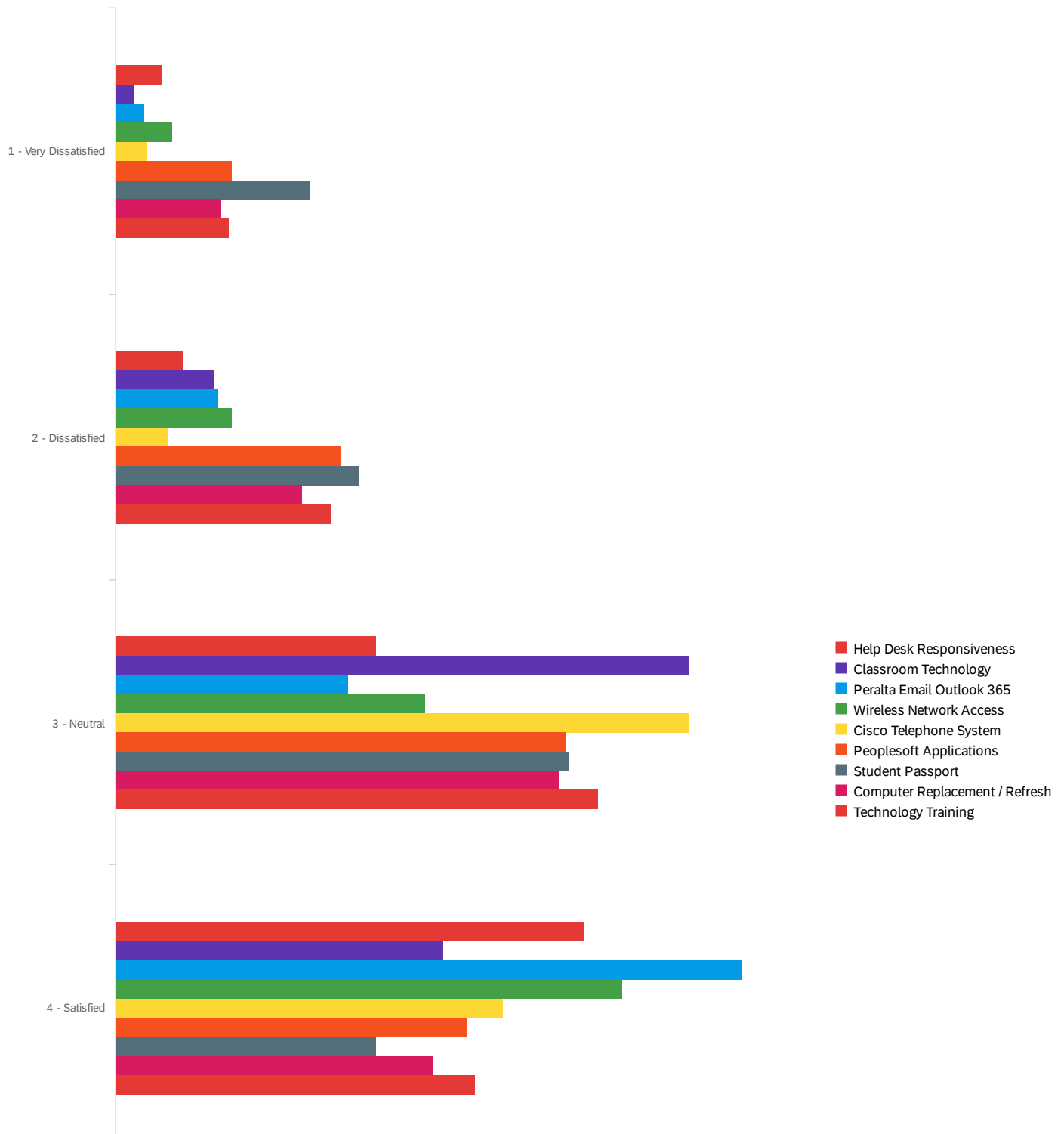


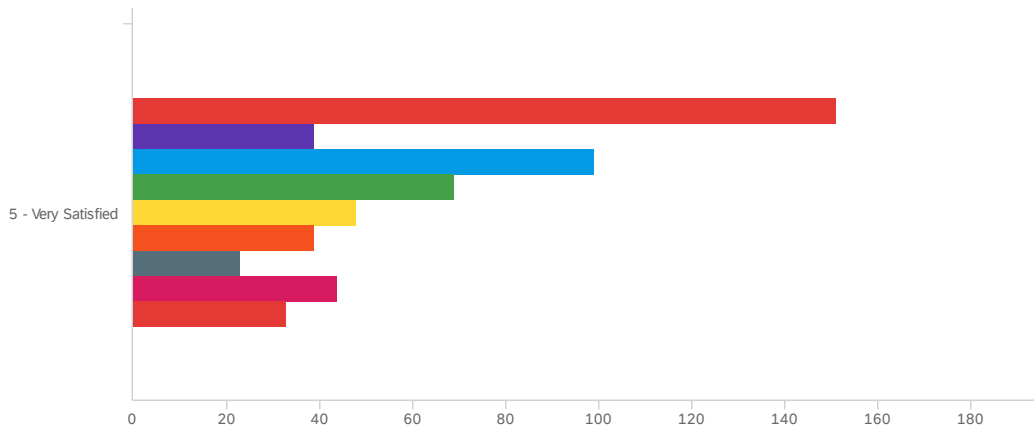
# Default Report

Peralta Faculty and Staff Technology Survey

November 17, 2020 3:04 PM MST

1 - 1. On a scale of 1-5, please rate your satisfaction with the following supports and services: (note: if the item is not applicable, leave blank)





#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Help Desk Responsiveness	1.00	5.00	4.00	1.04	1.07	390
2	Classroom Technology	1.00	5.00	3.41	0.86	0.74	328
3	Peralta Email Outlook 365	1.00	5.00	3.87	0.96	0.91	380
4	Wireless Network Access	1.00	5.00	3.62	1.05	1.09	350
5	Cisco Telephone System	1.00	5.00	3.50	0.88	0.77	345
6	Peoplesoft Applications	1.00	5.00	3.13	1.11	1.22	364
7	Student Passport	1.00	5.00	2.83	1.13	1.27	350
8	Computer Replacement / Refresh	1.00	5.00	3.19	1.12	1.24	343
9	Technology Training	1.00	5.00	3.12	1.07	1.15	365

