DeAnza College

TECHNOLOGY PLAN | 2017–2020

TABLE OF CONTENTS

DE ANZA COLLEGE MISSION STATEMENT

De Anza College provides an academically rich, multicultural learning environment that challenges students of every background to develop their intellect, character and abilities; to realize their goals; and to be socially responsible leaders in their communities, the nation and the world. The college engages students in creative work that demonstrates the knowledge, skills and attitudes contained within the college's Institutional Core Competencies:

- Communication and expression
- Information literacy
- Physical/mental wellness and personal responsibility
- Civic capacity for global, cultural, social and environmental justice
- Critical thinking

COMMITTEE MEMBERS

Susan Cheu*—Finance & College Operations Planning & Budget Team (FCOPBT)/Educational Technology Services (ETS) Project Scheduling Committee
Vice President, Finance and College Operations

Gaeir Dietrich—Accessibility Expert
Director, High Tech Center Training Unit

Brandon Gainer—At-Large
Faculty

Rich Hansen—Faculty Association
Faculty

Alex Harrell*—Staff Technology Expert
Senior Web Coordinator

Jose Hernandez—Banner Student Committee
Supervisor, Enrollment Services

Cecilia Hui—Library
Librarian

Shagundeep Kaur—At-Large
Faculty, Department of Speech Communications

Heidi King*—Online Education/ Staff Technology Expert
Instructional Designer

Sharon Luciw—Educational Technology Services (ETS)
Director, Networks & Client Services

Joe Moreau—Educational Technology Services (ETS)
Vice Chancellor, Technology

Cheryl Owiesny—At-Large
Faculty, Physical Education & Athletics

Mary Pape* **(co-chair)**—Academic Senate
Faculty, Computer Science

Lorrie Ranck*—Online Education/ Instructional Planning & Budget Team (IPBT)
Dean, Learning Resources

Jerry Rosenberg—At-Large
Dean, Physical Sciences, Mathematics & Engineering

Dennis Shannakian—Classified Senate
Office Coordinator, College Life

Stacey Shears—Student Services Planning & Budget Team (SSPBT)
Dean, Disabled Students Programs & Services

Marisa Spatafore* **(co-chair)**—Senior Staff
Associate Vice President, Communications & External Relations

Carolyn Wilkins-Greene—At-Large
Dean, Social Sciences & Humanities

Faris Waiteasa—De Anza Associated Student Body (DASB)

Tamica Ward—At-Large
Dean, Enrollment Services

In Progress—Equity Action Council

At-Large attendance welcomed

*Technology Plan Workgroup member

PREFACE FROM THE PRESIDENT

As students, faculty and staff work, play and socialize daily, on multiple devices, I find myself constantly mulling this phenomenon, and how we live today. As hard as our Millennial and Generation Z students find it to believe—digital natives that they are—it was not that long ago when we used typewriters for school papers and office documents, and what is now so quaintly called a "house phone" (rotary, mind you). Thumbing a smart phone was beyond our imagination as our forefingers circled that dial. While even these devices were themselves far beyond the quill and vellum, the string telephone and telegraph, that were their predecessors, today's technology—and our absorption in it—is pervasive and often total. What, then, have we gained, and what have we lost?

We have gained a tremendous amount, there is no doubt. Information at our fingertips, ranging from simple facts to the weather forecast; word definitions to news to entire books; a text message about dinner to a video of a child's first birthday party to be emailed to doting, absent grandparents. We can reconnect through various social media with those with whom we have lost touch. We can participate in supportive online communities. We can have video calls and meetings. We can take and teach online classes. There is much more.

And yet, there has indeed been loss. The subjection of us all to a workday far longer than eight hours, and time away from our families or the risk of intense fatigue with little time for renewal. The loss of in-person conversation, where we can perceive subtleties of expression and engagement, of comprehension and clarity, agreement or disagreement. The very real potential for loss of community. Oddly, the retreat from each other under the guise of ubiquitous connectivity.

These contradictions are played out every day in education. While technology is a tremendous asset, it is also incumbent on us to mitigate what can be its tendency to increase distance in our daily work of teaching and learning, particularly in online courses and degrees. Improving the success rates of students engaged in online learning is critical. And while our own surveys demonstrate that most students have smartphones and either tablets or laptops, it is also crucial for us to recognize the digital divide that remains—a true equity issue. We address this in part through the provision of well-equipped labs, and in initiating the distribution of tablets in some cohorts and classes. This Technology Plan, following the lead of the Educational Master Plan, intentionally focuses on equity issues, as detailed throughout.

Brian Murphy, President

INTRODUCTION

Equity Focus of Technology Plan/ Support for Other College Plans

As noted in the president's preface, equity served as a guidepost in the development of this Technology Plan, modeling on the equity focus in the Educational Master Plan (EMP) 2015-2020, which provides overarching direction for all campus planning.

The Technology Committee recognizes that the cost of technology, in particular, can be a barrier to student technology access, a key issue which can be mitigated in part by providing, in addition to access to computer labs, open educational resources in place of textbooks and the thoughtful purchase and deployment of technology tools in classrooms or learning communities as feasible and appropriate. Moreover, the college's provision of technology training to faculty and staff, and the willing engagement of those employees in the training process, also becomes an equity issue in terms of knowledgeable instruction and services fostering student success.

The equity focus in the Educational Master Plan 2015-2020 encouraged the campus community to infuse equity into all planning and activities, a consideration in the development of the Facilities Master Plan. The college has long supported equity planning, aimed at reducing the achievement gap, in academic divisions. Recent state-mandated development of college Equity plans, with accompanying categorical funding, has also brought equity to the forefront. So, too, has the similarly state-mandated Student Success and Support Programs (SSSP) planning, categorical funding and activities.

Ultimately all plans—the EMP, the Technology Plan, the state Equity Plan with the merging SSSP Plan—share the common goal of student equity.

The three-year span of the Technology Plan reflects the campus' understanding that technology needs and capabilities are constantly changing and require regular review to offer the most effective services to students, faculty and staff. The period also allows the campus to regularly assess the implications of the goals and adjust future planning needs to meet changing technology needs and trends.

The college Technology Plan, together with that of sister college Foothill, will inform the development of the District Technology Plan, which will respond to the goals and needs of the colleges providing instruction and services to students.

College and District Roles and Responsibilities

District Educational Technology Services (ETS) also contributes to student success through its provision of critical technology infrastructure. Interrelated and discrete technology responsibilities of the district and college are represented below in the adapted excerpt of the district functional map for the Accrediting Commission for Community and Junior Colleges' (ACCJC) Standard III, Technology Resources.

Technology Resources Functional Map

ACCJC Standard III.C		College	District
III.C1	Technology services, professional support, facilities, hardware, and software are appropriate and adequate to support the institution's management and operational functions, academic programs, teaching and learning, and support services.	Shared	Shared
III.C2	The institution continuously plans for, updates and replaces technology to ensure its technological infrastructure, quality and capacity are adequate to support its mission, operations, programs, and services.	Shared	Shared
III.C3	The institution assures that technology resources at all locations where it offers courses, programs, and services are implemented and maintained to assure reliable access, safety, and security.	Secondary	Primary
III.C4	The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of technology and technology systems related to its programs, services, and institutional operations.	Primary	Primary
III.C5	The institution has policies and procedures that guide the appropriate use of technology in the teaching and learning processes.	Shared	Shared

Fig. 1

Technology Committee Re-visioning

In order to ensure the group could best serve the college, the former Technology Task Force in spring 2015 underwent a comprehensive re-visioning and review process. Discussion centered upon topics including the evolved district technology project approval process; the need for technology training; the committee as a venue for information sharing; the committee's relationship to the accreditation process and technology planning; and the relationship of the task force to other college and district committees. In fall 2015, the task force reviewed and modified proposals brought forward.

Final proposals included a name change to the Technology Committee to demonstrate the permanent status of this advisory group to College Council. The existing vision statement, detailed charge and enumerated activities with a mission statement:

The Technology Committee advises on technology proposals and training needs in support of equity and student success. TC is the clearinghouse for technology-related projects and initiatives, disseminating information through representative, expert membership, and serving as both the technology planning and relevant accreditation committees.

For the first time, designated committee membership was established to ensure collegewide participation and interrelationships with other areas, committees, and governance and constituency groups: Academic and Classified senates; DASB; each of the three Planning and Budget teams; Faculty Association; ETS; Banner Student Committee; the informal Technology Prioritization Committee, now the ETS Project Scheduling Committee; Online Education; the Library; expert classified professionals; and an expert on accessibility. At-large faculty members, classified and professionals and other attendees would be encouraged and welcomed.

The redefined Technology Committee was envisioned as a body that would develop the college's technology plan; serve as the Accreditation Standard III.C Committee; advise and provide feedback on proposed technology projects first brought to the appropriate PBT; offer feedback on training needs to the college technology trainer and manager; and provide a venue for the centralizing of all technology-related information, including the Educational Technology Advisory Committee (ETAC); Banner Student and Core committees; Online Education Advisory Committee; ETS; and the Online Education Initiative (OEI).

College Council approved the recommendations of the Technology Committee on Jan. 15, 2016. Development of the Technology Plan commenced within the committee shortly thereafter.
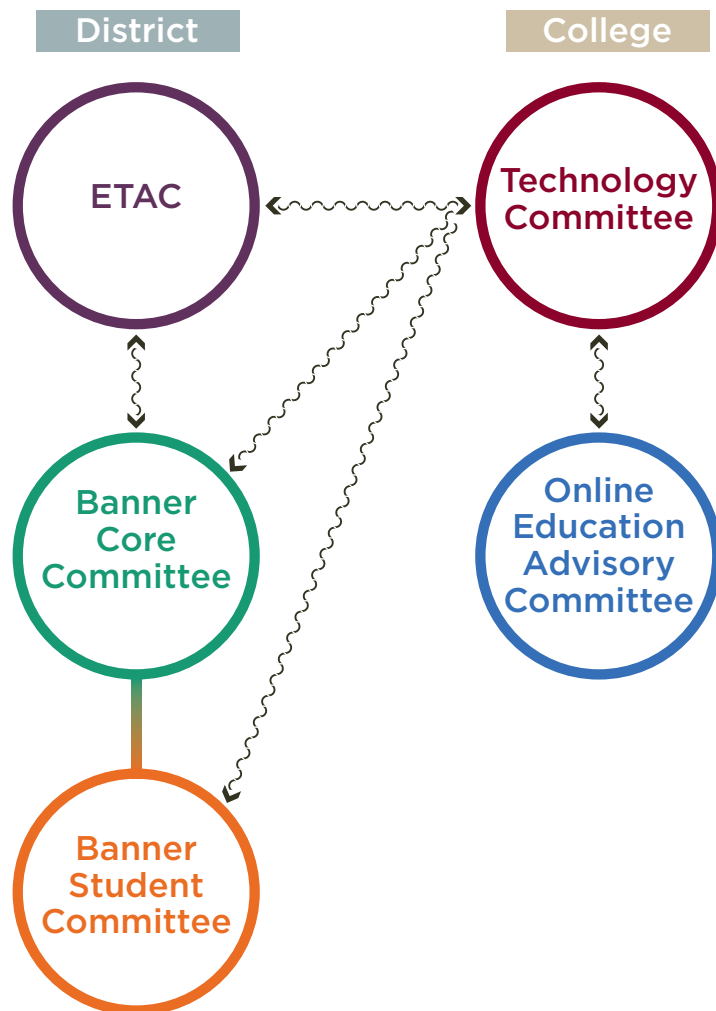
Technology Committee Cross-Communication

Fig. 2

Technology Plan Development Timeline

Activity	Participants	Date
Strategic Capabilities workshop	District and Colleges' administrative and technology leadership	April 2015
General technology plan discussion	Marisa Spatafore, De Anza Associate Vice President of Communications Joe Moreau, District Vice Chancellor of Technology Judy Baker, Foothill Dean of Online Education	September 2015
Technology Survey	De Anza staff and faculty	Spring 2016
Technology Plan discussions	Technology Committee	Spring 2016
Technology Plan workgroup appointment	Technology Committee	June 2016
Workgroup meetings and document drafting	Technology Committee	June–October 2016
Review of draft Technology Plan, committee discussion; recommendations subsequently incorporated	Technology Committee	Meeting of Nov. 4, 2016
Presentation draft to governance groups	Technology Committee co-chairs/ Technology Plan workgroup members	November–December 2016
Request for College Council approval	Technology Committee co-chairs	Dec. 8, 2016

Fig. 3

TECHNOLOGY PLAN SURVEY

In order to inform the college's Technology Plan, the Technology Committee in spring 2016 sent a comprehensive survey to all De Anza College employees. Highlights include:

- Of all respondents, 35% listed their job classification as part-time faculty, followed by 30% classified professional, 29% full-time faculty and 9% administrator.
- When asked to rank the most important items in prioritizing major educational technology initiatives and projects at De Anza, respondents listed "Positive Impact" at the top, followed by "Security," "Compliance," and "Cost Savings."
- Of respondents, 92% stated they use Microsoft Office the most in their role at the college, followed by Outlook/OWA (72%) and Banner (44%).
- The training that respondents said would be most helpful in their daily work was Microsoft Excel (42%) followed by instructional video production (27%), Microsoft PowerPoint (26%) and Acrobat Pro (25%).
- Forty-one percent of respondents stated they use Catalyst. Of these, 87% are very satisfied or satisfied with Catalyst overall.
- Ninety-nine percent of respondents said their computer hardware needs are being met.

