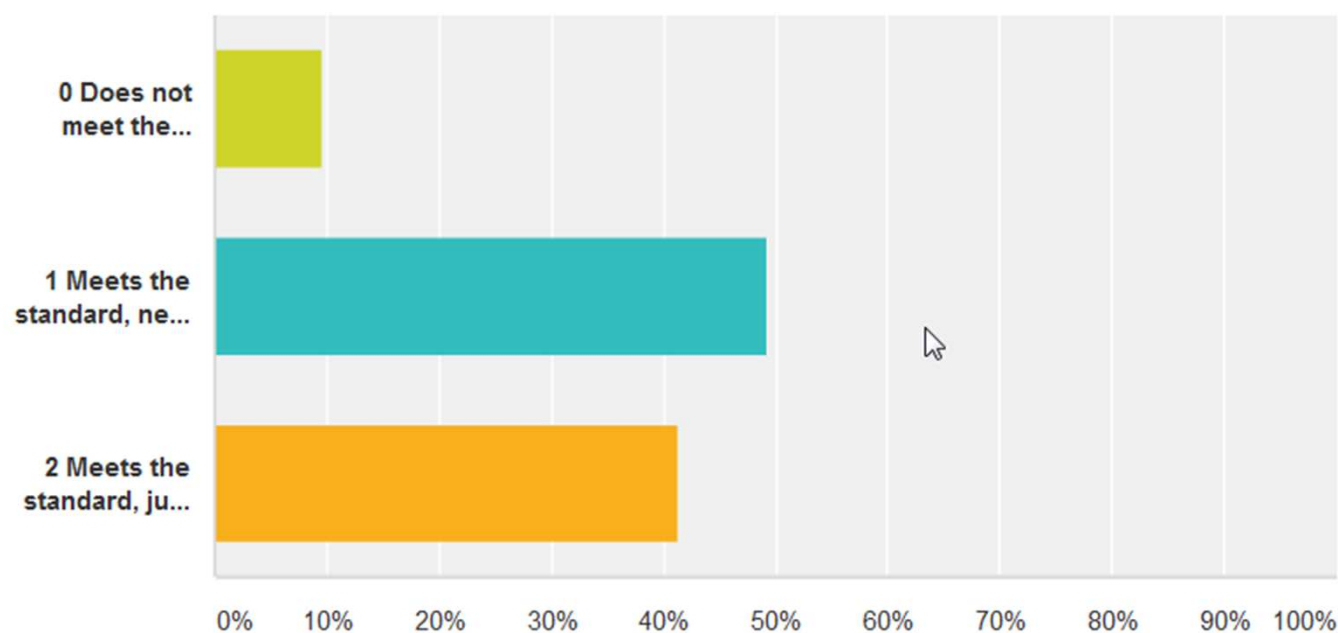# Read the following Accreditation Standard and mark your evaluative response below. The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of technology and technology systems related to its programs, services, and institutional operations.

Answered: 63   Skipped: 1

Answer Choices	Responses	
0 Does not meet the standard, subject to finding.	9.52%	6
1 Meets the standard, needs more work.	49.21%	31
2 Meets the standard, just maintain.	41.27%	26
Total		63

The quality of technology varies quite a bit between classrooms. This has impacted the quality and quantity of my teaching at times. It's not a huge problem where the class cannot continue, but it has created issues. Example from this semester: two sections of the same class in two different rooms. A short film clip was used without incident in the first section (in MAC 202); the same clip would not play on the computer in MAC 200. New buildings have document cameras that are tremendously useful in the classroom. But MAC has none so for those sections I have to come up with something else. Like I said, not a huge problem, but just a huge pain when these issues pop up unexpectedly in front of 40 or 50 students--doesn't instill a lot of confidence.
4/17/2015 10:24 AM

I've had hardware problems a couple of times and the issues have been repaired in a timely manner.
4/8/2015 6:39 PM

Support for online teaching (and learning, in the case of students) has been very good these last several years.
4/8/2015 12:39 PM

Printers and scanners in offices are crucial to job efficiency.
4/7/2015 1:40 PM

Turn-around time is too long when requesting help from online class support.
4/7/2015 11:35 AM

What percentage of student enrolled in online courses have taken an online course orientation?
4/7/2015 9:50 AM