#	Field	1 - Very Dissatisfied		2 - Dissatisfied		3 - Neutral		4 - Satisfied		5 - Very Satisfied		Total
1	Help Desk Responsiveness	3.33%	13	4.87%	19	18.97%	74	34.10%	133	38.72%	151	390
2	Classroom Technology	1.52%	5	8.54%	28	49.70%	163	28.35%	93	11.89%	39	328
3	Peralta Email Outlook 365	2.11%	8	7.63%	29	17.37%	66	46.84%	178	26.05%	99	380
4	Wireless Network Access	4.57%	16	9.43%	33	25.14%	88	41.14%	144	19.71%	69	350
5	Cisco Telephone System	2.61%	9	4.35%	15	47.25%	163	31.88%	110	13.91%	48	345
6	Peoplesoft Applications	9.07%	33	17.58%	64	35.16%	128	27.47%	100	10.71%	39	364
7	Student Passport	15.71%	55	19.71%	69	36.86%	129	21.14%	74	6.57%	23	350
8	Computer Replacement / Refresh	8.75%	30	15.45%	53	36.73%	126	26.24%	90	12.83%	44	343

#	Field	1 - Very Dissatisfied		2 - Dissatisfied		3 - Neutral		4 - Satisfied		5 - Very Satisfied		Total
9	Technology Training	8.77%	32	16.71%	61	37.53%	137	27.95%	102	9.04%	33	365

Showing rows 1 - 9 of 9

## Q8 - What processes in your daily work would you like to see automated or improved with the use of technology?

What processes in your daily work would you like to see automated or improv...

gradebook on canvas is confusing for me and students

n/a

Degree/certificate petition submissions and awarding.

Census dates

NA

Census rosters could be streamlined, PROMT needs updating for ease of use.

the student passport system get intergrate with the student email. access with only one password

i wish we had slack and could have channels set up for regular communication - outlook is difficult now to search for specific emails

The budget is now difficult to look at in the new system. It is hard to navigate and information you need to compare with budget is no longer there. Especially when you are looking at salaries in your budget. There is no information in Budget Overview.

none

When clicking on Canvas messages from students they do not appear in my inbox (I have to search for them)...Form filling and signing,

It tiickets/requests

Wireless printers

grading

Student accessibility to Prompt and Canvas

help with less number of irrelevant emails

More user-friendly software for Prompt. More training. More opportunities to have access to newer technology. User-friendly student platforms...Passport is difficult to understand many times. Training or tutorial videos in different languages for students on how to use Passport, sign up for classes, dropping (consequences of dropping or not dropping). Tutorial videos for students on how to use Canvas, school email and other apps available in their student portal. Same for employees (videos on how to use apps available to us).

Peoplesoft Purchasing module. It was redesigned without involving Purchasing.

Library Technology needs to be included in planning (library system and peripherals, remote authentication, steady and improved funding for research databases), funding for new electronic content types (e.g. streaming video, streaming audio, e-periodicals, e-textbooks)

What processes in your daily work would you like to see automated or improv...

When in class, i'd like to see the connectivity to class projectors thru the desktop improved as the highest, most crucial priority. As an online instructor, i'd like to see Canvas' implementation of the Conference feature improved exponentially.

Employee able to enrol in benefits via PeopleSoft

The IT department is under-staffed. The responses take too long.

n/s

a place to input ATTENDANCE for onsite classes that can be easily printed / Excel is used currently and creating/managing formulas proves challenging

document routing, approval, archiving/repository and integration between department systems

NA

quick, clear turnaround of tickets - at the present time it can take awhile to have these move forward

IT is doing a great job!

Improve handouts or video showing the Students how to access their Office 365 on the student portal (PC and Mac). Many students do not know how to install the office 365 if it is not showing.

For example, this team stuff there's no training on and just appeared. Some of IT people say oh it's so easy, for them I never heard of it. Am I expected to use it and know what I am doing when there's no training! Typical Peralta. Same with the adobe, but there was a bit of training. However, my Adobe does not work that well I can't sign on it. And when I send to my dean she can see it. So I just forward the document and she put in her adobe.

Peoplesoft on mobile devices for staffs

I want to see improvement with Outlook 365. The District Technology Department changed to Outlook without offering any training.

Basic signing up for classes via the system is really difficult for both my students and myself when I try to take a class.

Can we get all the calendars to talk to each other? I have to look at 2 calendars: SARS, Outlook. So I get invited to meetings that are at times when I have Student Appointments and cannot attend.

internet and updates regularly

Leave of Absence Reports

Managing relationships with students beginning with consolidated student email system and multiple contact modes per student (text, voice, email, portal)

Single log/sign into Peralta email, Passport, Canvas where you sign into one and it is carried over to the other 2 apps, but not where you have to only enter it from a clumsy, overcrowded portal

When I do a search for classes in the student center of my counselor access the default semester should be the one we are planning for or in. We only get the full list of years of semesters to choose from.

What processes in your daily work would you like to see automated or improv...

Beyonds Labz (an application for virtual Labs) now has a license to link it to Canvas directly. Could we get one?

Perhaps Zoom now that we are 100% online.

Peoplesoft/SARS are way too slow at times of year with heavy traffic; degree petitions and substitution requests should be more automated; milestone/pre-req clearances should be automated when an outside transcript is received (if not completely automated, at least clear pre-reqs for courses below the one that was initially cleared).

the ability to have students be able to upload documents to an application in forms or another app.

Canvas and Conferzoom seem to have periodic glitches. Student have complained that they cannot load image files to the discussion area of Canvas which I use for building class community.

More ITT training for classified all new applications

N/A

Daily Processes - streamlined e-mail, daily-weekly or Monthly Strategic (Data-based) Dashboard of Peralta and Local College and specific Program unit or class unit information

Timely updates to software or better still the ability to install/permit updates instead of IT on office computers. Repair and/or replace equipment or parts on a regular basis.