Technology Plan Survey Excerpt

6. Rank 1-5 the importance of each criterion below : -> First   Mean: 4

Response	Value	Frequency	Percent	Graph
Safety	1	16	10	
Security	2	43	27	
Compliance	3	10	6	
Cost Savings	4	3	2	
Positive impact	5	85	54	
Total Valid		157	100	

8. What kind of software training would help you most in your daily work? (Select up to 4)   Mean: -

Response	Value	Frequency	Percent	Graph
Microsoft Word	1	27	20	
Microsoft Excel	2	56	42	
Microsoft PowerPoint	3	34	26	
Outlook/OWA	4	21	16	
Office 365	5	32	24	
Instructional Video Production	6	36	27	
iMovie	7	12	9	
Acrobat Pro	8	33	25	
Photoshop	9	20	15	
Illustrator	10	13	10	
InDesign	11	7	5	
Course Studio	12	17	13	
Catalyst	13	21	16	
OmniUpdate	14	28	21	
Banner	15	32	24	
Other:	16	1	1	
Total Valid		133	100	

14. Are your computer hardware (e.g. desktop, laptop, monitor) needs being met?   Mean: 1

Response	Value	Frequency	Percent	Graph
Yes	1	104	99	
No Please explain	2	1	1	
Total Valid		105	100	

See all survey results in the Appendix.

TECHNOLOGY PLAN

I. Strategic Capabilities

The college in April 2015 participated in the technology strategic capabilities workshop sponsored by the district vice chancellor of technology and Educational Technology Services (ETS). Most De Anza senior staff members, including the president, were in attendance, as was the dean of Learning Resources, who oversees Online Education.

College leadership established strategic capabilities (a "set of capacities, resources and skills") and goals for De Anza as they relate to technology. The high-level goals include those which, as structured within the workshop framework (see fig.4 below), are in the category of "improv[ing] student, faculty or staff experience."

1. Ubiquitous, agile technology across the campus community
2. Teaching, learning and student engagement
3. Deeper research into student success and subsequent responses (i.e. actions taken to facilitate improvement)
4. Professional development

It is worthwhile to note that the college technology survey conducted in May 2016 (report pp. 20–22, question 4; see Appendix) found clear support for prioritizing technology initiatives that make a positive impact on students, as do each of the above, versus projects designed to increase security, ensure compliance or achieve cost savings.

Another strategic capability is dynamic forecasting of tech capabilities, i.e., predicting, analyzing and taking advantage of innovations and trends in educational technology, rather than being a late adopter. Others include facilities management through technology and financial forecasting.

As conducted within the workshop exercise and as graphically represented below, these goals "improve institutional ROI" and "organizational efficiency." As such, and given joint responsibilities and the remove from educational technology and students, these could be discussed as eventual goals with district ETS and Business Services, but will not be addressed in this plan focused on primary goals.
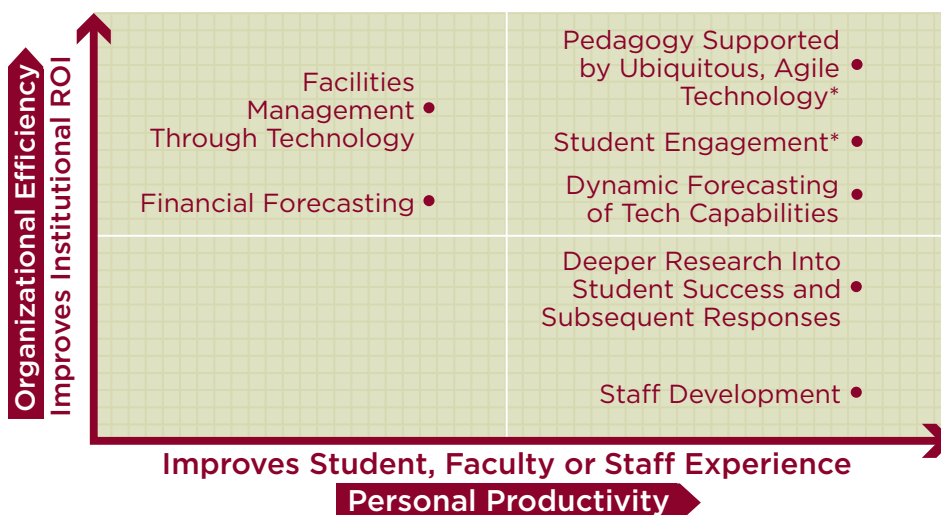
Adapted from Strategic Capabilities Workshop document

*Top priorities

Fig. 4

II. **Three-Year Goals and Objectives** (reviewed/revised annually)

Goal 1: Support ubiquitous, agile technology across the campus community

The Technology Committee will promote the consolidation of technology functions that will yield economies of scale and/or foster better communication and advance equitable outcomes for students.

- Standardize frequently requested technology tools and services as appropriate, e.g. preferred mechanism for online surveys, online forms
- Consistent collection of syllabi from across the college
- Consistent design for division/departmental level websites

To support improving online and hybrid course learning experiences, and therefore equity and success, the Technology Committee will assist with the transition of the course management system from Catalyst to Canvas over the next two years. This action also responds to findings in technology survey questions 3–5, 13 and 15.

The Technology Committee will create a map for technology support at De Anza. This map will direct faculty, staff and students to the appropriate resources for technical support. In addition, the committee will filter requests and recommendations for tools that improve experiences with existing campuswide applications, such as Banner, Office 365 and the Student Inquiry Tool.

Goal 2: Teaching, learning and student engagement

The Technology Committee will foster student access and equity by collaborating with Academic Senate and other key partners in the development and promotion of open educational resources. Such resources, especially when replacing costly textbooks and course materials, serve a significant role in advancing student equity.

In a similar vein and also with a goal of equity, the Technology Committee will assist as affordable and feasible in the organized provision of tablets and similar devices in classrooms and programs.

The committee will also guide the continual growth of course management system functionality to foster meaningful student-instructor and student-to-student communication and will support increasing the use of the Canvas CMS in hybrid and face-to-face classes to improve student engagement and multiple modalities in accessing course material.

The Technology Committee will collaborate with its accessibility expert and Disability Support Programs and Services (DSPS) to continually evaluate accessibility and Americans with Disabilities Act (ADA) compliance across the website, learning management system and student information systems. Meeting accessibility needs, a clearly equity-based goal, was noted in questions 3, 5 and 15 of the spring technology survey.

In addition, the committee will improve student access to services via technology, including the implementation of responsive web pages, focused application development, supporting technology and applications through the college website, and the leveraging of social media to enhance education.

Goal 3: Deeper research into student success and subsequent responses (i.e. actions taken to facilitate improvement)

The committee will continually collect and analyze data to guide the enrichment of the student experience through technology.

The committee will also research and implement as appropriate emerging device-independent technologies that improve student access to services and explore the integration of such technologies through the website, research and work to implement device-independent technologies that improve student access and equity, faculty and staff email and the course management system.

Goal 4: Professional Development

Notably, technology training was one of the most requested services in the recent technology survey and a theme in questions 4, 5, 8, 15 and 17. The Technology Committee will cultivate a culture in which technology training is seen as beneficial for all employees, supporting and endorsing regular onsite staff and faculty training opportunities that are equity-focused, support student success and improve workflow efficiencies. Feedback on training needs and sessions will be provided by the committee. Topics will include a focus on accessibility with particular attention to online and written documents, videos and other learning tools.

III. One-Year Implementation Plan

Goal 1: Support ubiquitous, agile technology across the campus community

Objective	Implementation Activities
Promote the consolidation of technology functions to yield economies of scale and/or foster better communication	• Gather data on systems used and desired by divisions, departments and offices • Research consolidation tools • Recommend solutions (may instead be a Year 2 activity)
Assist with the transition of the course management system from Catalyst to Canvas	Promote Canvas through multiple channels to encourage faculty use
Create a map for technology support	Initiate development of map

Fig. 5

Goal 2: Teaching, learning and student engagement

Objective	Implementation Activities
Collaborate with Academic Senate, other partners on the development of open educational resources	Initiate discussions and initial planning opportunities
Assist as affordable and feasible in the organized provision of tablets and similar devices in classrooms and programs	Initiate conversations with Instructional and Student Services PBTs
Guide the continual growth of course management system functionality to foster meaningful student-instructor and student-to-student communication.	• Perform faculty/student needs assessment • Evaluate possible solutions
Collaborate with its accessibility expert and Disability Support Programs and Services (DSPS) to continually evaluate accessibility and Americans with Disabilities Act (ADA) compliance across the website, learning management system and student information systems	• Ensure routine attentiveness within key workgroups • Add standing agenda item at TC meetings for discussion of accessibility needs, opportunities and compliance
Improve access to student and academic services via technology	Regular input from TC members to ETAC and Banner on key topics

Fig. 6

Goal 3: Deeper research into student success and subsequent responses

Objective	Implementation Activities
Collect and analyze data to guide the enrichment of the student experience through technology.	Assess help request tickets, website analytics; continue to conduct regular technology surveys; utilize results for improvements
Research and work to implement device-independent technologies that improve student access and equity	Work collaboratively with ETAC and Banner committees to improve student access and services by maintaining membership on each committee and providing input

Fig. 7

Goal 4: Professional development

Objective	Implementation Activities
Cultivate a culture in which technology training is understood to beneficial for all employees	Communicate opportunities through multiple channels
Evaluate technology training needs and priorities	Utilize technology survey results, participation data, qualitative assessment; incorporate training for new tools

Fig. 8

IV. Evaluation

Goal 1: Support ubiquitous, agile technology across the campus community

Objective	Evaluation
Promote the consolidation of technology functions to yield economies of scale and/or foster better communication	Demonstrable consolidations
Assist with the transition of the course management system from Catalyst to Canvas	Documented student and faculty satisfaction, e.g. through surveys
Create a map for technology support	Documented awareness of map and usage of resources, e.g. through surveys, website usage

Fig. 9

Goal 2: Teaching, learning and student engagement

Objective	Evaluation
Collaborate with Academic Senate, other partners on the development of open educational resources	Creation and use of open educational resources
Assist as affordable and feasible in the organized provision of tablets and similar devices in classrooms and programs	Documented conversations; procurement and use as able
Guide the continual growth of course management system functionality to foster meaningful student-instructor and student-to-student communication	Documented student and faculty satisfaction, e.g. through surveys
Collaborate with its member accessibility expert and Disability Support Programs and Services (DSPS) to continually evaluate accessibility and Americans with Disabilities Act (ADA) compliance across the website, learning management system and student information systems	Demonstrated accessibility and compliance, e.g. through testing
Improve access to student and academic services via technology	Demonstrated increased usage, e.g. through website analytics, and/or student satisfaction, e.g. through surveys

Fig. 10

Goal 3: Deeper research into student success and subsequent responses

Objective	Evaluation
Collect and analyze data to guide the enrichment of the student experience through technology	Increased satisfaction as indicated by number and nature of Online Education help request tickets, website analytics; responses to regular technology surveys
Implement device-independent technologies that improve student access and equity	Successful implentation of research; student satisfaction surveys

Fig. 11

Goal 4: Professional development

Objective	Evaluation
Cultivate a culture in which technology training is understood to beneficial for all employees	Demonstrable participation
Evaluate technology training needs and priorities	Ongoing additions and adjustments based on feedback from technology survey results, participation data, qualitative assessment; incorporation of training in new tools

Fig. 12

V. Alignment with Accreditation Standards

Standard III.C, Technology Resources, is core to the Technology Plan:

> *Technology resources are used to support student learning programs and services and to improve institutional effectiveness. Technology planning is integrated with institutional planning.*

Since the re-visioning of the Technology Committee, recounted on page 9, the group now formally includes representation from all governance groups and position classifications. Needs throughout campus are brought to the table for discussion and action. This aligns with Accrediting Commission for Community and Junior College's (ACCJC) Standard I.B, Improving Institutional Effectiveness, ensuring collegewide dialogue for constant improvement in student success based on equity. Disparate issues of academic freedom, financial aid, and available learning resources as they relate to online education can be collectively discussed in support of Standard II.C regarding Learning Resources.

