, someone should track that for trends, possibly a student worker with good grades in statistics, sociology or economics. Remember that people are often uncomfortable discussing their deficiencies, so surveying them directly isn't as good as tracking what they contact the call center about.

I need to use Course Studio (Group Studio) soon and it will be very nice to have a small group training opportunity for this technology sometime before this coming fall quarter.

I work full time during the day and teach 1 or 2 nights a week there at DeAnza. I would need to be trained in the evening.

I would like to access to any training in Dijital Media's field too. Best Regards

I would like to modernize my De Anza faculty and department pages using Omni Update. Suggestion: short Friday workshops, not all-day!

I would like what technology options would help me assess student learning. Currently I have students wrtie on 3x5 notecards every class. It works but is a lot of grading. I would like to learn how to use mobile phones as clickers. Thanks for doing this survey

I'd like to learn about the smart classrooms. I would also like to receive training in other classrooms with computer, video equipment to learn how to get closed captioning. Thank you.

Question 15 Continued

I've already signed up for Catalyst training.

In some areas, I have had minimal training and in others, self-taught.

It would be great if I could block the content of my Manila site from outside users.

More flexibility on programs we can install on our computers (i.e. Google Drive, etc.)

Please include all aspects of Banner other than student services since there are three components of BANNER, Student, Finance and HR

Please institute or provide a college or District wide system for

Training needed on how to teach with technology not just how to use programs.

We forgot the Turnitin Suite of applications on the survey! Oops. mke

We have very limited professional development. Omni training is non-existent.

We need MUCH more technology training. Even instructors who already teach online are often not proficient in Catalyst tools such as Forums, Chats etc. CCCConfer is a free tool with lots of potential, but has a steep learning curve. Is there a District policy regarding use of Google Drive, etc? There are many useful tools we use--docs, forms, hangout.

When training has been offered in the past, the sessions seem invariably to conflict with my teaching schedule.

You need to put Windows 8 and MS Office 2013 on your survey email:rmorris@cbnorcal.com

some of my ansers are duplicates...I use CCC Confer BUT I know there is MORE that I could do and use...same with Excell and OMNI etc. also SMART classrooms technologies...what did you mean? how to use the techologies in the SMART classrooms? or ???

thanks even though I use many systems, it is always useful to attend refresher classes.

we need training or a book/manual.

De Anza College Employee Technology Training Survey

The De Anza College Technology Task Force would like to know the types of technology-related professional development that would help improve your job performance. The survey should take no more than 10 minutes to complete. Your responses will remain confidential and will be used only for improving the technology-related professional development available at De Anza.

1. What is your employment classification?
   - ⚪ Full-time Faculty
   - ⚪ Part-time Faculty
   - ⚪ Classified Professional
   - ⚪ Administrator

2. Please provide the range closest to your current age:
   - ⚪ Under 30
   - ⚪ 30-39
   - ⚪ 40-49
   - ⚪ 50-59
   - ⚪ 60-69
   - ⚪ 70+

3. How important is it to you that you are better trained at using available technologies to complete your job duties?
   - ⚪ Not at all important
   - ⚪ Not very important
   - ⚪ Moderately important
   - ⚪ Very important
   - ⚪ Extremely important

4. What type(s) of technology do you use on a regular basis to perform your job duties? (Select all that apply)
   - ☐ Accessibility
   - ☐ AUO/TracDat
   - ☐ Back-up data
   - ☐ Banner features: enrollment, purchasing, student time cards, budgeting
   - ☐ CCC Confer
   - ☐ Computer security
   - ☐ Course management tool (Catalyst)

☐ Course Studio/Group Studio

☐ Database (FileMaker Pro, MySQL)

☐ Electronic Curriculum Management System (ECMS)

☐ E-Mail and calendar management (Outlook)

☐ Omni Update (web content management system)

☐ Online lecture with audio (PowerPoint)

☐ Online research and information literacy

☐ Operating systems (Windows 7 and Mac OSX basic skills)

☐ PDF

☐ Presentation (PowerPoint, Mac vs. Window systems)

☐ SARS/E-SARS

☐ Scantron/ParSCORE (on campus and on line)

☐ Smart classroom technologies

☐ Spreadsheet (Excel)

☐ Streaming video (web-based video)

☐ Video recording, editing and distribution

☐ VMWare Fusion for iMacs with Windows on them

☐ Word processing (Word)

☐ Other _____

5. What type(s) of technology would you like to use that you currently do not have access to or have not been trained in? (Select all that apply)

☐ Accessibility

☐ AUO/TracDat

☐ Back-up data

☐ Banner features: enrollment, purchasing, student time cards, budgeting

☐ CCC Confer

☐ Computer security

☐ Course management tool (Catalyst)

☐ Course Studio/Group Studio

☐ Database (FileMaker Pro, MySQL)

☐ Electronic Curriculum Management System (ECMS)

☐ E-Mail and calendar management (Outlook)

☐ Omni Update (web content management system)

☐ Online lecture with audio (PowerPoint)

☐ Online research and information literacy

☐ Operating systems (Windows 7 and Mac OSX basic skills)