Speed dial on phone when/if we ever return to campus; toss Peoplesoft altogether and find something that works, particularly w/ finance/budgets--completely useless; web based Outlook very clunky and difficult to navigate--desktop software better; network is slow; wireless access spotty and cumbersome to connect; technology infrastructure ridiculously poor for a college in the middle of such a technology-rich area.

Dual Enrollment, Time Sheets for admin, staff and stipends, phone message routing and voice to text, payroll reports, expenditures reports, budget loading for fiscal year , CA Residency forms, SARS and Peoplesoft automation, queries are run in unified systems, access to automated trial balance runs that compare to oneperalta, vendor application form, ICC forms, Requisition system and PO system needs to be more automated

Degree verification for students

Make it possible for me to edit/comment on 365 Word files sent by a student. Allow me to stay logged in to my Peralta email and canvas on my phone and home computer. Allow students to add their cell phone for notifications in Canvas. My office phone didn't work as often as it did and I never got access to messages on my office phone. I hear some people get email notifications of messages?? The E202 classrooms lost internet/network connection often and we were told it was a business office problem not a tech problem?

accessing help desk after hours of operation

better internet connection

Outreach request for information sessions for external partners

Message pops up: Windows (10 Pro Edition) "license will expire soon...settings managed by your organization.""

Door locks

Removal of former employees should be updated from the directory data

At the beginning of the semester, there were a lot of complaints about online payment and needed improvement

What processes in your daily work would you like to see automated or improv...

end-to-end system integration between different databases within the same pillar

I would like all links to work. The link to the IR person at Laney doesn't work. I would like students to be able to register for courses, drop courses, and fix their emails in a timely manner. I would like to be able to access my pay check and for there to be clear recommendations on browsers that would work. I would like all teacher to get lists of students in their classes and those list be available in the case of a class cancellation.

Adding modular self paced courses for students modes water.

I would like the various systems that we use for regular business to be housed all in one area. One Peralta has many tools and also various programs, but I still need to also use our staff/faculty portal separately to access other components that are not available through One Peralta.

Pls continue to update outdated PERALTA FORMS, making them fillable, especially the signature portion for students who lack Adobe software.

Need training on the apps in the faculty portal

People soft applications. Make is easier to look at class schedule, roster, submit rosters, etc.

n/p

updated and current vacation days, sick days on paycheck. Never correct

This is difficult to answer, as I feel completely overwhelmed by all the technology at this point. My home wifi is the most important aspect, and that is out of your purview. I'm surprised Canvas isn't listed.

Grading tests

Peralta one, email

ePaf, budget line information not always loaded then there is the long wait. email on outlook does not always have new email.

In Canvas there are what feels like a tremendous number of barriers to implement and incomplete assignments for students; such as adding images, pages PDF files, etc., copyright approval. To go back after completing an assignments/module (pages) only to find that the assignment wasn't because of copyright approval.

single sign on to account(s), training for using cloud storage

When campus reopens, the projector systems in the classrooms need to be refreshed.

Like to see SMS used for Counseling and Financial Aid Appts and Reminders

Student support services interaction with faculty.

Not sure of a processes in my daily work, however, I have challenges helping with the student passport and have to always send students to Admissions and Records for assistance

Since I am a part-time teacher, I have no unmet needs at this time.

rosters, attendance and census, enrollment processes including the waitlist (if students are on the waitlist they should automatically roll into the class when space is available)

What processes in your daily work would you like to see automated or improv...

the initiator of requisitions informed when PO was formally dispatched and when voucher is issued. Position control # (ePAF system linked to one Peralta)

voicemail converted to text to email remote access to student record keeping software

Tech training

none

CRM, student data/reports

None

A

Student Passport need improved-make online payment(official payment)

mandatory training related to the District policies; timesheet submission;

Better remote access, as well as quicker campus access when warranted

protecting password and protect from hackers.

Tutorial using Studio in Canvas

If Amazon can have one click shopping why not have one or two click enrolling in classes

hourly timesheets, direct submission of LAR's,

Wish I could see enrollment numbers for all classes without having to select one-at-a-time. Wish I the schedule of classes links worked the FIRST time. Wish the choices on "search for classes" were in the right order, and the defaults were updated in a more timely way.

timesheet's for students and employees needs to be electronic web forms based. Please also work on making all PDF forms for A&R and Financial Aid webforms

Wireless printers

better email security and updates, better wireless internet and access

Improve sign-on to Passport for students. Improve communications to new students, returning students so they can successfully login to Passport, email, Canvas.

email

Our system doesn't easily reflect what is going on in a budget string. I would like to see it resemble a checking account. Perhaps we could use Visa Cards that decline transactions that aren't with approved vendors or items. Lets work for the managers that have to approve things. I am positive a bank can do that.

It would make my job easier if students were able to see the prerequisites they have completed or met prior to attempting to enroll for any course.



What processes in your daily work would you like to see automated or improv...

#### Better Equipment for online teaching

1. Telephony accessibility with respect to ADA compliance. 2. Leave reporting HR module. 3. Increased VPN tunneling capacity (web interface is too clumsy). 4. Established ADA compliance purchasing policy, procedures and enforcement.

Replace Passport with a user-friendly system. We lose enrollment because of the difficulties.

everything we do now is automated; we are online constantly.

Computer replacement, network access

Data warehouse servers should be in the cloud for reliability, security and access. It is often very difficult for me to get the data I need, and I am still unable to design PBI dashboards which are connected to a data source due to domain access issues.

OnePeralta and PeopleSoft ePAF system

Please put all the Portal links back onto one page. I mostly use email and OneDrive and it ends up being more clicks in the day to have to get to those items.

LAR and leave request forms. Passport desperately needs a visual redesign to make it easier to search for classes or enroll.

the interface of the one Peralta system is not very user-friendly, not easy to locate some info, the tabs are confusing and too many

Peoplesoft upgrades - in progress, but looking forward to completion. Reduction of approval signatures required.

rollbook- not through canvas- the canvas one is awful and you can't print it out in a rollbook format look an excell doc or google doc

I'm not a huge fan of SARS - an integrated appointment system with Passport would be better.