The Technology Committee's commitment, articulated in its new mission statement, to advising on technology proposals and training needs in support of equity and student success, and the content of the preceding plan, aligns with the entirety of Standard II,

Student Learning Programs and Services. Related specifically to II.A and II.C, the Technology Committee provides support for Online Education. Innovative ways to ensure the same level of online support to students as in face-to-face classes, and further advancing regular and substantive interaction between instructor and students, are ongoing discussions of the Technology Committee.

Importantly, the dean of Learning Resources and an instructional designer serve as key members of the Technology Committee. This link enables the Technology Committee, with its broad membership, to be the clearinghouse for information about the college's Online Education program.

Through surveys and by offering feedback from attendees at the college's technology professional development trainings, the committee will collaborate in the types and content of such trainings. Professional development is addressed in Standard IV. In addition, ongoing evaluation and efforts toward continuous improvement are addressed in Standard IB.

The Technology Plan also addresses Standard III.C through its support of ubiquitous, agile technology across the campus community. The migration from the Catalyst to Canvas learning management system is one such example. In addition to providing the students with a superior experience, the use of Canvas positions instructors to offer courses under the statewide Online Education Initiative (OEI), hosted at the Foothill-De Anza Community College District. All instructors will have the option to use Canvas for their on-campus, hybrid and online classes. Moreover, the plan's establishment of a technology map will ensure that students, faculty, staff and administrators will have access to reliable technology, with software that protects their security, and support in using it.

APPENDIX

Technology Survey Analysis

Question 3:
What technology, software, or equipment would improve the effectiveness of your department?

Responses	Primary Responsibility	ETS	Online Education	Instructional / Training
A good phone system. Dragon natural speak to be standard. I write a lot of reports and evaluations	ETS	x		
1) Something similar to Google Forms, 2) SARS tied to MyPortal/Banner/Active Division, 3) Dragon speak-to-write software, 4) Face to face online tutoring	ETS	x		
1. Multimedia support (e.g. filming, developing on demand lectures) 2. Learning management platform such as BlackBoard or Canvas. Moodle (Catalyst) is good but we need more storage space. 3. Google drive subscription	OE		x	
a better system than Catalyst. Also, a tool like Skype for Business, GoToMeeting, WebEx, ..., etc. Would help implementing new live classes for more remote students.	OE		x	
A copier that scans documents, too.	FAC			
A Degree Works with no glitches. Printers in each office that function. More access to techs from ETS.	ETS	x		
a designated computer lab for social science and humanities students; additional open source materials for a broad range of political science classes (ideally some with a critical, historical perspective); professional development training in the new Canvas system; to name just a few items. on behalf of VIDA, additional computers in our office...	ETS	x	x	x
A more advanced site to post documents to students. Also, a system that I can access from home, for some reason myportal never works from my home computer.	OE	x	x	
A more up to date copy machine, the Toshiba's are getting OLD.	FAC			
A new PC	ETS	x		
A Powerpoint clicker with laser pointer would be a handy tool to have during lesson.	ETS	x		x
A video server	OE		x	
access to InDesign, along with tutorials about how to use it.	ETS	x		x
adjustable computer tables; better print stations - too many problems with print station breaking down; slowness	ETS	x		
An online course management system like Canvas.	OE		x	
Another copy machine (we have 2, sometimes both are not working). A printer that is not 3 buildings away from my office would be great (I've put this in every technology survey I have done - is anyone reading this? I'm in the S7 building)	ETS	x		
apple computer in all lecture room, laser pointer, recording facilities, microphone, free access to Survey monkey,	ETS	x		x
Better laptops, division IT support, ability to order specialized software by dept. members rather than site licenses	ETS	x		
better phone system - which is coming	ETS	x		
better projectors	ETS	x		
Better sound systems in classrooms.	ETS	x		
Better sounds systems in classrooms	ETS	x		
better Wi-Fi	ETS	x		
better Wi-Fi in student services building	ETS	x		
Canvas as a course management system, smart boards, apple TV in all classrooms, iPads for students	OE	x	x	
Canvas learning management system	OE		x	
Catalyst is good, but not my entire dept uses it.	OE		x	
Chem Draw (chemical structure drawing program) updated overhead projectors in Chemistry labs per ongoing plan Tools/training necessary to record short lectures on complex topics with graphics (a la Khan academy)	ETS	x		x
Classrooms need upgraded computers, TV monitor in strategic locations with capacity to link to Wi-Fi/computer	ETS	x		
collaboration sites	ETS	x		
Colored printer or copier	ETS	x		
computers that are properly maintained so they can correctly run the software I use in my classes	ETS	x		
Continued improvements in Clockworks.	ETS	x		
Create a first generation college student app - highlighting services on campus, student stories, resources like department book vouchers, recycled computer program, courses to help them boast their success their first year, AB540 services and support, highlight special community graduations like Black Grad, Latin@ Ceremony, API celebrations, LGBTQ, highlight faculty who were also first generation college students once upon a time	WEB			
Data Base software support.	I			x
document cameras and computers in each classroom.	ETS	x		
Eliminate JAVA and/or find a common browser.	ETS	x		

Appendix Legend: Educational Technology Services (ETS)   Online Education

Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
				$$$	Phone System	Speech-to-text	In Progress
	x			$	System Integrations	Speech-to-text	
				$$	Canvas/Catalyst upgrades	Instructional Design support	In Progress
				$$	Canvas/Catalyst upgrades	Remote Meetings	In Progress
		x		$	Office Equipment Upgrades		
				$	System stability	Office Equipment Upgrades	
		x		$$$	New Computers/Lab	Canvas/Catalyst training	
				$	Teacher/Student digital interaction	MyPortal	
		x		$	Office Equipment Upgrades		
				$	Office Equipment Upgrades		
				$	Classroom Equipment		
				$$	Digital Video Distribution		Available to Users
				$	Software	Software Training	Available to Users
		x		$$	Office Equipment Upgrades	Office Furniture	
				$$	Canvas/Catalyst upgrades		In Progress
		x		$	Office Equipment Upgrades		
				$$$	Classroom Equipment	Online Services	
				$$	Computer Upgrades	Software	
				$$$	Phone System		In Progress
				$	Classroom Equipment		
				$	Classroom Equipment		
				$	Classroom Equipment		
				$$	WiFi		In Progress
				$$	WiFi		In Progress
				$$	Canvas/Catalyst upgrades	Classroom Equipment	In Progress
				$$	Canvas/Catalyst upgrades		In Progress
					Canvas/Catalyst upgrades		In Progress
				$	Software	Classroom Equipment	
				$$	Classroom Equipment		
	x			$	Online Collaboration Tools		In Progress
				$	Office Equipment Upgrades		
				$	Computer Maintenance		
				$	Software		
x	x			$$	Custom App		
				$	Software Training		
				$$$	Classroom Equipment		
				$	Software configuration		

Question 3: (continued)
What technology, software, or equipment would improve the effectiveness of your department?

Responses	Primary Responsibility	ETS	Online Education	Instructional / Training
Faculty are requesting "Clickers" that are used in the classroom and provide the ability for the instructor to get immediate feedback on concepts, theories, etc. that are being taught.	I	x		x
faster wi fi	ETS	x		
Film/TV equipment management and checkout software; renew licenses of existing software (Avid Media Composer, Avid Pro Tools); purchase licenses for new software (full version of DaVinci Resolve; Red Giant Magic Bullet Suite; Red Giant Plural Eyes; Biologic Brush); upgrade the recording studio's mixing board and sound-processing system; 30 iPads with Final Draft software	I	x		x
Functionality would be my biggest focus...	N/A			
GradesFirst, Student Athlete tracking software.	ETS	x		
greater usage of banner applications in student services	SS	x		
high speed scanning, color printer, student printing system that takes cash and is simple to use	ETS	x		
I am a new part-time mathematics instructor. This may or may not be appropriate. Software development in industry requires versions of software be maintained under source code control, according to standards established by the company. I think it would be useful to have a similar repository for class records, including grades on exams, homework, quizzes, etc. so the college does not rely on individuals keeping such records. I did the same for presentation materials in industry, so others could easily copy all or selected parts when developing presentations for new customers or research proposals. These materials includes slides as well as artwork developed by the pubs department. If such a repository already exists please notify me.	ETS	x		
I believe all technology needs are being met right now. Perhaps the use of Adobe Connect for some meetings would be helpful.	I	x		x
I feel that I have the technology that I need for my office.	N/A			
I feel we are behind in terms of having reports available to administrators to do their jobs.	ETS	x		
I think we currently have what we need.	N/A			
I would like to have my lectures recorded. Students would then have the ability to review components of the lecture in which they need clarity. In addition, I believe that each classroom should be equipped with white boards. Chalk dust ruins the technology in the classroom.	I			x
Identity verification software and cheating prevention for online testing for online courses. (i.e. Respondus or similar package)	OE		x	
Improved mobile access	ETS	x		
Improved SARS system and ability to inform/have drop-down menus for students through electronic appointments so they choose appropriate staff for their needs & ability to txt or email students reminders of their appts with advisors/counselors	ETS	x		
In-class interactive tools, like the clickers	I	x		x
internet, scanners, poster printer, (we have them) .. a digital camera for my area would be awesome. Getting my paying members in the computer system (from Community Ed) would be fantastic if they could use my system for check in/out. Especially in emergencies I would know exactly how many people I need to aware of keeping safe. Needing tv's and media players in the team room and athletic training area.	ETS	x		
laptops for staff, training	ETS	x		x
learning how to scan documents into banner	ETS	x		
make all user interfaces more transparent and intuitive ----once you find the ones that work well for the user, don't change it. Bring in voice recognition as soon as you can.	UNC	x		x
Maybe if we could get an automatic check in and check out with SID to log tutoring hours.	ETS	x		
Measurement automation. Minitap SPC Software.	I	x		x
media storage, captioning and podcast abilities	I	x		x
More computer classrooms.	ETS	x		
more computers for students to use and ipads	ETS	x		
More resources for printing assignments, handouts, and tests.	ETS	x		
more updated PC-s	ETS	x		
More up-to-date projectors and doc readers in laboratories, better spaces that facilitate engagement (spaces other than auditorium stule).	ETS	x		
More whiteboards on the classroom walls	FAC			
More Wi-Fi for PE areas and athletic fields. This would include capability to stream in high definition	ETS	x		
My classroom does not have a projector to display text or music in front of the class (A29). It would also be helpful to have a CD player	ETS	x		
Need faster desktop computer in office. Long cycles for upgrades is my biggest issue.	ETS	x		
Network printing	ETS	x		
New computers	ETS	x		
New phone headsets Additional scanners for staff	ETS	x		x
Office 365 could be more inclusive - particularly showing media with a shorter upload time. Helping instructors to be more aware of the use of Office 365.	ETS	x		x

Appendix Legend: Educational Technology Services (ETS)   Online Education

Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
		x		$$	Classroom Equipment		
				$$	WiFi		In Progress
				$$$	Classroom Equipment	Software	
				$	Software		
x				$	Software Implementation and use		
				$$	Printing Upgrades		
				$	Banner modifications		
				$	Remote conferencing		
				$	Reporting		
		x		$$	Lecture Recording	Whiteboards	
				$$			
	x				Mobile Access		
				$	Systems Integration and Improvement		
		x		$$	Classroom Equipment		
				$$	Classroom Equipment	Software	
				$$	Office Equipment	Training	
				$	Banner training		
	x		x		UI Design	Speech-to-text	
x				$$	Software		
				$	Software		
				$$	Digital Media solutions	File Storage	Available to Users
		x		$$$	Computer Equipment and space		
				$$$	Computer Equipment	Tablets	
				$	Printing		
				$	Computer Upgrades		
		x		$$$	Classroom Equipment		
		x		$$	Whiteboards		
				$$	WiFi		In Progress
				$	Classroom Equipment		
				$	Computer Upgrades		
				$	Printing		
				$$	Computer Upgrades		
				$	Phone System Upgrades	Scanners	In Progress
	x			$	O365 optimizations	O365 Training	

■ Instructional/Training   ■ Web Team, Office of Communications

Question 3: (continued)
What technology, software, or equipment would improve the effectiveness of your department?