IT has always provided a quick response for tech support.
4/6/2015 12:40 PM

As a new instructor, I have taken courses and sent students to courses on the use of technology. I found that the students who have taken up the instructive courses have improved markedly.
4/6/2015 11:43 AM

May need to adjust dates/times to accommodate new block format. Need to look at how software is chosen for the district and the implementation. Involve more of the end users in the decision making process to provide crucial information to IT and managers making the decisions.
4/6/2015 7:56 AM

My office computer is so old and slow that sometimes I am not able to use it to print out instructions for my classes. In addition, the wifi for staff routinely shuts me out so that I can't use my own devices on campus.
4/2/2015 1:49 PM

Some of my questions take a long time to get answered, or never get answered.
4/2/2015 11:43 AM

As a new supervisor, I have received training in Banner for budgets, requisitions, and purchasing procedures, and in Drupal for updating content on the VCCCD web site. I also recently attended a D2L training to evaluate how we might integrate additional tutoring or academic support services into our online delivery system. I have observed Steve Turner offering technology workshops for students needing extra support through the AEC, but I have not found any similar workshops being offered to students outside of his program. The IDS faculty offer orientations to the Beach but only a limited number of workshops using software such as Inspiration. Those non-credit offerings could be expanded.
4/1/2015 5:09 PM

The I.T. department needs more full-time technicians to keep up with the technical demands for a college of our size. We will hopefully be hiring more technicians by 7-1-15 to help with this need.
4/1/2015 5:04 PM

As a new counselor, there was a lot of new software to learn this year and I could always use additional PD in this area.
4/1/2015 2:42 PM

Too much time passes between request and services
4/1/2015 9:15 AM

With the implementation of Degree Works and Grades First it seems the priority was that these programs serve as a data collection tool in the face of 3SP. However, it is less effective with other needs of counseling faculty while serving students. Yes, it has some advantages, but at the cost of being more cumbersome then necessary. I would suggest in the future more effective collaboration with the "on ground" users of such integral technology. A Microsoft Outlook training would help us use this tool more effectively. Frankly, new hires should be required to attend a mandatory training re: the use of applicable tech tools related to the respective divisions/departments.
3/31/2015 2:43 PM

IT support is very limited in our area. We rely on internal staff to resolve many of our issues. Training sessions are rarely offered or are limited.
3/31/2015 12:30 PM

Tech support is always prompt and thorough in responding to my needs/requests.
3/31/2015 11:20 AM

The district provides a series of technology trainings and Grant and staff are always willing to provide one-on-one help. Flex week trainings are also usually available.
3/31/2015 8:30 AM

#1 - Every semester there are multiple faculty oversights pertaining to access to D2L for courses they have been teaching for years. This ongoing oversight necessitates multilple written requests and follow-up by administrative staff which is time consuming and frustrating because it never seems to improve. #2 The computers seem to have a lot of glitches in that when I want to simply download an exam or check my email, multiple problems ensure requiring Tech Support to come out to resolve the issue. When the systems are operational, technology makes operations easier, but the bane of technology is lots of wasted time.
3/31/2015 6:34 AM

unable to update or deal with any software issues.
3/31/2015 6:16 AM

Class room and lab computers are updated maybe once a semester but more like once a year.
3/30/2015 9:21 PM

Lack current software and do not have enough technical support to keep computer labs and classrooms running properly.
3/30/2015 7:18 PM

Need on-going training for faculty and staff in new technology in business and education.
3/30/2015 3:36 PM

There are some trainings available when a new system or software is rolled out. I do not often see follow-up trainings designed to increase users skills and increase efficiency in that system or software.
3/30/2015 3:31 PM

Would be nice to get periodic updates on newer technology available for classrooms.
3/30/2015 3:06 PM

Computers/projectors/clickers/"ladybugs"/smartboards are available in many classrooms, but they are often not installed correctly. The "deepfreeze" systems on computers protects them from malware, but also prevents faculty from installing latest versions of browsers/Flash/Acrobat, etc., when these become available. Wireless capabilities are insufficient for full-class activities requiring online access, and the Student network is down more often than it is up (although significant, and much appreciated, improvement has been made in the past few months to Staff network availability). The faculty server (academic.venturacollege.edu) is still running the old insecure version of SSL.
3/30/2015 3:02 PM

Only training provided was conversion to new LYNC phone system.
3/30/2015 3:01 PM