Unformatley, I have not had to use many of the support services for the items listed in Q1. However, students complain all the time about the slow response they receive when reaching out to support for Passport issues.

Being able to customize my screen upon logging in to the portal.

Tools counselors use in prompt have too many clicks. See the Counseling Functionality Team (District CFT) Wish List for specifics.

1. the IT response time for students needs to be improved. 2. The district forms including LAR is fillable Excell but it doesnt save... there should be instructions along with each form to show how to save it. Otherwise it reverts to blank.

full deployment of time and labor

Email notification from One Peralta to show status of the Req/PO/Voucher etc.

Better supports for students to guide them through Passport and accessing accounts. Online and accessible training for employees on all the systems we use (One.peralta, Prompt, AdobeSign, etc.). We need district and campus 508 compliance personnel to ensure accessibility of all our electronic materials AND to train faculty.

There are so many barriers for our students to be able to apply and enroll. I tried to sign up a new student to see where the errors came up . There are far too many "applications" to complete and even though I had the codes they sent me I was advised my codes were invalid. I did this over 2 day for a total of 5.5 hours and never got to the successful end.

What processes in your daily work would you like to see automated or improv...

Better technologies for department chairs for building course schedules. Also CurricuNet is a cumbersome platform

Faster respond time to emails and quicker turnaround time for task completion.

The idea of the Safety Shield app was a great one! It's unfortunate that the we never heard about the safety app again after reporting multiple hiccup with it.

i think training modules for all the software used would be really helpful and would reduce help desk inquiries. It would also be helpful if calls could be forwarded to email especially since we are working at home.

chromebook checkout and zoom

travel

Remote friendly considering we have been working from home 6months, and help on updating information.

The speed of the Peoplesoft application. The system seems to be very slow.

I would like to have trainings for PeopleSoft and make it easier to navigate.

PROMT (and Peoplesoft generally) is clunky and user-unfriendly

tracking leave electronically so it can be accessed anytime; being able to access our phones through our email, this is very necessary while we are remote; more automated processes and forms, less attachment and email reliance for our processes

So many training/webinars we are attending, they should be all automated to account for every individual so that those who are interested should get a list of events one is attending, there should be a thorough bookkeeping and sent to each one time to time to tally.

upgraded peoplesoft configuration and the use of time and labor.

1. Submitting time off or entering work hours in a web based system so my balances are real time. 2. entering non credit classroom attendance in peoplesoft to help with retention and capture potential FTES

The use of the W:Drive & Adobe Sign (document upload limit) needs improvement.

I would love to move flyers in my inbox to Canvas messages to students--with fewer steps.

When students drop or are dropped from a course they should be immediately dropped from Canvas; sometimes it takes a couple of days and it's confusing for everybody

It takes too many clicks to get to the email. Should be 1 click.

We need more help desk IT and help available through Zoom and phone calls.

n/a

Maybe alumni stories for students to encourage them with success stories while this change is happening

Response time

What processes in your daily work would you like to see automated or improv...

Students accessing the chromebooks

Peoplesoft

many features in the student administration portion of PS could be automated. This would results in a reduction of unnecessary and time consuming work for student service professionals and allow us to focus more on students needs.

The only time I get problems solved is when I speak to a real person, and do not get an automated response.

Admissions and Records forms, Faculty Evaluation Forms, Extra Service Timesheets

None. We're already automated plenty

leave request, LAR, anything that uses a form

Student Passport remains a mess for students.

SSO login for students in the Alma library system to allow students to request materials, etc. The student SSO login is also needed if we were to receive funding and approval to use an online textbook purchase model for students

Work flow processes to support critical paperwork that requires signatures and approval routing through in a timeline manner. Adobe sign is helpful, but not quite a workflow to see status of completion and points of back up.

Peoplesoft was originally designed for private industry and requires so many presets before we can get data that it slows our work productivity down. Moreover local campus administrators, directors and program coordinators still cannot see the names associated with budget payments. By the end of the fiscal year when we are required to report to the state, we cannot correct any mistakes in payroll because we cannot actively track our budget as it lack transparency. Outlook 365 also needs a way to turn off external and internal out-of-office automatic messages separately. Currently, one can only enable both internal and external messages simultaneously.

Responses to students. Older students who have previous accounts with Peralta do not get a welcome email with their student ID number like brand new students. 2) students who fall into the out of state category, do not know it until they see their bill after they have registered for classes. 3) the questions asked in CCC Apply (15 or 20 check boxes) such as, what services do you need, don't actually connect the student with the services. 4) the creation of password does not work, students always have to hit forgot password when creating email, they never received one in the first place. I recommend IT go through the process of enrollment with 3 to 5 students so that they can see each and every issue that arises with the technology. From application to enrolling in classes. I'm sure there are issues on the front and back in.

The biggest issue is not necessarily with the technology itself, but all Peralta forms should be fillable pdf, and/or and we should have a system for online submission of all forms. Although I marked that I'm overall satisfied with classroom technology, sometimes the pieces don't work (like using the projectors wirelessly in certain rooms).

1. a SINGLE sign in and SINGLE Dashboard to get to the MULTIPLE systems that require my workl 2. Default settings on anything that is date dependent which updates the date to the CURRENT date and not something in the seventies or requiring a selction with DECADES of data (make that an option and NOT default); 3) Set up a REGULAR committee of shared governance that mutually informs and guides IT and constituent practices and expectations rather than simply INFO dumps in leadership meetings; 4. Work out with HR a more comprehensive access package for Managers and stop with the peicemeal access. How do we know what we don't have if we don't have access?? 5. This is a very difficult and unfriendly way to collect feedback. Although IT is asking, this format says IT really doesn't want to know.

Data sharing for remote work during the shutdown. The ability to fill out online forms and return to Administrative offices would be helpful. Currently, to change tax forms, and other personnel forms it is a challenge. There must be a way to fill out, save, and email a document back to Peralta staff.