Responses	Primary Responsibility	ETS	Online Education	Instructional / Training
Our English Department uses a Yahoo Groups list-serv to communicate everything from official announcements, to unofficial announcements, to questions about campus resources for the faculty, to links to interesting articles. I would like to see an OFFICIAL, INTERNAL, De Anza-owned list-serv/communication tool instead of using a private, for-profit product like Yahoo Groups. I would also like this INTERNAL list-serv tool to include clear protocol on what is and is not appropriate work communication. This protocol would come from the District Office of Human Resources. I would also like to see an update of the Open Media Lab located in the basement level of LCW building. That lab absorbs so many of our Language Arts Students, as well as the rest of the campus. They need a bright, updated, accessible computer lab. I do not think a campus of our caliber should be sending students down to a basement to use these computers. They should have prime real estate. They should be in the MLC building. I do want to share that I am very happy and grateful for our two Language Arts computer labs in ATC 307 and 306??. Please keep funding these two rooms. We do use them, and it is a great resource for having students write/type an assignment during a class session. I would like to see free printing again; however, I know that is a big wish. I would like to see the current E-Print It kiosk be easier to use.	WEB	x		
Phones that only ring campus numbers, for student and casual passing staff use. Sort of like "white courtesy phones". Would also be useful to have kiosks that can play "how-to" videos to answer common student questions; "how do I add a class" or "how do I find my student ID?".	FAC	x		
Phones, computers, Banner, monitors, scanners, printers, web pages.	ETS	x		
Photoshop software	I	x		x
Printers linked to the Dactronic scoreboard and timing system	ETS	x		
Projector	ETS	x		
projector, excel	ETS	x		
Regular upgrades for software and licensing; ability to use apps like Doceri that use wireless connections from iPad to computer.	ETS	x		
Server for file sharing, storing, and archiving a lot of data; and updates on some of the software	ETS	x		
skype, zoom	ETS	x		
Software: Any software outside of our current resources that allows for a more timely and accurate processing of captioned content. Equipment: Any that supports the recording and archival of virtual presentations and meetings.	ACC	x		x
Technology for use in lab classes, and technology for demonstrations in science lectures.	ETS	x		x
The ability to electronically check students in and track what services they are here to receive. We use SARS to schedule appointments for students in EOPS and I wish we could situate things for them to check in when they are here for their appointment.	ETS	x		
timely updates for software, faculty doesn't have administrator password	ETS	x		
Up dated, newer computers with complete directions for their basic use in each classroom.	ETS	x		
up to date software and operating system	ETS	x		
update computer (at least IOS in computer) in MQ-2A - all classrooms should have most updated major software	ETS	x		
Update software (i.e. Office) and applications (i.e. Flash Player) frequently on classroom computers. Dual projectors that enable simultaneous computer and overhead-projector display.	ETS	x		
Updated computers with fast, reliable internet. IPADs for data collection	ETS	x		
Updating the electrical systems to projectors etc. Winter term I could get 15 minutes out of a system before it overheated. The math instructor before me had the same issue.	ETS	x		
Upgrade all macs in SC1 for part-time. Improve Wi-Fi in same area. It almost never works. I have asked for it to be fixed often and nothing has changed.	ETS	x		
Upgraded personal computer's operating system. Most software use is limited by the installed OS. All computers in my department are still running on Windows XP.	ETS	x		
VeiwsIQ slide "stitching" for our clinical courses Keeping computers updated with the new software,	ETS	x		
Video conferencing so we don't have to use Google chat. None of us have used zoom yet, and some of our computers do not have webcams.	ETS	x		
VM operating system in our Lab and extending to faculty computers. Hopefully this would mean faster login time and quicker opening of applications such as Visual Studio. We know it would allow more flexibility in updating software between quarters.	ETS	x		
Voicemail that I can check through my outlook email.	ETS	x		
We do not have enough computers in our Baldwin Winery offices.	ETS	x		
We don't need more or new technology. We need more education in using what we have.	I			x
Wi-Fi in all of our teaching facilities including: PE 21, and Outdoor Fields Big Screen T.V. with DVD and Computer capabilities - on a Cart to bring into PE 1 and PE 2 Something other than Banner.	ETS	x		
Word, Excel, Clockwork's	ETS	x		

Appendix Legend: ☐ Educational Technology Services (ETS)   ☐ Online Education

Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
					ListServ	Updated lab computers	
	x			$			
x	x	x		$$$	Courtesy phones	Student Support Videos	
x				$$	Phone System Upgrades	Office Equipment	In Progress
				$	Software		Available to Users
				$$	Printer integration		
				$	Classroom Equipment		
				$	Classroom Equipment	Software	
				$	Software		
				$$	Storage	Software	Available to Users
				$	Video Conferencing		Available to Users
			x	$$	Software/captioning	Screen/presentation capturing	
				$	Classroom Equipment	Instructional materials	
				$	Systems Integration and Improvement		
				$	Software updates		
				$$	Classroom equipment	training	
				$	Software updates		
				$	Software updates		
				$$	Software updates	Classroom equipment	
				$$$	Classroom Equipment	Tablets	
				$$	Classroom Equipment		
				$$$	Computer Upgrades	WiFi	
				$	Software updates		
				$	Software updates		
				$	Video Conferencing	training	Available to Users
				$$	Virtual Machines	Software Updates	
				$$$	Phone System Upgrades		In Progress
				$$	Office Computers		
				$	training		Available to Users
				$$$	WiFi	Classroom Equipment	In Progress
				$	Software		Available to Users

Question 4:
What new initiatives requiring technology do you/your department wish to implement over the next three years?

Responses	Primary Responsibility	ETS	Online Education	Instructional/ Training	S S
A program for loaning technology when staff or faculty needs it for a limited period. For example loan of a laptop for a single quarter to a staffer who has to work away from their desk temporarily.	I	x		x	
additional online sources,	UNC				
Adoption of open source online text books in house publishing of student lab manual for organic chemistry	I			x	
Again. The English Department should not be using a Yahoo Groups list-serv, from a private, for-profit company, to conduct official business and official business communication. What would also prove useful is a De Anza-owned, INTERNAL tool that allows instructors to share and post documents to one another. Currently, some official document-sharing is taking place on WORD PRESS.com. De Anza needs its own, INTERNAL, version of something like WORDPRESS. I would also like to see what the new CANVAS platform is going to look like, and I hope there will be many training workshops available.	WEB	x	x		
an easy to generate report that picks up student-athletes attending tutoring. This requires Banner and SARS to speak to each other. Currently an ETS staff member must do this manually every week.	ETS	x			
Automated attendance taking using DASB ID card readers.	ETS	x			
Better communication between Clockwork and all of our other systems (Banner, Outlook, Degree Works)	ETS	x			
Better telephone system, with easier to use phone set-up	ETS	x			
Canvas as a course management system, smart boards, apple TV in all classrooms, iPads for students	ETS	x	x	x	
CMM Software simulation	I			x	
Do not know exactly long range plans for my division. I know that we will be getting high-def for the tv's installed.	FAC				
electronic signatures from students in clockwork	ETS	x			
Everyone should be required to use some kind of college-wide technology platform, such as Catalyst and/or Canvas.	OE		x		
Extra key boards or Tablets to have the students log in to their portal.	SS	x			
Frequent, in-class quizzing.	I			x	
giving workshops online	I		x		
Grades First or a product like it that would help us link faculty, students and staff	ETS	x			
Hybrid classes	I		x	x	
Hybrid classrooms is the new buzz word. Access to teaching on-line courses for adjunct faculty	I		x	x	
I am not sure about my department, but I am taking a course to learn to integrate on-line teaching into my skills package.	OE		x	x	
I think a high percentage of online courses should be required; this would alleviate the problem where rooms are unavailable too	I		x	x	
I would like to have the department require graphing calculators for students in Math 114.	I			x	
I would like to personally see configured all instructor workstations configured with Powerpoint as is done in industy. The powerpoint speaker notes should be visible on the instructor screen along with slide. This allows instructor to view their notes at same time as viewing slides to provide a superior presentation. The only way currently to have this capability is to lug a laptop to class each time I teach. After a while, I gave up... Too much work because I only get about 5 minutes to setup for my class and setting up a laptop takes about 5-8 minutes. this causes extra pressure for instructor and time precision.	ETS	x			
I would like to see more social media training and webinars.	WEB			x	
If we had a better computer system, we will be all using Adobe Reader Pro, MS Excel spreadsheets with macros, and running reports more often.	ETS	x			
Increase use of technology to flip classes and manage learning.	I			x	
increased resources for classroom use: films, etc.	I			x	
Information Literacy hybrid course	I		x	x	
Initiatives to allow for virtual meetings and presentations. We do have access to Zoom, so that is a good first step.	ETS	x			
instructional videos, i pad learning, web conferencing	ETS	x		x	
iPads in the classroom	I			x	
Java for Banner is always saying there is updates but it doesn't seem to get updated See above	ETS	x			
Learning how to extract data to generate reports is something that is much needed for EOPS. Currently we monitor student units and GPA manually and that is very time consuming. A database that is more up to date and user friendly would help. This would be a good beginning.	ETS	x			
Maybe an Ipad initiative for students to use in the classroom?	I			x	
Microphone for large lecture classrooms.	ETS	x			
More mobile technology. Classrooms having consistent technological set-up. Removal of old equipment.	ETS	x			

Appendix Legend: ▉ Educational Technology Services (ETS) ▉ Online Education

Student Services	Comm./Web	Facilities/College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
				$	Loaner Equipment		
				$	Online Textbooks		
	x			$	Listserv	Intranet	Available to Users
				$	Banner/Reporting		
x				$$	Attendance system		
				$$	Systems Integration		
				$$$	Telephone Upgrades		In Progress
		x		$$$	Classroom equipment	Canvas	In Progress
				$	Software		
		x		$	Equipment Installation		
				$	System improvements		
				$$			
x				$	Computer Equipment		
				$	Clickers???		
				$	Video Conferencing		Available to Users
				$	Software		
				$$	Hybrid Classes		
				$$	Online Classes		
					Training for Onlin Ed		
				$$	Required online classes		
				$	Calculators		
				$	Classroom Equipment configuration		Available to Users
	x			$	Training on Social Media/Webinars		
				$	Computer Upgrades		Available to Users
				$	Curriculum/Instructional training		
				$$	Instructional content		
				$	Online course creation		
				$	Web conferencing		Available to Users
				$	Tablets	Web conferencing	Available to Users
				$$$	Tablets		
				$	Banner upgrades		
				$	Banner/Reports		
				$$$	Tablets	1-to-1 initiative	
				$	Classroom Audio Equipment		
				$	Mobile integration/equipment	Consistent equipment in classrooms	

🟥 Instructional/Training   🟪 Web Team, Office of Communications

Question 4: (continued)
What new initiatives requiring technology do you/your department wish to implement over the next three years?

Responses	Primary Responsibility	ETS	Online Education	Instructional/ Training	S S
more scanning stations available for student use, authentication with CWID when students use the study room reservation system in the Library, online bill pay for Library fines	ETS	x			
On deck computers and printers for attendance and record keeping	I	x		x	
Our department is in the process of developing our courses into Hybrid courses where a certain amount of course material would be developed, implemented and assessed on-line.	OE		x		
Perhaps a new registration and ticketing system	ETS	x			
Purchase of Solar Lighting units for college and athletic fields. Cabrillo College just bought 30.	FAC				
SAS or R	ETS	x			
Smart boards to assist student note-taking.	ETS	x		x	
Strong interest in open source materials	I			x	
Tablet or website use but with a touchscreen, for each student.	ETS	x			
the shift to Canvas (should it occur);	I			x	
The World Language faculty are discussing the need for a computer accessible "language lab", which would be an updated version of the "old days" when you went to the lab, put on the head phones and repeated/practiced with the cassette tapes (dating myself here). The world language textbook publishers provide programs that not all students can access, and the listening/speaking component of language acquisition is vital/critical for completely learning the language.	ETS	x			
too many crucial actions for students (registering, financial aid, applying for all kinds of things) are technology-dependent with woefully inadequate human support if something goes wrong. We probably miss enrolling lots of students who give up because they reach a point where they can't go further and can't get answers to their questions	ETS	x			
Tracking of job placements for program graduates.	IR				
use of ipads for student organizing more desktops for students to use in our office	I			x	
Use of technology with STEM curriculum	I			x	
Useing BDMS for documents, Office 365 for shared documents.	ETS	x			
Voice recognition	ETS	x			
We might like to use electronic "clickers" for polling during class, and it would be great if De Anza could standardize on a particular clicker system - and if faculty and students could do testing, to figure out which system works best in class!	I	x		x	
Zoom/On-line Advising tools	ETS	x			

Question 5:
In what specific ways can De Anza make better use of technology to support learning and teaching?