☐ PDF

☐ Presentation (PowerPoint, Mac vs. Window systems, screen resolution issues)

☐ SARS/E-SARS

☐ Scantron/ParSCORE (on campus and on line)

☐ Smart classroom technologies

☐ Spreadsheet (Excel)

☐ Streaming video (web-based video)

☐ Video recording, editing and distribution
☐ VMWare Fusion for iMacs with Windows on them
☐ Word processing (Word)
☐ Other [_____]

6. Which type(s) of technology would you like to receive training in? (Select all that apply)
☐ Accessibility
☐ AUO/TracDat
☐ Back-up data
☐ Banner features: enrollment, purchasing, student time cards, budgeting
☐ CCC Confer
☐ Computer security
☐ Course management tool (Catalyst)
☐ Course Studio/Group Studio
☐ Database (FileMaker Pro, MySQL)
☐ Electronic Curriculum Management System (ECMS)
☐ E-Mail and calendar management (Outlook)
☐ Omni Update (web content management system)
☐ Online lecture with audio (PowerPoint)
☐ Online research and information literacy
☐ Operating systems (Windows 7 and Mac OSX basic skills)
☐ PDF
☐ Presentation (PowerPoint, Mac vs. Window systems, screen resolution issues)
☐ SARS/E-SARS
☐ Scantron/ParSCORE (on campus and on line)
☐ Smart classroom technologies
☐ Spreadsheet (Excel)
☐ Streaming video (web-based video)
☐ Video recording, editing and distribution
☐ VMWare Fusion for iMacs with Windows on them
☐ Word processing (Word)
☐ Other [_____]

7. What type of training format would you most benefit from?

○ One-on-one training
○ Division/department training
○ On-demand, online training
○ Small group training
○ Large group training
○ Drop-in workshops

8. How often would you like to have access to, or would be able to attend various technology-related professional development opportunities?
○ Quarterly
○ Bi-annually

○ Annually
○ Every other year

9. Are you proficient in a particular technology that is supported on campus and would be interested in providing training to others in this area?
○ Yes
○ No

10. If yes, what type(s) of technology would you like to provide training in? (Select all that apply)
☐ Accessibility
☐ AUO/TracDat
☐ Back-up data
☐ Banner features: enrollment, purchasing, student time cards, budgeting
☐ CCC Confer
☐ Computer security
☐ Course management tool (Catalyst)
☐ Course Studio/Group Studio
☐ Database (FileMaker Pro, MySQL)
☐ Electronic Curriculum Management System (ECMS)
☐ E-Mail and calendar management (Outlook)
☐ Omni Update (web content management system)
☐ Online lecture with audio (PowerPoint)
☐ Online research and information literacy
☐ Operating systems (Windows 7 and Mac OSX basic skills)
☐ PDF
☐ Presentation (PowerPoint, Mac vs. Window systems, screen resolution issues)
☐ SARS/E-SARS
☐ Scantron/ParSCORE (on campus and on line)
☐ Smart classroom technologies
☐ Spreadsheet (Excel)
☐ Streaming video (web-based video)
☐ Video recording, editing and distribution
☐ VMWare Fusion for iMacs with Windows on them
☐ Word processing (Word)
☐ Other [   ]

11. Please provide your name so we may contact you in the future to provide training in this area:
[   ]

12. Are you proficient in a particular technology that is <u>not</u> supported on campus and would be interested in providing training to others in this area?
○ Yes
○ No

13. If yes, what type(s) of technology would you like to provide training in? (Select all that

apply)

- ☐ Assigned space for Wikis (wikispaces.com)
- ☐ Blogs (e-journaling, BlogSpot, Tumblr, eBlogger)
- ☐ Classroom response systems (Clickers)
- ☐ Copyright knowledge
- ☐ Digital cameras and camcorders
- ☐ Early Alert Retention System (Starfish Retention Solutions)
- ☐ Electronic whiteboard (Smart Board)
- ☐ E-portfolios (through an open source tool)
- ☐ Google Docs
- ☐ Interactive pen (i.e. Sympodium)
- ☐ Open Educational Resources
- ☐ Personal mobile devices and applications for mobile devices (iPod, iPad, Kindle, Tablet PC)
- ☐ Podcasts (video/lecture viewed on computer, iPod)
- ☐ Scanner knowledge (for scanning photos or other images)
- ☐ Screen/voice capture (Camtasia, Captivate, Jing)
- ☐ Shared online content (both open and password protected)
- ☐ Social networking (Facebook, Twitter, Google+, Breeze Meeting)
- ☐ Social studying sites (Cramster, CourseHero, GradeGuru)
- ☐ Surveys (Survey Monkey)
- ☐ Synchronous online meeting tools (CCC Confer, Skype, Google Hangout)
- ☐ Video conferencing skills (How to use video conferencing effectively in instruction)
- ☐ Other [＿＿＿＿＿＿＿＿＿＿]

14. Please provide your name so we may contact you in the future to provide training in this area:

[＿＿＿＿＿＿＿＿＿＿]

15. Please provide any additional feedback you may have pertaining to technology-related professional development.

[＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿＿]

[Submit]