Student Passport System- Retrieving passwords

travel

What processes in your daily work would you like to see automated or improv...

A frequently updated faculty/staff directory w/consistant info.

That's a silly question.

Student Passport & CCCApply

The only reason I am dissatisfied is because my loner computer did not work for what I needed it for zoom. The quality of the camera is not as clear as I would like it to be.

LARs, over time and comp time

updated laptops for faculty/staff

Switch to Google. 365 is a hot mess

N/A

Let's make epaf and oneperalta talk to each other. Currently they are independent, so the money for epafs don't encumber automatically.

CANVAS, Replies from the helpdesk to students

Faster systems - easier drill down in prompt

I would like IT to be more proactive to provide MultiFuction printer, scanner copier solutions that work efficiently for each department in need. The Laptops had too many updates during use. One person at Laney IT has all the passwords for my department and IT cannot help in a timely manner, but when that person gets around to it.

I would like to see an improve for students registering as I have students contact me frequently that would like to sign up at Peralta, but can't get through the system

Advanced student log-in system in the Fitness Center. Improved lock/unlock doors (replace door keys).

Would really like to see student enrollment process updated to ENROLL and ADD a class is really highlighted. Students say they have to search for thye enroll button when they are on their page. Do we not want them to enroll. Classes which are open entry/exit DO NOT HAVE ENROLLMENT cut off dates as they are positive attendance. Program should allow for this as again students who join mid semester are stymied.

issuing individual permission numbers is time-consuming

Fewer clicks in PeopleSoft to do things. More and easier reporting from PeopleSoft.

N/A

Getting outlook back on the first application page

Data entry validation on both out-of-the-box and custom pages in PS

N/A

Auto-awarding of degrees and certificates: students' progress toward degree/certificate completion should be easily accessible to them in Passport.

What processes in your daily work would you like to see automated or improv...

Intuitive budget access and review. Student Passport combined into the student portal so there aren't two sets of passwords, ID variations and locations for students to access.

Instructor login to roster, grade book, canvas

Well for my online classes, when someone signs up they should be automatically given information about how to get into canvas and my email and so forth

Student Passport: Student should be informed that a update is needed, update the CCC Apply before signing up with a Community College. Not have a student contact the Community College losing days sometimes to understand why a student can't fill out the application. Student 's portal: Send out to students on how to install Office 365 for PC/Apple.

Passport is hard to navigate and not intuitive at all

Many processes that we need to improve for an automated process, my suggestion is to re-visit each area to identify the need to improve and implement a more automatic process and to make the system more efficient and accurate for employees and students.

paperless filing system.

all systems that we've been trained on with @ONE to be part of Laney availability; more teachers in each field offering tech help

Nothing - especially if I have to learn how to use it this semester.

Using a iPad is not seamless too many issues

More notification of requisition, budget transfer, etc. status

Our registration and grading apps are awful. Please improve!

I am satisfied with all.

Hard to say. I've been teaching online & off-site only for 5 years. All my communication with PCCD, Merritt & IT is remote.

OnePeralta: Add Req: sometimes budget checked goes away when submitting for approval; Approving Reqs: Should have vendor name/no. and show in budget string order, origin; One Peralta Excel results should show in budget string order.; ability for user to delete req

Make it easier for students to enroll in our classes! Make it easier to find which classes are open.

Formal software dedicated to Student Attendance tracking & input & Student Grade input.

Please, please, please automate the leave forms. Also, personnel actions should be connected to the budget, even better if the information flowed from the application to the personnel action. Timesheets need to be automated.

Custom built query

As faculty it would be fantastic if we did not have two completely separate online environments. If canvas and prompt could "talk to each other". It would make life much simpler.

Queries and workflow

What processes in your daily work would you like to see automated or improv...

Ease of use for student course registration/course drops. Students have a really hard time navigating this every semester.

Everyone is pretty much expected to use Microsoft Word, Excel, etc... but we never have any trainings for some advanced teaching. Any new software we get, we should be trained on.

HR functions within Peoplesoft that should be automated and automated correctly. e.g. salary changes

Helpdesk process is bewildering. I have no idea what to do with it. Maybe the techs and their administrators think it keeps things lined up but at least 2 of 3 time it is nearly meaningless.

I would like that anything that refers to sick leave, timesheets, LAR, evaluations is as easy access as the application in the Peralta Portal. Student Passport is too difficult for the students to navigate.

The student educational plan tool is an embarrassment to Peralta and a danger to students. Student Educational Plans created in this tool are easily and quickly rendered incorrect. It is impossible to decipher a planned course from a course the students added on their own outside of the plan. SEP's created in this tool are no better, and in many ways worse, than manually writing one. The "requirements" tool is two years out of date. In Student Passport, students have no way to search for classes by requirement area or to evaluate their progress toward a goal.

Kurzweil should be offered to instructors so they can help students read books and write papers.

Appointment scheduling, all documents online, consistent trainings available for all staff.

Enrollment system needs improvement...it is very difficult for students to navigate.

real time course enrollment spreadsheets

Contracts, travel reimbursements

getting student help in a quick way. they call for IT help and have a 2-3 hour wait time.

Upgrades to peoplesoft that accounts for other coursework from different colleges

LAR should be all digital, not just e-sign. Integration between Peoplesoft and Hubspot for student and staff communication

I would like to see more training across all of our technologies. There are things we are not utilizing to their full capabilities. Part of the reason is because there is little to no training.

Replace back bone network cables and upgrade new network systems

What I have is adequate

I need a printer/scanner

Automatic degree completion awards, IGETC certificate, CSU certificate, automatic IGETC certification on transcripts.

more clear places on website for help

More training

What processes in your daily work would you like to see automated or improv...

AI Chat box with answering FAQ on all college and district websites, district wide contract for HubSpot CRM (Marketing & Sales) for all admissions related departments to use, Terra Dotta System single sign on (for international students)

billing processing invoices

Internet access and classroom technology

Application for the new and returning students

Dont know

anything that requires a printed out form should be available electronically with electronic signatures

better integration of Canvas with Starfish

Improvement of Passport

The screens are not user friendly. This can be corrected if IT were to conduct listening sessions to assess the problems users encounter.