Could provide more instruction for new faculty via the chair or division representative. Need more support staff for online and classroom/office computers.
3/30/2015 2:55 PM

There are plenty of opportunities for an instructor to attend a training session or to meet with those specialists to expand their understanding of the technology. I just wish I had more time to attend all of the sessions. Each person I have had the opportunity to work with has gone above and beyond to ensure I understood how the tech is used and that I can always return for additional assistance.
3/30/2015 2:44 PM

We need to fix technologically "dead" areas throughout the LRC. We also need to add more 21st century technology course such as database analyst and data research certificates, Gaming, and multimedia.
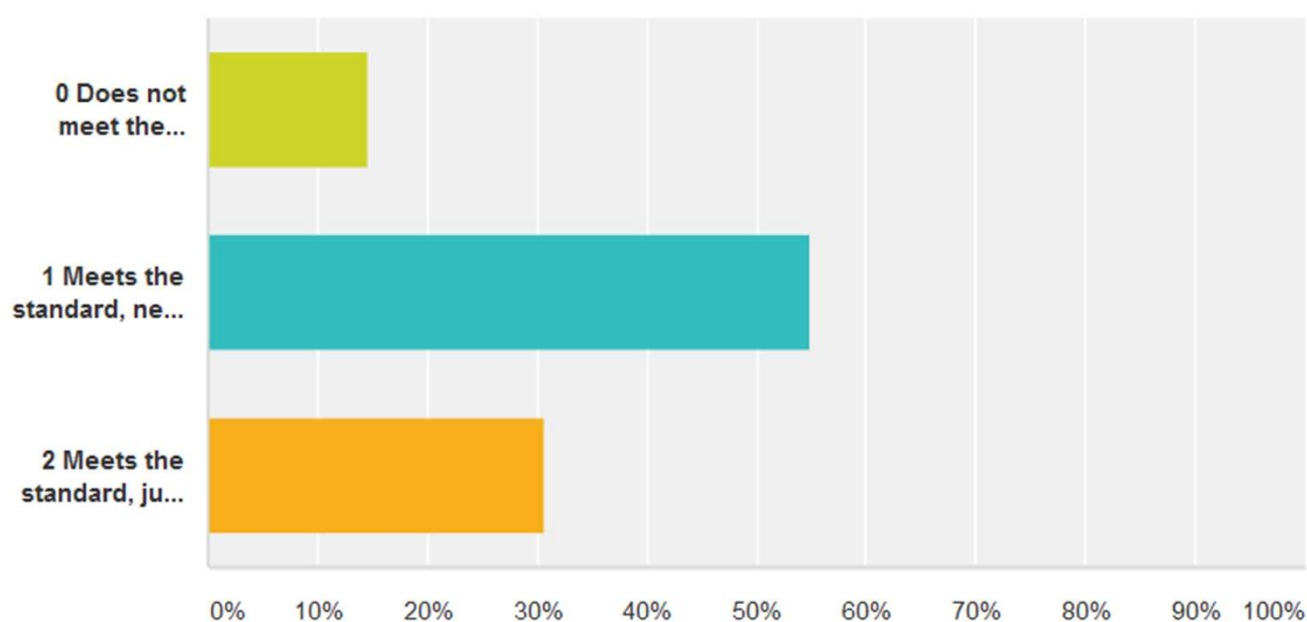3/30/2015 2:44 PM

Technology is always advancing and it is hard to keep up.
3/30/2015 2:40 PM

Does the institution provide quality training in the effective application of its information technology to students and personnel?

Answered: 62   Skipped: 2

Answer Choices	Responses	
0 Does not meet the standard, subject to finding.	14.52%	9
1 Meets the standard, needs more work.	54.84%	34
2 Meets the standard, just maintain.	30.65%	19
Total		62

Do we have survey or other data from participants in D2L training sessions?

4/7/2015 9:50 AM

Most employees are given a computer and told to go forth and do good work. This is why we are pushing linda.com threw Professional Development Committees.

4/6/2015 2:57 PM

I don't have information pertaining to this question.

4/6/2015 12:40 PM

The information is disjointed. For example, training on the myvccccd portal was discussed and started but never followed through. The instructions on for students on how to use the portal was different on the website.

4/6/2015 7:56 AM

I received very little training for using Banner. This is most likely a DAC issue not necessarily a campus issue.

