Staff Technology Survey

Staff feedback is an important part of the planning and assessment process here at the College of the Sequoias.

This survey provides classified, confidential, and management staff the opportunity to reflect on their needs and satisfaction with Technology Services here at College of the Sequoias. Please answer the questions as honestly and fairly as you can.

Your answers are anonymous. The results will be tabulated by the COS Office of Planning and Research, and provided to the Technology Committee in aggregate form, so that the privacy of the respondent is protected. The Office of Computer Services will use the aggregated results to improve the program.

1) Which best describes your status?

- Full-Time
- Part-Time

Office Technology

2) Is your office system a Windows or Macintosh computer?

- Windows
- Mac

3) Is your office system a desktop or laptop?

- Desktop
- Laptop

4) What is the age of your office system?

- 1-3 years
- 4-6 years
- More than 6 years

5) How satisfied are you with the performance of your office computer?

- Very Satisfied
- Somewhat Satisfied
- Not Satisfied
- Other (please specify)

If you selected other, please specify ____________________________________________
6) How satisfied are you with the applications available on your office computer?

- Very Satisfied
- Somewhat Satisfied
- Not Satisfied
- Other (please specify)

If you selected other, please specify

______________________________________________________________________

7) How important is it to use your personally owned laptop to access COS work?

- Extremely Important
- Somewhat Important
- No Opinion
- Not Important
- Other (please specify)

If you selected other, please specify

______________________________________________________________________

8) How important is it to use your personally owned tablet to access COS work?

- Extremely Important
- Somewhat Important
- No Opinion
- Not Important
- Other (please specify)

If you selected other, please specify

______________________________________________________________________

9) How important is it to use your personally owned smart phone to access COS work?

- Extremely Important
- Somewhat Important
- No Opinion
- Not Important
- Other (please specify)

If you selected other, please specify

______________________________________________________________________
10) If there was a smartphone app to access rosters, wait lists, add-codes etc. would you use it?

   ☑ Yes
   ☑ No
   ☑ Other (please specify)

If you selected other, please specify
______________________________________________________________________

11) How frequently do you contact the Help Desk with a computer-related problem?

   ☑ At least once a week
   ☑ At least once a month
   ☑ At least once a semester
   ☑ Less than once a semester
   ☑ Other (please specify)

If you selected other, please specify
______________________________________________________________________

12) If you contact the Help Desk, how quickly do you receive an initial response?

   ☑ Within 24 hours or less
   ☑ Between 24 and 48 hours
   ☑ Other (please specify)

If you selected other, please specify
______________________________________________________________________

13) How satisfied are you with the performance of the Help Desk?

   ☑ Very Satisfied
   ☑ Somewhat Satisfied
   ☑ Not Satisfied
   ☑ Other (please specify)

If you selected other, please specify
______________________________________________________________________
Communications Technology

14) How frequently do you use the College email system (Outlook or web version of Outlook)?

- Daily
- At least once a week
- At least once a month
- At least once a semester
- Less than once a semester
- Other (please specify)

If you selected other, please specify

15) Indicate your level of satisfaction with the College email system:

- Very Satisfied
- Somewhat Satisfied
- Not Satisfied
- Other (please specify)

If you selected other, please specify

16) Do you use an alternative to the College email system for work related correspondence?

- Yes
- No

17) How frequently do you use the College telephone system?

- Daily
- At least once a week
- At least once a month
- At least once a semester
- Less than once a semester
- Other (please specify)

If you selected other, please specify
18) Indicate your level of satisfaction with the College telephone system:

- Very Satisfied
- Somewhat Satisfied
- Not Satisfied
- Other (please specify)

If you selected other, please specify ________________________________

19) How frequently do you use the College voice mail system?

- Daily
- At least once a week
- At least once a month
- At least once a semester
- Less than once a semester
- Other (please specify)

If you selected other, please specify ________________________________

20) Indicate your level of satisfaction with the College voice mail system:

- Very Satisfied
- Somewhat Satisfied
- Not Satisfied
- Other (please specify)

If you selected other, please specify ________________________________

21) Which of the following devices do you use to connect to the internet? (Select all that apply)

- Desktop Computer
- Laptop Computer
- E-reader
- Tablet
- Smartphone
- Other (please specify)

If you selected other, please specify ________________________________
**Campus Network**

22) How satisfied are you with the performance of the campus network when accessing campus online resources?

- Very Satisfied
- Somewhat Satisfied
- Not Satisfied
- Other (please specify)

If you selected other, please specify
________________________________________________________

23) How satisfied are you with the performance of the network when accessing Internet resources?

- Very Satisfied
- Somewhat Satisfied
- Not Satisfied
- Other (please specify)

If you selected other, please specify
________________________________________________________

24) How important is wireless access on campus?

- Extremely Important
- Somewhat Important
- No Opinion
- Not Important

25) In what ways will a campus-wide wireless network benefit you?

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________
26) Indicate your level of satisfaction with Banner Web:

- Very Satisfied
- Somewhat Satisfied
- Not Satisfied
- Other (please specify)

If you selected other, please specify
______________________________________________________________________

27) If you have encountered problems using Banner Web to submit grades, describe the problems you have experienced.

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____________________________________________________________________________

Thank you for completing this survey