LARS so that we can get information about how much leave an employee has and has taken in more closer real time;; linking our phone system to our email so we can more easily access our phone lines and voicemail in email, smarter directories that are linked to electronic information on current employees from HR; smoother automated enrollment process for uploading documents and clearing prereqs

LARs

The synchronization of employee and student data between PeopleSoft and Hubspot

Better handling of student issues- like logging into various systems. Need ONE set of credentials to login into Passport and Office 365 portal. Get Passport working on mobile platforms. Implement and adopt a room scheduling software to avoid classroom scheduling conflicts. Have a refresh plan for refreshing technology at the colleges. Provide budget for doing IT projects at the colleges. Have IT staff at the college centralized, rather than working in silos.

Bursar Payments for students, the college needs a refresh some computers have camera and others don't.

LAR

Employee and student data integration between PeopleSoft and Hubspot

## Q10 - Please identify successful technology tools or strategies employed by the Peralta colleges that should be highlighted and/or used as model strategies.

Please identify successful technology tools or strategies employed by the P...

canvas

Zoom conferences

None - other colleges are way better organized and far more professional

by having one password for the log in, student passport and email. needs to be like that

NA

Canvas is an excellent tool, and students find it quite user-friendly.

mobile friendly apps that compatibility usage with canvas, student passport and student email.

bi Dashboard is improving - would like to see access for chairs to more student data and ability to run a query

User friendly applications with peoplesoft, one peralta, prompt and student passport. Communication is very important especially there are changes in technology. I think more training would helpful.

n/a

Most IT request are answered promptly but at times you do not know whom to ask.

Peralta Passport; Prompt, SARS

Canvas

The Help Desk Responsiveness is efficient and reliable. They respond back immediately!

it would be nice to have access to tablets for remote instruction

helpdesk ticketing system

So far, it has been helpful that we have workshops and classes for faculty and staff (summer EDT classes and Flex Day workshops) on how to use certain technology tools.

Online pedagogy training & drop-in office hours for DE coaches

Adobe Sign is a great addition.

Libraries share a system that is supported by the District. We should highlight this model which allows the district to leverage limited resources and provide students with a consistent experience



Please identify successful technology tools or strategies employed by the P...

Having an all encompassing solution similar to Canvas for class management.

m/s

CoA I.T. responsiveness and efficiency is outstanding...keep it up

one peralta

Max Voong is fabulous, helpful and patient

I think getting computers out to the students has been great.

IT Helpdesk

Continue with the training, and Canvas help!

I used like how the budget was set up before and you can see whole thing without having to download into excel. Sometimes you just want to get a glance at what the overall budget is. Also, they changed the order of the budget in Peralta one which was not necessary the budget code she be laid out the same way as it is in the ePAF system.

Our Media lab building F is great!

We counselors need to have desktop computers that have a camera and a microphone at our next computer refresh. We need to have access to programs like Acrobat Pro DC and be taught how to use them efficiently.

Work closely with IT personnel to update software

ePAF system sends a notification when the ePAF is complete/approved. Requisitions and PO's should have a similar feature. We should be able to communicate in PROMT as opposed to using email.

Shifting from locally managed application server hardware and software to cloud subscription services.

Please buy a district wide site license for Respondus 1.4, not the proctoring software but the software to convert MS Word documents to QTI files and import them into your Canvas shell.

1. The constant DE training. 2. The instructor resources on Canvas.

The Apps in my Outlook is really successful. Being able to use one click to access Promt, ePAF, Teams etc is quick and easy.

Moving the W drive online; providing the Adobe suite to instructors (certain aspects should also be provided to students - especially e-sign)

N/a

Our College Athletic Programs have shown to be creating exemplary results in all four colleges compared with the regular student community. Model some of the successes into the regular student body as well.

Help Desk is the most successful aspect of Peralta Colleges.

BCC Chromebook form and verification process, BCC Building Access form and deny/approve process in flow. I will caution while these are good examples their are strong tools available to automate, Because these systems don't integrate with people soft

Please identify successful technology tools or strategies employed by the P...

Helpdesk System

All rooms with computers/projectors was helpful. Tech people have been very knowledgeable and responsive both in the classroom and now online.

fair allocation of professional zoom account for class meetings over 40 minutes limitations

newer PC or laptop

don't know

Not sure

Adobe Sign and VPN access are great tools to be utilized during this difficult period when remote access operation is required

I think everything is getting better. I do not like the email system, outlook. It is cumbersome and the nesting of emails causes information to be lost and buried. Finally, I have had questions about Canvas apps, and such and there is no answer except, "oh that's nice, I never heard of that one". There should be up-to-date information on these things before they are put out there for everyone to use. There should be on-going workshops on excel that are videod so that we can access them if we can't make the meetings. By the way, tech locally has been getting better and better. So I commend the district and college on that, and response times are much quicker than in the past.

Translation to Canvas was the best

The online workshops/classes offered by our own faculty

Making forms fillable, offering EDT courses late start

The storage of training information on the Faculty Resource Page for teaching online.

Canvas has been really easy to use.

I like to learn about Microsoft team.

I'm not sure I understand this question. Canvas?

canvas

Canvas

helpdesk

canvas integration is pretty good

The Portal is a good, well organized platform that makes accessing necessary applications very easy.

Use of Zoom as a remote desktop support tool

One Peralta is very successful, however, the training for Adobe Signs was very limited and doesn't let us know everything we need to be successful.

----

Please identify successful technology tools or strategies employed by the P...

basic technology so all understand it because not all people are good with understanding computer software

Microsoft Bookings, Teams, Adobe Sign

Can't say.

n/a

Office 365

Online teacher preparation trainings

use of office tools.

The Distance Learning Course over the summer to prepare for the Fall Semester

Love the Portal - centralized access

Bring back Starfish, and if someone actually followed up on faculty 'flags', more faculty would use it!