4/3/2015 1:27 PM

Our IT staff, especially Matthew Moore and Sharon Oxford, are wonderful, but we need more than just one or two to work with all the faculty members who use technology (which is the majority).

4/2/2015 1:49 PM

I thought the D2L training was not very useful. You only learn something when you use it on a daily basis. I do not use much of what was in the training.

4/2/2015 11:43 AM

I believe there is a lot of room for improvement in offering personnel more options for technology training in systems and software needed to provide services to our students. While Lynda.com is good for learning the basics, it is not a recognized certificate program for advancement purposes. For students, I am not observing them taking advantage of and using all the software that is available to them in the BEACH.

4/1/2015 5:09 PM

Most of the flex day activities are centered on technology that is being utilized at our campus. As we add more technical personnel, we should be able to offer more training opportunities for our staff and faculty.

4/1/2015 5:04 PM

This is my first year at VC, so I'm not entirely clear on the student aspect of this question, but I know there are a number of technology trainings offered through the flex activities.

4/1/2015 2:42 PM

On aware of training for students and staff,if exists there is a need for better notification.

4/1/2015 9:15 AM

Consider additional trainings and documentation of trainings.

4/1/2015 8:37 AM

Accessible, online videos that our comprehensive in assisting students navigate the portal and how to effectively use Degree Works would be helpful.

3/31/2015 2:43 PM

Help for the students is available in the Welcome Center and in the Beach. Personnel receive training as noted in my response to question 1.

3/31/2015 8:30 AM

As there is no definition as to what constitutes "The Institution" my response may not be relevant. As a faculty member, I received Smart Classroom training and VCCCD portal training from a lab assistant, and D2L training on-the-run by a fellow faculty member. Representatives from Information Technology did not provide this faculty member with any training. The new phone system in the HSC building has never worked correctly whereby calls to a designated faculty member are continuously routed to the wrong person. In addition, faculty in some offices are unable to receive calls because the system does not work correctly and calls cannot be routed to a particular office. Another safety/security issue involving technology with the new phone system is that in some areas the computers have to be turned to the "on" position in order for the phone to be activated - this was not a smart choice because when emergencies or potentially volatile situations arise, who has time to wait while the computer boots up to activate the telephone to call for assistance?

3/31/2015 6:34 AM

very limited training

3/31/2015 6:16 AM

Takes to long to get support especially at the beginning of a semester when everything should be up-to-date and working

3/30/2015 9:21 PM

Lack of current software and tech support. Hire more techs and purchase district-wide software licenses instead of adding more "administrative" positions. Money should benefit students, not management.

3/30/2015 7:18 PM

If training is available, it is not broadly communicated to students and staff so that they can take advantage of it.

3/30/2015 3:36 PM

The training process, and the work required to get a course up and running online, are so cumbersome that I've never bothered to try setting up an online course. (And I'm one of the faculty with extensive web pages for my courses on academic.venturacollege.edu, plus I maintain my department's web page--it's actually easier to write my own web pages with Notepad and an FTP client than to learn about D2L or the other systems we are mandated to use for online courses.)

3/30/2015 3:02 PM

Only training provided was conversion to new LYNC phone system.

3/30/2015 3:01 PM

A good deal of training opportunities are available. Links between professional development and technology services could increase the effectiveness of use, though such changes may need to await adoption of lew LMS.

3/30/2015 2:55 PM

The classes I have attended meet the goals listed and allow for working with the technology right away. The instructors provide contact information to follow-up afterward and do an excellent job ensuring your understanding of the materials presented.

3/30/2015 2:44 PM

This merely my opinion. I do not know the standards. But I feel we have a high rate of media illiteracy amongst our students, and even amongst some of our staff and faculty.