Responses	Primary Responsibility	ETS	Online Education	Instructional /Training	S
Again, start moving stuff completely online.	UNC				
APPLE in every lab and lecture room	ETS	x			
Apps to improve admin, such as "auto-attendance" based on presence of a student's mobile device. I'm not sure if that exists but I an dream!	ETS	x			
Assure commonality between organizations.	ETS	x			
Banner training for new employees, and refresher training, especially for Banner Student.	ETS	x			
be sure that accessible products are purchased and divisions understand how they will accommodate a student with a disability if the product is not accessible. Also, ensure that faculty use library resources to show captioned internet clips	ACC	x		x	
Better sound system and in large classrooms have a microphone.	ETS	x			
better wifi	ETS	x			
buying new softward for disabled students at the library	ETS	x			
Compared to when I started at De Anza, the improvements are huge and all the classes I teach in are smart classrooms. However, in spite of the technology many rooms still use CHALK boards which mess up the computer screens with dust. Why cannot we just change the boards to white boards?	FAC				
Continue to improve wifi access for all students on campus.	ETS	x			
Create some apps for student's that are enrolled to be able to orient themselves to how their Portal functions and how to use Degree Works to help them plan. Most students have cell phones that they use more than home computers so having apps can be handy.	SS				

Appendix Legend: ■ Educational Technology Services (ETS)   ■ Online Education

Student Services	Comm./Web	Facilities/College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
				$$	Scanning equipment	Systems integration with banner	
				$$	Classroom Equipment		
				$	Online course creation		
x				$$	New system/integration		
		x		$$$	Solar		
				$	Software		
		x		$$	SMART Boards		
				$	Access to open source materials		
				$$$	1-to-1 initiative		
				$$	Canvas		In Progress
		x		$$$	Creating new lab		
x					Help with Banner navigability and ease of use		
				$	Graduate tracking		
				$$	Tablets	Office equipment	
				$	Curriculum alignment/integration w/ STEM		
				$	Document managemnt policies		
				$	speech-to-text		
		x		$$	Classroom polling		
x				$	Videoconferencing for counselors		Available to Users

Student Services	Comm./Web	Facilities/College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
					Online course creation		
				$$$	Classroom equipment		
				$$	Automated attendance system		
				$$$	Common classroom equipment		
				$	Banner Training		
x			x	$$	Accessible products	Accessibility training	
				$	Classroom sound		
				$$	WiFi		In Progress
			x	$	Accessible software		
		x		$$	Whiteboards		
				$$	WiFi		In Progress
x	x			$$	Training for Students on MyPortal/etc		

23

Question 5: (continued)
In what specific ways can De Anza make better use of technology to support learning and teaching?

Responses	Primary Responsibility	ETS	Online Education	Instructional /Training
De Anza needs a modern, functional website. We should be using the site to provide instructional resources for specific classes, and many of these resources should be visible to prospective students -- not only to those enrolled in a class. Students should be able to see what a course entails before they enroll, and a syllabus doesn't give a good preview. A good course site can serve as an advertisement, pulling students in. It can help build a program's reputation. Building a truly useful course website is a big job, but it should be a shared responsibility for faculty members and support staff. Unfortunately, the web tools provided by De Anza do not seem to support the development of good sites. Aside from the course information, which is generally lacking, De Anza's current site is a morass of recursive clicking. Each page seems to consist mainly of menus and links, with only isolated bits of useful information. It's not a satisfying experience, and it doesn't make De Anza look good.	WEB			
De Anza needs to figure out a way to prevent someone else (other than the registered student) from submitting another's work on line but under the name of the registered student, i.e. plagiarism and cheating.	OE	x	x	
Don't employ systems that move the students away from the human interaction with the faculty and administration	UNC			
Emphasize and/or more training in Universal Design.	ACC			x
Examine greater incorporation of social media and messaging tools to connect with students and communicate course content and assignments	I		x	x
Have more cables available in the classroom or on loan at the bookstore or division office to have better connection with equipment. Have more players that work better with captioned videos, etc....	ETS	x		
Have more people on hand to help answer questions when technology doesn't work or people are confused	ETS	x		
Having Javier in the PSME division to help immediately was great (PSME uses a lot of non-district-standard software). This support position for PSME needs to be filled ASAP. Smart classrooms with 2 screens and 2 document cameras.	ETS	x		x
Having more instructional courses for use of specific program.	I	x		x
having similar platforms. I now have around $300 of dongles to attach my laptop & iPad Pro to various systems.	ETS	x		
HDMI ports in every classroom. :) The new blu-ray players do not automatically show captions on discs that DHHS has already captioned. More print kiosks for students, and an easier way to upload money or more print stations that accept cash.	ETS	x		
how about having division TI experts that are focused on the hardware and software needs of their assigned division?	I			x
If the portal would allow teachers to email students from their phone, that would be the single greatest thing that could happen for world peace. When an instructor is running late, to be able to stop for two minutes and fire off an email to warn students...that would be friggin' awesome.	ETS	x		
Instructors should have access to previous courses.	UNC			
invest not only in the technology but also the need for championing, supporting and troubleshooting the technology in an ongoing way	ETS	x		x
Is there a way to have the student body card have more features available so we can use it to have students check in to areas they're looking to receive services from? I'm hoping that our new phone system will have texting capabilities attached to it as more and more students are asking for that.	ETS	x		
Keep things up to date.	ETS	x		
Methods for understanding what materials exist and easy ways to share.	I			x
More access to in class computers or computer labs to help teach students research techniques.	ETS	x		x
More distance learning instead of classes to times when nobody can take classes.	OE		x	x
more faculty support for training in new software more classified professionals to meet instructional media needs	ETS	x	x	x
More features on Catalyst (the moodle version we are using is so stripped down and doesnt provide instructors with options to provide more engaging experience for students). More reliable and faster wifi (internet connection). Get rid of chalk board in S34/35 etc and provide white boards (not a technology suggestion, but a useful one). More training for faculty to use interactive, engaging teaching tools in classroom. Oppourtunities for faculty/staff to showcase what they are doing in the classroom, through technology workshops.	OE		x	x
More Ipad Carts for students to use in specific LINC programs.	ETS	x		
More support.	ETS	x		
More videos for troubleshooting audio-visual issues in the classrooms; videos that help you learn about HDMI, DVI and different types of equipment. A kit one can purchase at the bookstore (discount for teachers!) with all the cables and connectors one might need to avoid calls to ets when a classroom emergency arises. More clearly written knowledge base that are easy to access by staff to avoid calls to ets. Support for using mobile devices in catalyst. Marketing PDF files one can email to prospective students, family and friends that showcase benefits of De Anza. An easier process for faculty to create their own De Anza hosted websites so they won't all use disparate methods for putting up sites.	ETS	x	x	
More ways to embed video in our website, in our departmental webpages.	WEB			
My opinion is that Ipads could be used in classrooms if all student's and instructors had them and were taught how to use hem efficiently.	I			x

Appendix Legend: ▉ Educational Technology Services (ETS)   ▉ Online Education

Student Services	Comm./Web	Facilities/College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
	x			$$$	New Website	In Progress	
				$$	Student Fraud Prevention online		In Progress
					More human interaction		
			x	$	UD training		
x	x			$	Social media for student interaction with professors		
				$	Classroom equipment		
				$$$	Staffing		
				$$$	Staffing	Classroom equipment	
				$	Software Training		
				$$	Common Classroom equipment		
				$$	Classroom equipment	Printing	
				$$$	Staffing		
				$	MyPortal enhancements		
				$			
				$	Buy-in		
				$$	Systems Integration	Phone upgrades	
				$	Refresh cycle		
				$	List of Instuctional Materials available		
				$	Classroom equipment		
				$$	More courses online		
				$	Training	Staffing	
		x		$$$	Canvas/Catalyst upgrades	Whiteboards	In Progress
				$$$	Tablets		
				$$	Staffing		
	x			$$	Training on room equipment	Digital marketing materials	
	x			$	Video embeds		In Progress
				$$$	Tablets		

Instructional/Training   Web Team, Office of Communications

Question 5: (continued)
In what specific ways can De Anza make better use of technology to support learning and teaching?

Responses	Primary Responsibility	ETS	Online Education	Instructional /Training
Not let us beg to things done. Be truly up to date with tools available to us.	ETS	x		
Offer an online course management system that is easy to use and widely available. Eliminate the need for training to use the platform.	OE		x	
Possibly a different course management system--the current one is good, but limited at times.	OE		x	x
Provide a more visible, more amazing, Open Media Lab (Campus Computer Lab), and have sections of it devoted to students who are enrolled in on-line education/hybrid courses. More aggressively push, maintain, and market the recycled computer giveaway program for students in financial need. Provide necessary software on these computers and offer a training session. Partner with private sector tech companies to provide a "job incubator" program on De Anza campus, and at the same time, create an AS or AA degree in coding or other tech-related job field. Or, a "Skills Certificate" in this area. Aggressively recruit students from under-represented backgrounds to this incubation program. I would also say update the campus website and the on-line admissions process, but that is already being done--thank you! Create a portion of the campus website that allows students to interact with one another to create car pools. Create a FaceBook or social media platform to link our graduating/transferring students to one another. For example, if my student is transferring to SF State, she should be able to use De Anza resources to be socially connected to another De Anza student also transferring to SF State. This builds community, and academic peer support, amongst our graduating class. It also forms a stronger alumni network--which benefits our college in the long term. Also, continue to feature "smart classrooms." The students really benefit from the classroom computer; internet access; and especially the document camera and projection screen. It is magnificent to have the projection screen in all of the classrooms.	ETS	x		
Provide more instructional seminars and tuturing on a flexible basis.	I			x
provide smartphones and connectivity for instuctors	ETS	x		x
Provide wi-fi service in faculty buildings. When students have questions about assignments posted on Catalyst or about Turnitin submissions, they need to use my ethernet cable to use internet (if they have mac books), or we have to go outside of the faculty building to use the College Wifi.	ETS	x	x	
Providing increased support and training on new technology. The college is already making an effort with Heidi King (who is wonderful), but it is not enough to simply have technology: Faculty that are engaged with technology will take the initiative to train themselves, but that is often a small percentage of the overall college. Training to allow faculty to see the benefit of, as well as different ways to implement it in the classroom will ease a lot of the anxiety surrounding it, I believe. Additionally, technology training centered around accessibility and making sure that it is ADA compliant will be enormously helpful.	ETS	x		
Receiving more timely responses to emails and phone calls	ETS	x		
Reduce reliance on printed documents.	ETS	x		
remote controls for computer so that instructor isn't tied to front desk during lectures; each instructor should get a remote or instructed how to download app to use personal phone as a remote	ETS	x		x
See number 4. More training for instructors of the technology in their classrooms.	ETS	x		
signage and responsive controls in the MLC classrooms -- major delays in responsiveness - slows down learning process	ETS	x		
Simple things first. up-to-date laptop and up-to-date desktop computers. Shorter upgrade cycles! That would make a major improvement. Now, I have to buy my own computers now as I am reminded of the upgrade policy. I teach computers so I can't be using slow computers.	ETS	x		
-student response tools ("clickers") -computer language lab for world languages	ETS	x		x
Students need to learn to use tech so that they are prepared for the workforce and/or campuses they are transitioning.	SS			
students with jobs during the day have a hard time picking up their student ID cards and resulting problems with inability to print.	SS	x		
Team up with DSPS to for training on accessibility for faculty and administrative staff.	ACC			
Text books on line student tracking on line, electronic feedback of student progress	OE	x	x	
The only system I know anything about is clickers. I haven't used them much, but some teachers of introductory general-ed science (like me) at other universities swear by them.	ETS	x		
the revised webpage is a start; tracking and communication with the Alumni network through social media and other technologies...	WEB			
training at times when part timers can come	I			x
Update and manage classroom computers	ETS	x		
Use of Adobe Connect or similar software for college-wide webinars, workshops, etc.	ETS	x		
we need more training - especially if/when Canvas is implemented to create online content	OE		x	x
You are ill and you have a friend record the class meeting so you won't fall behind on the class material!	UNC			

Appendix Legend: Educational Technology Services (ETS)   Online Education

Student Services	Comm./Web	Facilities/College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
				$	Equipment upgrades		
				$$	Canvas		
				$$	Canvas		In Progress
x	x			$$$	Computer Lab	Student Engagement	
x				$	Flexibility in learning		
				$$$	Smartphones		
				$$	WiFi	Canvas/Catalyst upgrades	In Progress
			x	$	Training	Accessibility training	
				$	Responsiveness		
				$	Digitize processes and forms		
				$$	Classroom equipment		
				$$	Classroom equipment training		
				$$	Digital signage	Classroom equipment	
				$$	Refresh cycle		
				$$	Clickers	Lab	
x				$	Training for students		
x				$			
			x	$	Accessibility training		
x				$$	Digitized textbooks	Student tracking and communication	
				$$	Clickers		
	x			$	Website	Social Media w/alums	In Progress
				$	Training/convenient times		
				$	Classroom Equipment		
				$	Web conferencing		Available to Users
				$	Canvas training		
				$			

Question 9:

What free/open educational resources do you use?