The way a helpdesk ticket goes to all of the IT people for review and response

decent access to computers

Office 365 portal is good.

Drop-in hours and/or links to recorded sessions for specific technology (e.g., Camstasia)

We have access to a great suite of apps. Stream, 365, FindTime.

BCC IT dept is great at supporting us, getting back to us, and very knowledgeable about everything. The Peralta IT dept is good at letting us know when there are problems and when maintenance will be done. The apps are kept up to date well.

1. Help Desk ticket tracking. 2. Division of IT resources and standardization at the campus level.

Canvas

Help Desk is outstanding! They respond right away and fix things immediately. Communication with them is excellent. They have made such a difference to my being successful.

we are using the same tools - the same issues persist

Smart Classrooms

Tech training

Power BI, Office 365 development applications

Please identify successful technology tools or strategies employed by the P...

Admissions & Records helpdesk system

None.

Having free access to microsoft tools is great (would be nice to have adobe products too, especially photoshop and spark)

Adobe Sign

all students and teachers should take a canvas class- there should be template for different dept or catagories of education like hybrid cte etc.

The IT staff at BCC are the best! They are responsive, friendly, and always try to help.

Laney's College Canvas Remote Coaching Efforts are awesome for Facutly

There are none

Email is working well for me.

The IT staff for faculty support it AWESOME! The IT staff should be highlighted and applauded!

None

Canvas works well for instruction. Microsoft Teams works well for sharing.

GradGuru is a very helpful app at CoA!

help desk ticket is good that questions are emailed back so you can track the progress or lack of process on an issue.

Canvas, Peoplesoft, and Promt

Staying up to date on the technology as this is an educational institution, removing outdated information to other locations

N/A

Having well trained faculty DE coordinators at each college is essential; each should be expanded into a full-time job

help desk, contract upload

Chromebooks for students

Some of the people who have been selected/volunteered themselves to help others should be good at what they are coaching or teaching.

microsoft teams for instant messaging and video chats

I received an excellent extended training through the district in online equity. I'm looking forward to more trainings for online teaching!

I would like to see smart boards in all classrooms

Please identify successful technology tools or strategies employed by the P...

n/a

Was really hard to concentrate on the wonderful but thorough (complex) classes offered to us for Canvas, while we were still teaching a summer class and now that's asked of us again in October. My eagerness is there, I really like the platform but being disabled myself I simply need more time to "Pass" one of those classes. I have already taught at least two semesters of Moodle and now my third semester of Canvas with full classes- I seem to simply have difficulty doing both at the same time and in that format. As I say, I'm totally supportive but a bit discouraged that it's required to "Pass" that when I've already been teaching it and have also 17 years of teaching experience under my belt- encouraged but also discouraged. Thank you for the great teachers by the way Diane and Jennifer

N/A

Alma

The technology department at Laney college with director Rupinder Bathia, has been the most helpful and useful department. Everytime I have asked them for help they have been right on it and have been quick and efficient. .

To be honest, our District IT is far from being considered for "model strategies." The IT website does not have updated information or a list of current employees. There are little to no technology training videos, instructions, etc. for students or faculty. There is no live phone support for students or faculty.

People getting together in small groups to yak

Multipurpose IT people on campus-knowledge of AV/presentation, streaming, DL tech as well as computers/microsoft/network

Help Desk remains extremely responsive which I assume is a combination of having effective personnel and adequate staffing--more of both would be nice...

Collaborative model of PCCD libraries with district support for shared library system with integrated SSO login, database remote authentication system, integrated SSO and as much as possible content resources

Early alert systems are critical for the support of students and to identify areas of needs earlier in a student's journey.

In addition to technology trainings, there should be more frequent surveys like this one to assess employees' usage experience.

Salesforce for student case management.

When Laney went wireless several years ago it was a huge improvement, and it works quite well in my experience.

I LOVE IT's customer service "manners" and think we can all learn from that attitude. The new helpdesk App in the portal is good but we forget that training and messaging must be iterative. Many many people simply didn't get the message. Maybe cartoons in all the newsletters?

The Chromebook lending program is an important strategy to assist students and staff.

N/A

requisitions

Printing technology

N/A

Please identify successful technology tools or strategies employed by the P...

The quick response from IT is awesome.

helpdesk

N/A

CISCO VCN

The Outlook 365 has become more convoluted, though it may be helpful for some. The Cisco phones are cute, but they don't work like they used to when it was first up and running (directory, they don't work, the buttons don't work). The SmartClass rooms have issues, out of focus, ports not working, podiums too big for some classrooms.

other colleges seem more efficient and user friendly registration options

Poor technology in the gymnasium and fitness center.

Getting to Faculty Page is easier-thanks

Transition from Moodle to Canvas was fairly smooth. Love (finally) having Adobe Sign.

Help Desk responsiveness and mostly well trained and professional staff

None; but I would like to suggest IT to have a QA team to do better job on quality assurance of PS Enterprise system.

N/A

Sorry; this is an area where Peralta really struggles compared to other districts. See Coastline Community College for examples of student transcripts that include a list of the IGETC and CSU General Education categories the student has completed. See DegreeWorks for an example of education planning software that works well for students and counselors.

Prompt faculty center works well.

None

How we onboarded canvas was great. Students signing up is a big hassle tried it numerous time. Don't like it and it is too long

The training secessions/DE support are all very helpful.

If Amazon can have a one click sales interface why not a two or three click Passport enroll interface

some systems could be good if the approvers would do their part in a timely manner

The @ONE training

Nothing - I use technology I purchased on my own.

Our Canvas instance is great! And so is our Help Desk, which is truly helpful.

n/a

Please identify successful technology tools or strategies employed by the P...

Can't think of any

The Peralta Portal and the helpdesk make it easier to get work done because everything is in one place.

Computer refresh. Glad school now had continuous access to Adobe Illustrator & Photoshop. Zoom options are very good.

NOT Adobe Sign, that's an example of what to avoid

The Helpdesk is a good tool and has improved customer support and satisfaction a great deal.

The way Microsoft teams is employed in some committees is fantastic. The BCC round table committee is a great example.