Responses
any training provided on campus
assist.org, ccc transfer, uc pathways, csu mentor, bls.gov and other college and career websites
Canvas
career zone, assist, onetonline.org
cccConfer.org
Celtx
Coursera
cplusplus.com many others
Creative Commons images, some open source textbook material.
De Anza Website - Student services & Admissions menu, Course info & Library menu. Outlook e-mail. Library
EDx and Mypoliscilab,
ETS and Lynda.com when I can
Find videos on the web and pictures, sometimes access the textbook websites
free software that meets my course criteria and genuinely helps students learn
gnu compilers netbeans
Google apps
Google classroom, Edmodo, Canvas, Catalyst
Google Docs and Forms
google docs, canva.com,
Google images, youtube
google mail, google calendar, googles education resources and apple's education resources
Google Presentations, Dropbox, Youtube, blogs, podcasts, TED talks grammar and writing websites, and the web to google info in general guttenberg project.
HHMI Online Learning Initiative, Open Stax
Hot Potatoes, Youtube, TedTalks
http://www.storycollider.org
I mostly use simulations and laboratory exercises that have been put online by the astronomy department at the University of Nebraska.
I use none that I know of
Illowsky/Dean
Images with Creative Commons licenses
internet
Khan Academy
Khan Academy
Khan Academy Free Graphing Online Calculators
Khan Academy, google docs
Library video-on-demand
Libre Office.
Linda
Lydna.com, online learning, technical forum
Lynda.com
lynda.com
Lynda.com
Lynda.com
Lynda.com/@ONE/CCCConfer/HTCU Trainings, when applicable
Moodle

Appendix Legend: Educational Technology Services (ETS)   Online Education

Question 9: (continued)
What free/open educational resources do you use?

Responses
moodle, open stax college, NIHgeneral medical sciences nigms.nih.gov My courses use some free resources on catalyst. I wish there was more of an initiative for other faculty to know about the vale of and use these. myopen math, open source math book
Notepad , and Mozilla Firefox.
Numerous open source tutorials, youTube videos, cccconfer.org, SAS compilers
Online study guides
Online textbook, video editing software, OER resources, TED
open source articles, videos, websites
Open source software. Open textbooks.
OWL Online (grammar and writing help for students); Google; Bureau of Labor Statistics (BLS.gov); Poetry.org; pollev.com, Google Drive, Google Docs
Purdue OWL, Easy Bib.
Quizlet, Gmail with all its features, drive
R
Textbooks and workbooks
The materials that accompany my text book; OWL.Purdue.edu;
The Owl   The Owl @ Purdue, NPR Educational Programing, Ted Talks, The New York Times, Talk to Action
Turnitin.com
webinars, youtube instruction, staff development classes if they are held in my lunch time as I am not allowed to take training during work.
websites for assignments; online interactive assignments;
wifi
Wiki
Wikipedia, Google, Wikimedia, nonprofit sites and federal sites
Wikipedia, various websites
Will be using an open source general psychology text next year.
winmsc linux
-workshops with Heidi King have refreshed skills for updating the division/department websites, -have tried a couple of Lynda workshops but get interrupted (frustrated) with walk-in traffic at the desk.
yahoo finance, youtube Ted Talks
You Tube videos, website
youtube major meet recap and instructional videos

Top Responses
Google Apps, Khan Academy, Lynda.com, OWL, Wikipedia, YouTube

Instructional/Training   Web Team, Office of Communications

Question 13:
What additional tools or processes would you like in a course management system?

Responses
- assignments with grades over 100 points - have students acknowledge that they have received and read class announcement or grading rubrics file before moving onto the assignments - get rid of the "grey out" students who are not in the class. it is confu
24/7 technical support for students
Ability to change layout; more interaction ability; video feedback and bandwidth to upload videos
ability to import Turnitin grades to Catalyst
Ability to upload videos, a flexible layout for materials. But it is not so much lacking tools but how non-intuitive the use of existing tools is.
Access to utilize what best works for instructional delivery... Not simply catalyst...
Be able to use colors; an easier to insert images.
Better interface for correcting and commenting on student papers. Should be able to upload a rubric and attach it when you write back too.
Canvas Online program
Gradebook that is easier to set up.
I mainly want a CMS that is intuitive and easy for students to use. That said, I've worked with a variety of them and every single one has had things I really enjoy about them that the others didn't, and things that made them difficult to work with.
I need additional examples, instruction and tutoring.
I would like it to be easier for students to upload documents to Catalyst. I am not sure why it is hard for some to do that, but every term there are some who do not succeed.
I would like to archive and retrieve my classes myself, no need to submit a request. The current system with a development site and a production site is complicated and creates a bottleneck.
Identity recognition and cheating prevention for online testing.
Integration of social media and aps, mobile friendly
Just using Catalyst for assignments for an in class course
Link to the school outlook email account so we can communicate with students directly.
love catalyst! Every new version amazes me. Not sure how it can be improved more

Appendix Legend: ▢ Educational Technology Services (ETS)   ▢ Online Education

Primary Topic	Secondary Topic
Grading flexibility	Confirmation of receipt of information
Student Support	
Layout Flexibility	Video integration
External integrations	
Video integration	Layout flexibility
platform flexibility	
Layout flexibility	
Options for feedback to student	
Canvas	
Grading	
Updated CMS	
Examples	Training
Student uploading	
Self-backups	
Fraud prevention	
Social Media integration	
Partial use	
Integrated communications	

Instructional/Training   Web Team, Office of Communications

Question 13: (continued)
What additional tools or processes would you like in a course management system?

Responses
Moodle used to pull forum participation into an excel file that would include the subject line of the thread in the data collected for a student. That went away a few versions ago, and it's made grading much more time consuming, as I used the excel files as a sort of check off list after reading the posts in person to help speed the grading process. Post ID's are miserably not enough to help all by itself. Title inclusion would be much better.   Built-in software in Catalyst that would allow face-to-face meetings with students using computers webcams would be nice.
More ability to tailor the grading process.
More engagement tools, and tools that foster adaptive learning. More user-friendly (ease of creating, editing, using, backing up content etc).
More storage for video files
not sure....I am happy with my old course management systems...
Please get CANVAS! It is quite awesome and if we do not get that, please get blackboard. Catalyst is not functional for online education.
Scheduling and time management .
The ability to have synchronous communication and the facility for students to interact more easily and in varied ways.
The ability to imbed short videos that I create in books, or other
The distance learning staff has been lost. Only one or two people are left. You cannot meet the requirements for the present and the future is there is no one to do the work.
updated version has advanced forums (which can be graded). But I think we're moving to Canvas anyway?

Primary Topic	Secondary Topic
Grading	Video-conferencing
Grading	
Student engagement	User-inteface
Storage	video integration
Canvas	
Scheduling	
chat	interaction flexibility
Video integration	
Staffing/support	
Updates	

Question 14:
Are your computer hardware (e.g. desktop, laptop, monitor) needs being met?

Responses
A place to print with my laptop on campus would be helpful, but maybe the resource already exists I'm just not aware of it yet...
adjustable computer tables
As an adjunct, I cannot update ads needed.
computers can be very slow and affect class
Computers in department old and no software updates, especially security updates.
Difficult ot know when the next computer re-fresh is. I found out my desktop has the equivalent of a old laptop hard drive, so it is underperforming for its footprint.
Due for a New Computer
emrgency eeds always adressed swiftly, but bi-annual upgrades would help
I need more RAM. The standard is too rigid. I have a faster processor than I need for my work (which involves keeping many windows open but doesn't require a speedy CPU) and I don't have enough RAM to keep all those windows open simultaneously.
I provide my own hardware and software
It has to be maintained and updated by Tech Help.
It would be nice to have increased privileges to do basic things like defragmenting my drive.
MacBook Pro not working well
Managers computers/software should be updated by ETS each year so that all managers are using the same formats.
Many classrooms are not up to date with tech
my keyboard tray 'bounces' need another since our tech staff already tried to fix without success.
need 2nd monitor for students to view so I dont continue to have erogonomic issues
Need both a current laptop and desktop considering the number of hours on a computer and to assist me in assisting students whereever they are.
need new ones
Need Tech to clean up glitches on Degree Works and using Portal sign in plus freezing screens while displaying Student info for planning and advising.
Need to keep the latest versions updated and not always happening. Example Banner and Java
need to order a desktop withdual monitor with ETS, need ergonomics equipment for both laptiop and desktop
Need updated, need consistent wifi in SC1
need upgrade OS on classroom compter
obsolete and slow
outdated and slow
partially met. Difficult to find support to make the software I use work properly in the PSME's division computers

Appendix Legend: ☐ Educational Technology Services (ETS)   ☐ Online Education

	Primary Topic	Secondary Topic
and	Printing	
	Tables	
	Software Updates	
	Equipment Updates	
	Equipment Updates	Software Updates
an	Equipment Updates	
	Equipment Updates	
	Equipment Updates	Software Updates
n AM	Equipment Updates	
	Administrative Access	Software Updates
	Equipment Updates	
he	Software Updates	
	Equipment Updates	Software Updates
	Equipment Updates	
ist	Equipment Updates	
	Equipment Updates	
	MyPortal/Banner Upgrades	
	Software Updates	
nd	Equipment Updates	
	Equipment Updates	WiFi
	Software Updates	
	Equipment Updates	
	Equipment Updates	
on	Software support	

🟧 Instructional/Training   🟪 Web Team, Office of Communications

Question 14: (continued)
Are your computer hardware (e.g. desktop, laptop, monitor) needs being met?

Responses
PC is 5 years old and runs slowly
PC is dated yet a year from being replaced, very slow
PC is old
printers, toner, paper
Shouldn't we be keeping up with OS X releases?
Slow
some lecture room have PC which is not as efficient as MAC
Still waiting for a printer in my office
the new Mac desktop no longer plays DVDs, which I used to be able to check for scratches, etc when there were playback complaints.
They are being met for the most part, but often I find my computer is slow and sticky; constantly ask for updates and I do not have the administrator password to try to fix the problem. However, I am able to create WORD documents easily and I appreciate how effective the printing is in my faculty hallway. I also appreciate being able to print.
too old
too old
update IOS in MQ-2A; MLC-5 button controls slow to respond to turn on and off monitors, etc
very slow computer, especially at start up
would like an updated computer

Appendix Legend: Educational Technology Services (ETS)   Online Education

	Primary Topic	Secondary Topic
	Equipment Updates	
	Equipment Updates	
	Equipment Updates	
	Printers/supplies	
	Software Updates	
	Equipment Updates	
	Classroom equipment	
	Printers/supplies	
n	Classroom Video	
ks	Equipment Updates	Software Updates
	Equipment Updates	
	Equipment Updates	
	Software Updates	Classroom Equipment
	Equipment Updates	
	Equipment Updates	

Question 15:
If you could change one thing about technology at De Anza, what would it be?

Responses	Primary Responsibility	ETS	Online Education	Instructional/ Training
classroom emergency coverage for night and weekend instructors	ETS	x		
Ability to download useful information without administrative approval	UNC			
Able to control the light in the room better. For example, the front row lights in the MLC building can't be turned off.	FAC			
An actually usable IT web site.	ETS	x		
Attitude towards integration of technology in teaching. It seems "technology" is spoken about to tick the box. De Anza is way behind other community colleges (e.g. our very own Foothill) and others in the Bay Area, in how they use technology.	I			x
being able to upgrade	ETS	x		
better end user problem solving	UNC			
Better use of existing resources before jumping to a new technology	ALL			
better wi fi around campus	ETS	x		
better wifi	ETS	x		
Better wifi	ETS	x		
better wifi	ETS	x		
better wifi	ETS	x		
Catalyst	OE		x	
computers don't always interface with av stuff if you don't have the cords.	ETS	x		x
Consistency across the board.	ETS	x		
consistent WiFi connection all over the campus	ETS	x		
Desktop computers	ETS	x		
Don't know - am very happy with the amount of technology available in the classrooms in comparison with other colleges/universities where I teach	N/A			
dual boot student computers with mac & windows,	ETS	x		
Each class room would have a computer with overhead projector.	ETS	x		
easier to use for both students and teachers	UNC			
Ensure that appropriate training for new software and/or hardware is provided or made available to affected employees/students prior to roll-out to the wider college community.	ETS	x		x
ETS needs to include and listen to users feedback when implementing new products/software that impacts the users.	ETS	x		
faster response time	ETS	x		
faster wifi and office 365	ETS	x		
Get more staff for ETS!	ETS	x		
Get more Technology support.	ETS	x		
Get rid of omni update	WEB			
Have Catalyst resources applied elsewhere	OE		x	
Having an easier process for implementation of iPads in the classroom. The current process is about 1-1/2 years from the point of deciding to use iPads and the reality of getting them into the classroom.	ETS	x		x
having to go across SARS, DegreeWorks, and other software to track different data for the same student, it would be great to have a way to either link all of those together or find one system that can meet all of the needs we have	ETS	x		
Hire more tech staff to support the devilery of quality instruction	ETS	x		
Hire new Administrators	UNC			
I suppose I would change the lack of an internal, De Anza-only, communication system within departments. There needs to be an internal list-serv for each department, with the ability to share documents. With this, there needs to be Protocol and Guidelines from the Office Of Human Resources stating what is, and is not, allowable on department list-servs and document sharing tools.	WEB			
I think they do a really good job. Can't think of anything.	N/A			
I tried to use Catalyst but was unable to even create an account. If we are to use Catalyst as our LMS the process for doing so should be streamlined. (I prefer Canvas but am willing to use Catalyst if it were possible to set up an account)	OE		x	
I Would change the procedures for accessing MyPortal. There are too many steps involved. The page to enter personal information should come up imediately after selecting MyPortal on the DA College webpage. De Anza also needs a new printing system that is easier to use. EPrint is still awful.	ETS	x		
I would like a usable online course management system.	OE		x	
I would like to see the application, registration, and financial aid process to get into De Anza a lot easier for incoming students. Also, make the Adding of classes easier less confusing when students are on the waitlist.	ETS	x		x
I would switch us to Canvas	OE		x	

Appendix Legend: Educational Technology Services (ETS)　　Online Education

Student Services	Comm./Web	Facilities/College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
				$$$	Off-hours staff		
				$			
		x		$$	Lighting		
				$	Website improvement		
				$	Itegration training		
				$	Software Upgrades		
				$			
				$	Planning		
				$$	WiFi		In Progress
				$$	WiFi		In Progress
				$$	WiFi		In Progress
				$$	WiFi		In Progress
				$$	WiFi		In Progress
				$$	Catalyst		In Progress
				$	Classroom Equipment		
				$$$	Common Classroom Equipment		
				$$	WiFi		In Progress
				$$	Computers		
				$$	Dual-Boot		
		x		$$$	Classroom Equipment		
				$			
x				$	Training on new tech		
				$	Buy-in		
				$	Timliness		
				$$	WiFi	Office 365	In Progress / Available to Users
				$$$	Staffing		
				$$$	Staffing		
	x			$$$	OmniUpdate		
				$	Move away from Catalyst		
				$$	Tablets		
				$	Systems Integration		
				$$$	Staffing		
				$$$			
	x			$	ListServ		Available to Users
				$$	Catalyst		
	x			$	Website	Printing	Website Change completed
				$$	Catalyst/Canvas		In Progress
x				$$	User Experience improvements		
				$$	Canvas		In Progress

Instructional/Training   Web Team, Office of Communications

Question 15: (continued)
If you could change one thing about technology at De Anza, what would it be?

Responses	Primary Responsibility	ETS	Online Education	Instructional/ Training
Improve tools and access for on-line collaboration. I generally just use google and dropbox for collaborating with colleagues and students, and usually, use my own laptop because it is easier to use and faster.	ETS	x		x
Increase access to students who may not have reliable means to take advantage of technology	SS			
Increased lab hours	I			x
Instead of funding expensive conferences, we should have more web conferences and online meetings. Why do we need faculty and administrators travelling on the tax payer money around the world if we can achieve the same participation with online meetings, web seminars.	ETS	x		x
Invest in cheating prevention/reduction tactics for online testing.	OE	x	x	
It would be used campus-wide. We are within blocks of Apple and don't have access to newest changes or technology. Quicker updates on software and operating systems.	ETS	x		
it's better than other campuses I'm at (UCSC and SFSU): so keep up the good work.	N/A			
Just one? Keep staff more up to date with hardware needs.	ETS	x		
knowledgeable phone (x 8324) support. I often hear "I don't know - you'll have to contact ___ - I'm not really sure - call ____ they might know - I can't say when they will get back to you - I'm not sure about your work order, try calling ____" What I'd like to hear is better customer service answers - "This is a common/unusual problem, let me check ___ for you, and call you back." "I am sorry you are having difficulty, the person who works on this is out on a call/out of the office, and not expected back until 2pm. Let me see if I can contact him/or a coworker that could assist you in the interim."	ETS	x		
level of support	ETS	x		
Make Catalyst and all campus technology more easily available to staff & students. An example would be setting up one's web page. It seems to be taken for granted that everyone already knows how to do hat.	WEB		x	x
Make sure that the end-users of a product or system get to decide which system works best, rather than just getting something based on cost.	UNC			
Mandatory students training before able to sign up for catalyst based courses; could be online, but must pass the test. Currently instructors have the teach the class plus helping students to learn how to upload files, post in forums.	OE		x	
More access for students	SS			
More automated functions in Portal - e.g., auto-send add codes to wait list students	ETS			
more available computers for disabled students on the campus	ETS	x		
more clarity on how to request equipment...there seem to be different cycles of equipment requests and I don't always understand them....and don't know what happens to those requests.	ETS	x		x
More computer classrooms for students.	ETS	x		
More focus on completing the migration of paper-based forms and shared documents to going online.	ETS	x	x	
More help implementing and creating content on our Catalyst or on whatever system we will ultimately be using	OE		x	
More instruction in use of certain applications	I			x
More integrated systems	ETS	x		
More IT support	ETS	x		
More ports, so a desk top doesn't have to sit for weeks because we are short of ports.	ETS	x		
more streamlining of the programs we have, more partnering with DSPS to ensure software and hardware purchased is accessible per Section 508.	ACC	x		
More technology in my classroom	ETS	x		
More up to date software and hardware.	ETS	x		
need more frequent software updates	ETS	x		
newer computers for faculty. Faster upgrade cycles.	ETS	x		
Newer versions of MS Office with Equation Editors for math classrooms	ETS	x		
Online workshops or webinars run through Adobe Connect (or similar platform) would be wonderful. It seems every single workshop or meeting run at De Anza is in person only, including workshops and seminars in the "Online Education Center". I just attended a luncheon meeting at SFSU that was discussing options for online teaching and learning there (I teach full time there). The meeting was being run in person (there were about 60 in attendance), but for those who couldn't be there in person, the meeting was also run using Adobe Connect. I was able to listen and see the presenters, and was able to participate in the meeting with my own feedback and comments just like others who were there in person. It was very convenient and I wouldn't have been able to make the meeting without it. Something like this at De Anza would be wonderful!	ETS	x	x	
our tech is good our users need more help	ETS	x		x
Printing	ETS	x		
projectors in classroom working better.	ETS	x		
Provide more time to implement changes in a gradual manner.	UNC			

Appendix Legend: ▊ Educational Technology Services (ETS)   ▊ Online Education

Student Services	Comm./Web	Facilities/College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
				$	Online Collaboration		Available to Users
x				$$	Computers for students		
				$$	Lab Hours		
				$	Web conferences	resource management	Available to Users
				$$	Student fraud prevention		
				$$	Software Updates	Hardware Updates	
				$	Hardware Updates		
				$	Service Excellence		
				$	SLAs		
x	x			$	Training		
				$	User Input		
				$	LMS training		
x							
				$	MyPortal/Banner upgrades		
		x	x	$$	Accessible equipment		
				$	Equipment request procedures		
		x		$$$	Classroom Equipment		
	x			$	Form digitization		
				$	LMS help		
				$	Training		
				$	Systems Integration		
				$$	Staffing		
				$	Networking		
			x	$$	Accessibility integration/planning		
				$$	Classroom Equipment		
				$	Software Updates	Hardware Updates	
				$	Software Updates		
				$$	Hardware Updates		
				$	Software Updates		
				$	Web Conferencing		
				$	Training/support		
				$	Printing		
				$	Classroom Equipment		
				$	Project Timeline Planning		

Instructional/Training   Web Team, Office of Communications

Question 15: (continued)
If you could change one thing about technology at De Anza, what would it be?

Responses	Primary Responsibility	ETS	Online Education	Instructional/ Training
Provide Wifi access for faculty in their office so that instructors can meet the needs of their students more efficiently	ETS	x		
Refresh computers more timely and update operating systems.	ETS	x		
replace all PCs with MAC	ETS	x		x
Routine classroom software updates, better projectors and AV controls	ETS	x		
See the above--a mandatory requirement in using a college platform to enhance instruction.	UNC			
size of computer monitor and how close I sit to it. It's hard on the eyes	ETS	x		x
Slightly faster internet	ETS	x		
Strong and rapid wifi in SC1 and update macs.	ETS	x		
Support open office	ETS	x		
Task based standards. Some staffers would do best with an android tablet. Some need virtualization. I need a slow CPU (saving money!) but lots of RAM. Some people need a faster machine. A video editor and an administrative assistant shouldn't use identical equipment!	ETS	x		
That resources be available for training on systems we use.	ETS	x		
The light switches are not always near the teacher's desk. They are also not dimmed so we can have a little light. It is either all or nothing.	FAC			
The Outlook isn't as user friendly as Eudora. Perhaps more training on how to use Outlook to maximize ways to organize emails, create meetings, etc. would be helpful. Scheduling meeting rooms can be hit or miss. Sometimes a room is double booked or it appears available, but then it is discovered that the room has been booked. This has happened for	ETS	x		
The request for help seems convoluted.	ETS	x		
There seems to be a reluctance to embrace technology measures, especially when compared to our sister schools. While I do not want to see us take a bandwagon approach to any new technology, I would like for us to be more receptive as a whole and increase our options regarding hybrid and online delivery.	OE		x	
To be able to access it from home	ETS	x		
To make student learning the most important priority. In other words, is technology REALLY helping students learn more in their courses, as opposed to face-to-face classes?	I		x	x
Training and more collaborative decision making with increased faculty input on what we buy	I			x
Trying to make small changes and adding new software requires administrative passwords. This is cumbersome when making minor changes.	ETS	x		
update software; responsive equipment; fancier is not necessarily better	ETS	x		
Update wiring to projectors and make it all similar from room to room	ETS	x		
voice recognition	ETS	x		

Appendix Legend: ⬛ Educational Technology Services (ETS) ⬛ Online Education

Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
				$$	WiFi		In Progress
				$$	Hardware Updates	Software Updates	
				$$$	Macs Rule		
				$$	Software Updates	Classroom Equipment	
				$	College policies		
					Ergonomics/OSHA compliance		
				$$	Internet Speed		
				$$$	WiFi	Hardware Updates	In Progress
				$	OpenOffice support		
				$	More Granular hardware specs		
				$	Training		
		x		$$	Lights		
				$	Outlook optimization/training		
				$	Help Request User Experience		
				$	Agility in online environments for learning		
				$	VPN		
				$	Planning		
				$	Planning		
				$	Administrative access		
				$	Software Updates	Hardware Updates	
				$$	Common Room Configuration		
				$	Speech-to-text		

Instructional/Training   Web Team, Office of Communications

Question 16:
How would the change you recommend above impact college?

Responses	Student Centered	Faculty/Staff Centered	Process Centered
A more positive end result, staff/faculty feeling they are important and supported in their IT needs.		x	
accuracy, efficiency			x
Acquisition cost, installation and maintenance			x
Again for me it is all about functionality to support staff and students	x	x	
As we move content and resources increasingly to more advanced technological platforms, we need to ensure we're not leaving any of our disadvantaged students behind.	x		
Back the talk about technology with actual tangible products that show the college is serious about using teachnology for the purposes they say.	x	x	
Better instructional support.		x	
better online security and improved functionality for users	x		
Better teaching and, more importantly, learning for our students.	x	x	
College gets the system/software that meets the users' needs, and implementation will go more smoothly and effectively.		x	
cost savings, more integrated planning, leveraging expertise among staff and faculty			x
Cutting costs for the benefit of students			x
Efficiency and data gathering			x
efficient teaching for instructors which improves outcome for students learning		x	
Everybody would be on the same page, it would be more user friendly and accessible campus wide for staff, faculty and students.	x	x	
friendly, easily usable, less wasted time		x	
Get more buy in and make DeAnza relevant in the bay are community college system again		x	
Happy people	x	x	
Have someone care more about the staff and their needs than adding more Management positions		x	
Have technology be more accessible at De Anza	x	x	
Helps to complete our jobs much more smoothly		x	
helps with instruction	x		
I am assuming it is because I do not use a mac product, so software that us easily recognizable and user friendly for all platforms.	x		
I think the changes would alleviate a lot of stress and frustration for both students nd staff at De Anza.	x	x	
I would ask for things like upgrade of OS on my computer.		x	
increase productivity by freeing up a lot of time spent entering data and running multiple reports from multiple sources		x	x
Instructors could collaborate more effectively. Peer interactions would be more collegial, supportive, and respectful. Students would benefit from a more uniform academic delivery from the given departments--some of which feature a huge amount of instructors.	x	x	
It cuts down on time and inconvenience for teachers and students. If the lights were dim- able then students could take notes during videos and Catalyst demonstrations.	x	x	
It should allow employees and students to better transition to any changes and new products so they can utilize it more effectively.	x	x	
It will make the daily work more productive.			x
It would allow for more deep learning rather than meeting a deadline.	x		
It would allow for the technology fans to really do some research, across the academic disciplines, to find out why the dropout rate for online classes is higher than face-to-face classes? Is it in the best interest of the students' education to offer so many online classes for students? What are the facts to support making technology so important for De Anza students, besides the financial benefits to the college/district?			x
it would allow students to pull up documents for counseling use on their phones or laptops within my office. This would more easily facilitate comprehensive student ed plans that take into account all college attended within my office. Also, students would be able to pull up emails for reference when making decisions about transfer, emails from professors or from admissions and records more easily. I could better advise students on next steps if I were more easily able to access all of their data.	x	x	
it would give everyone access to internet without having to sign-in and getting sign-off at bad times	x	x	
It would help me to expand the music knowledge of my students.	x		
It would help to keep more people updated and proficient.	x		
it would improve the ability to teach classes	x	x	
It would make classes run soother, and much less time would be spent trying to figure out problems, and call IT foe classroom help.		x	
It would make it easier for everyone to use the system.		x	
It would make the college lectures become more professional.		x	
It would make this software, which has become a necessity, widely available to everyone. It makes instruction much easier having a central place where documents/grades can be easily accessed. This is something that every other campus I've ever taught at (five in total) has managed. It's not clear to me why De Anza doesn't have a decent system available (that doesn't require training).	x	x	

Appendix Legend: ▪ Educational Technology Services (ETS) ▪ Online Education

Question 16: (continued)
How would the change you recommend above impact college?