The challenge here is that there are plenty of tools but a lack of training/central vision to deploy them usefully.

CTS

The techs that work at our elbows are great.

I like how all the applications are incorporated into the Peralta portal.

The single sign on portal that contains many of the frequently used apps

Kurzweil 3000

Adobe sign,

The help desk system works great!

canvas, help desk tickets,

Job aids

None

Microsoft Teams an Planner have helped with task tracking. Hubspot much better than GovDelivery for email.

Help desk ticket system.

IT has been very quick in their responses and resolving problems.

Good condition in computers, good rooms

Live Chats, online appointment booking, Zoom

na

Prompt

Please identify successful technology tools or strategies employed by the P...

Dont know

POST scheduling tool

great responsive help desk for employees; good financial management system, good hardware for employees

Not Sure

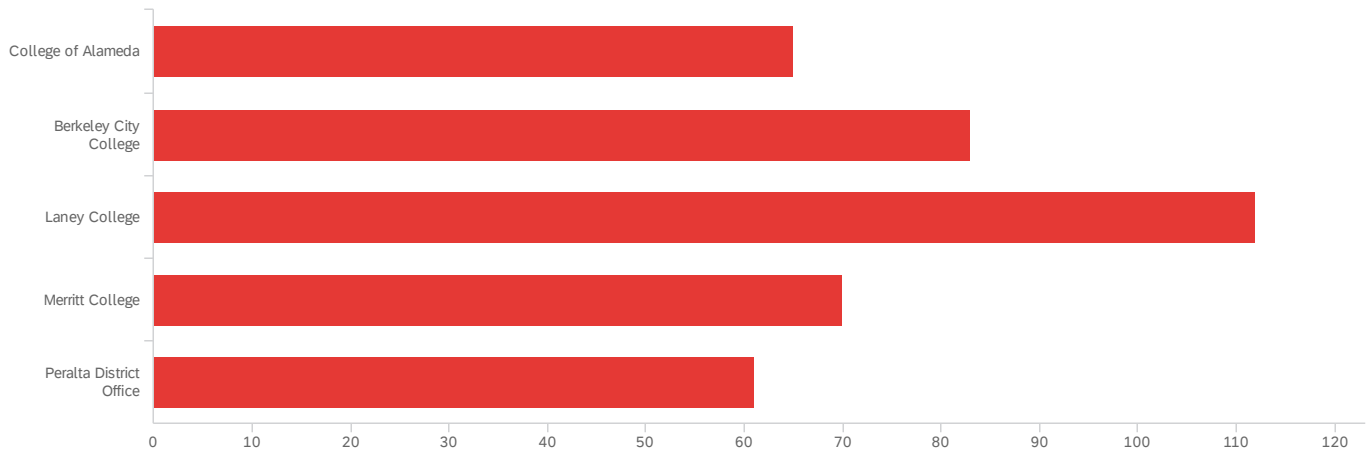
Many have started using Microsoft Teams and Planner for project and task tracking and communication and that's working out well I think.

Helpdesk operations for staff and faculty are good. Need a similar model for students so that they are not asked to go from one department to the other.

The fact that all employees have access to a broad range of Microsoft Office tools like Planner and Teams is great



## Q13 - What is your primary location?

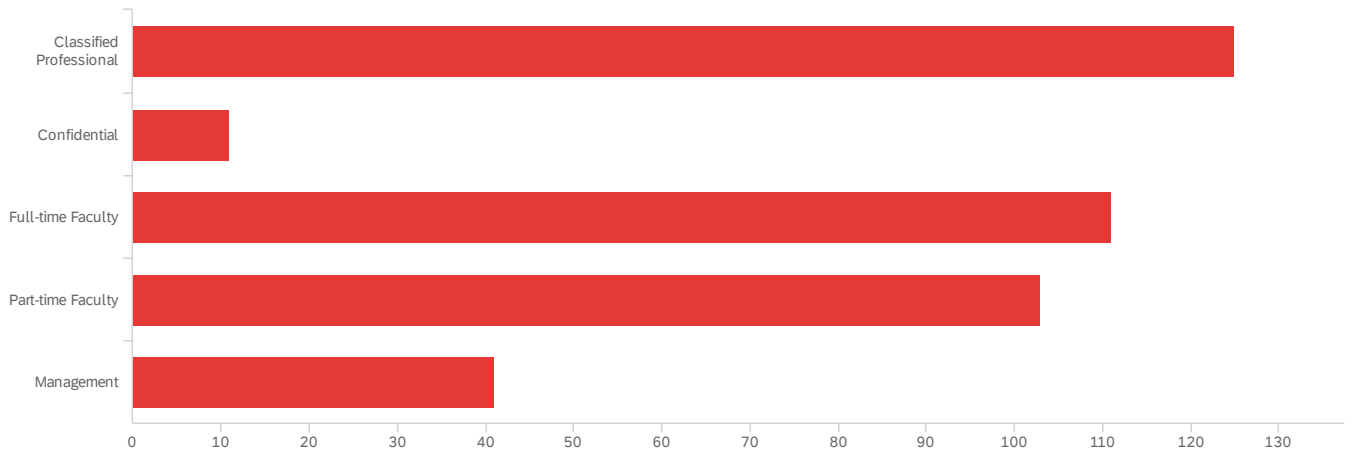


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your primary location?	1.00	5.00	2.95	1.30	1.68	391

#	Field	Choice Count
1	College of Alameda	16.62% 65
2	Berkeley City College	21.23% 83
3	Laney College	28.64% 112
4	Merritt College	17.90% 70
5	Peralta District Office	15.60% 61
		391

Showing rows 1 - 6 of 6

## Q14 - What is your primary employee grouping?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your primary employee grouping?	1.00	5.00	2.81	1.40	1.95	391

#	Field	Choice Count
1	Classified Professional	31.97% 125
2	Confidential	2.81% 11
3	Full-time Faculty	28.39% 111
4	Part-time Faculty	26.34% 103
5	Management	10.49% 41
		391

Showing rows 1 - 6 of 6

**End of Report**