Responses	Student Centered	Faculty/Staff Centered	Process Centered
Less time and effort wasted by trying to get a sub-optimal technology to work the way we need it to.			x
Less wasted time at start of term			x
might improve enrollment			x
More attendance at workshops, seminars and other meetings, particularly for Part-time faculty who may not be able to be there in person during the day.		x	
more efficiency			x
more efficient			x
more inclusive for student participant through google docs	x		
More people would be able to teach a variety of courses using technology that enhances the classroom.		x	
more secure connections, faster processing speeds			x
online classes less popular initially since some people who never learned catalyst would not sign up for online classes. However, sooner or later these students drop out because they don't know how to submit homework.	x		
Only spend on equipment that people actually need/request.			x
People could work more effectively.		x	
personnel would not have to do this		x	
Positives: Increased enrollment. With more flexible modes of delivery, students that are constrained by geography, work schedules, or other matters may be more likely to enroll in our classes. Flexibility for faculty who may be teaching at multiple schools Increased facility space (particularly crucial while undergoing projects such as the parking structure overhaul this year) Negatives: -Retention rate: This is often lower in online classes -Quality control: Online instruction requires more training and preparation than people assume: Not every instructor is readily qualified to teach a course online. -Student satisfaction: This may decrease if the quality of online instruction.	x	x	
Profoundly less stress dealing with our websites		x	
Provide an easier to use system			x
Reduced frustration on students.	x		
Save money not building more classrooms. Save time, since remembering to close files in old format since classroom and office computers don't have new updates and operating systems improvements.			x
Spend less time with each student to be able to serve more students efficiently.	x	x	
stability to always be connected		x	
staff wasting time trying to solve technology issues rather than on teaching. example; short time outs on instructor stations causing us to have to login repeatedly during a class session	x	x	
Students could work on papers and do in-class essays more easily.	x		
Students would develop more technology skills to prepare them for their career	x		
Students would gain more one-on-one in learning	x		
students/staff could work from any location on campus using mobile device/laptop	x	x	
teachers can teach rather than futz with computers; students presentations will go more smoothly	x	x	
The campuses and district will be able to maximize the use of Outlook.			x
The college would be more technology and in pace with other institutions.			
The faculty and students would be able to access the computer more readily for faculty managing their grading, etc.; and students being able to download worksheets, write papers, etc.	x	x	
Thee have so much more demand for all of us to move forward utilizing the wonderful technology that is out there for us. The problem is, with more technology comes the need for much more technology support.			x
TREMENDOUSLY. More students would finish the process of applying for De Anza.	x		
We would be a functional campus for web and hybrid based learning with the ability to use tech, audio, visuals, videos, etc.	x	x	
We would be using up to date materials and would allow us to have access to more features that might be more compatible with other departments, etc. Not everyone is on the same software edition. IE Microsoft office 2010 v. 2013.		x	
We would know if the right student was taking a test (this is done at EDX and other online course sites), and it would reduce the ease of surfing online during tests to cheat. This would increase the quality of education that our students ultimately get.	x		
We'd stop printing mountains of redundant copies of backups for what is on the computer!			x
When students come to their instructor's office to get support with assignments in e-books or online , they would be able to get the support that they need.	x		
wider desk or elongated keyboard			
would accommodate more students	x		
Would be able to provide more information to students	x		
Would enable us to get answers to FAQs	x	x	
would help students with disabilities to be to go to the library to use any computer	x		
Would make it slightly less confusing when wondering if I am waiting for computers to arrive or if the request was denied.		x	x

🟧 Instructional/Training   🟪 Web Team, Office of Communications

Question 17:
Other comments relating to technology at the district and at De Anza?

Responses		Primary Responsibility		ETS		Online Education		Instructio Trainir
Banner sucks		ETS		x				
Better and quicker communication needed.		UNC						
Consulting with faculty about what is lost and gained in teaching online (especially for our traditional De Anza students. And then, using that information to inform decisions about how many and which classes should be offered online, if any!		OE				x		x
Could someone go around at the beginning of each term and make sure that all the equipment is working and turned on?		ETS		x				
Dependency on Firefox is not a good idea since most students do not use Firefox, but rather Sarafi and Chrome. Right now the burden is on instructors to make sure something works. Also quizzes crash sometimes if on non-Firefox. It should not be up to students to use firefox given that some of them don't even know how to download firefox.		ETS		x		x		
ETS has provided wonderful support.		N/A						
Flexibility and `future-proofing' are critical, I think. Rather than trying to predict the future, I think we should remain flexible. For example, we're teaching a lot of online sections, which is great. But what if the world of online education suffers a setback, such as by being rocked by cheating scandals? We should make sure we can retreat back into brick-and-mortar education. Staying flexible is more important than prognosticating, I think. That said, we want to do our best to predict the future, to stay flexible and survive change. What if virtual reality takes off, and students `go to school' in their VR headsets? We should be in a position to stay in business by delivering that education, if it becomes a going concern. (I recommend the first chapters of "Ready Player One" by Ernest Cline, to imagine what school might be like in the future. We should be ready for such a world, but also ready to cope with the collapse of a fad, if that's what it turns out to be.)		ETS		x				x
Great group of people in tech - responsive, friendly.		N/A						
Hire a technical writer to spiff up the ETS page so it can be more self-service. If I want to do a distribution list in Outlook I should be able to plug in those two terms and get a helpful article that is specific to our FHDA directory. Any retired staffer or faculty person who knows our systems and writes well would love doing such a job from home on a contract basis.		ETS		x				
Hire more staff for tech support!!!		ETS		x				
I am all for technology use; however, I am concerned about the time contraints, amount of instructional support and if it will actually enhance student outcomes.		IR		x				x
I am grateful for the systems we have in our smart classrooms! There are just a few rooms where the computers need updating so they run smoothly. Thanks!		ETS		x				
I found the technology in the new Media Arts building to be much easier and more efficient than the older classrooms.		N/A						
I have used Catalyst, but it's been a few years.		N/A						
I think the De Anza teachers are on the leading edge. Continued Professional Development programs will keep us there.		I						x
I think we are doing a good job at staying on top of latest trends and needs to interface with our students. Fantastic work from DSS to keep special need students confident with using technology to level the playing fie.d		N/A						
Improve lag time in responses and between purchases and getting what we ordered.		ETS						
Incentivize the use of more advanced software and apps to solve process problems and improve efficiency. Keeping classified to "District standards" has decreased creativity and innovation.		ETS		x				
Instant access to data without the extensive wait time		ETS		x				
It would be great if classroom computers weren't so locked down that they can't be updated. It's incredibly frustrating to have to bounce around between browsers trying to find one that is updated enough to load web content.		ETS		x				
It's a big task and people generally are at many different levels.		N/A						
It's gotten a lot better; but we've still got a way to go.		N/A						
more modern and up to date technology throughout the campus		ETS		x				
Need better implementation planning with end-users at the table		ETS		x				
Need general updated of all computers.		ETS		x				
Noticed movement to PC instead of Apple is some rooms. Hope it's not campus wide as the Apple products just work more effectively.		ETS		x				
Our ETS tech teams are among the un-sung heros/heroines of the District with their timely attention to work requests, their patience and support of faculty and staff; which enables us to serve students better! With much appreciation!		N/A						
Our IT department does a great job. Whenever I've had a problem with anything on my individual machine or on one of the shared ones in our department the service has been prompt and the problem is usually solved quickly.		N/A						

Appendix Legend: ▇ Educational Technology Services (ETS)   ▇ Online Education

Instructional/ Training	Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
						Self Explanatory		
					$	Online Course planning		
					$	Beginning of Semester Tech-check		
					$	Browser-agnostic applications		
					$	Tech planning		
					$$	User-understandable tech documentation		
					$$$	Staffing		
	x					Student outcomes re technology		
					$	Classroom Equipment		
					$	Prof Dev		
					$	Order timliness		
					$	Technological flexibility		
					$	Data Access policies		
					$	Classroom Software updates		
					$$$	Equipment upgrades		
					$	Implementation planning		
					$$$	Computer Updates		
						Macs Rule		

Instructional/Training   Web Team, Office of Communications

Question 17: (continued)
Other comments relating to technology at the district and at De Anza?

Responses	Primary Responsibility	ETS	Online Education	Instructio Trainin
Over the years I bought and used Instructional Technology hardware and software many years before District had these resources to provide and support new ways of doing things. For instance I bought my own laptop, projector and bulbs and many software options and dragged them to different classrooms all day long. Many students have better skills and more knowledge than their instructors. I think providing more updates and uses in the classroom helps foster respect for faculty.	ETS	x		
Overall I'm impressed with the work done by our ETS Staff given the size of our campus. However, it would be great to have some expertise in the iPad implementation area. Thank you.	ETS	x		
technology has become almost a "political football" in the sense that there is no available personnel with the required expertise to make specialized software in the mathematical sciences work properly	ETS	x		
Thank you for giving me the chance to provide feedback. I do think De Anza has provided so many valuable resources and tools to both instructors and to students. It is wonderful that we have wi-fi--all of us, especially the students, need it. I also think the Audio Visual/ETS staff is excellent, hardworking, and responsive. I have talked to Josie on the Tech Help phone line for years. I have talked to Terry, Yusef, Shan, Kim (who retired), and the others whose names I am sorry I cannot remember. Heidi King has helped me tremendously. David Garrido as well. They are just great people. Above all, please let us interact with PEOPLE! Do not replace ETS with electronic avatars! It is also very effective and very helpful to have "smart classrooms." I continually use the classroom computer; internet; and always use the document camera.	ETS	x		
Thanks for doing a great job serving us!	N/A			
thanks for doing the survey	N/A			
The district has come quite a long way and is doing a better job of accepting some technology measures. There is no need for us to be cutting edge just yet, but we can improve.	N/A			
The ETS people are incredibly helpful and I appreciate ally they do to make my job easier!!!	N/A			
The lack of training is a serious one -All managers should receive training on the systems needed like Banner-	ETS	x		
The staff have always done a great job with the small number of staff they have. They can only do so much.	N/A			
This is just an observation. In my years in the district, the number of personnel, financial resources, and focus on technology has risen exponentially. It has come at the cost of other support staff and classroom faculty. I do not see a solution in the information age, but a cost comparison between now and 1985 would be enlightening.	N/A			
We are very fortunate to have computers in each classroom.	N/A			
we have a lot of tech tools and more and more work is being routed down to the campus and it's difficult for users to keep up with it	ETS	x		
We have great people at De Anza - Heidi and David.	N/A			
We need all the classrooms to be checked and updated each monthly/weekly base. Updates happen frequently and when computers are not updated, students and faculty cannot use the tech without glitches.	ETS	x		
We need more face to face contact with students, not more technology. Instead of spending $2 million on some new software that will be outdated in a couple years, how about spending it on financial aid for students?	N/A			
We need to ensure that 1 out of ever 10 machines at De Anza include an accessible station with accessible furniture and software.	ACC			
wifi needs improvement	ETS	x		
Would like some specific direction for sciences especially clinical areas	I			x
y'all are so awesome....the techhelp system is working very for me, well after many years of that communication being hard	N/A			
You have a great crew, just not enough of them to cover such a large campus.	ETS	x		

Appendix Legend: ▇ Educational Technology Services (ETS)　▇ Online Education

Instructional/Training	Student Services	Comm./Web	Facilities/College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
					$$	Classroom equipment		
					$	Tablets		
						expertise in specialized software		
					$	Human interaction	Smart Classrooms	
					$	Training		
						Tech overload		
					$	Classroom Software upgrades		
			x	x	$$$			In Progress
					$$	WiFi		In Progress
						Direction		
					$$$	Staffing		

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