3/30/2015 2:44 PM

Professional Development should include classified instruction for campus applications.
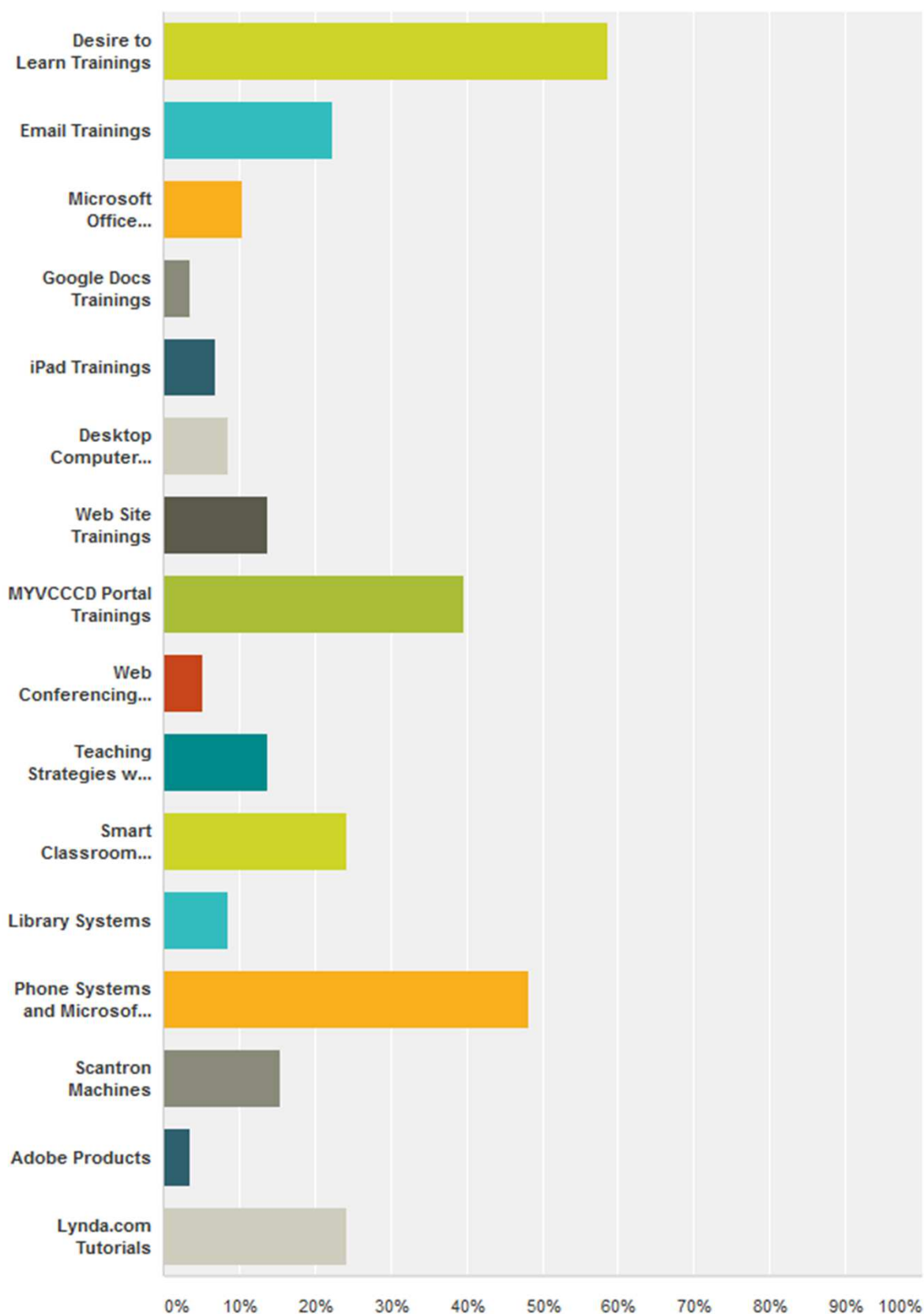
3/30/2015 2:44 PM

Training could be a little stronger.

3/30/2015 2:40 PM

What technology training have you received at Ventura College?

Answered: 58   Skipped: 6

Answer Choices	Responses	
Desire to Learn Trainings	58.62%	34
Email Trainings	22.41%	13
Microsoft Office Trainings	10.34%	6
Google Docs Trainings	3.45%	2
iPad Trainings	6.90%	4
Desktop Computer Trainings	8.62%	5
Web Site Trainings	13.79%	8
MYVCCCD Portal Trainings	39.66%	23
Web Conferencing Software	5.17%	3
Teaching Strategies with Technology	13.79%	8
Smart Classroom Technologies such as audio-visual control, projector, document camera, media players, or Crestron products	24.14%	14
Library Systems	8.62%	5
Phone Systems and Microsoft Lync	48.28%	28
Scantron Machines	15.52%	9
Adobe Products	3.45%	2
Lynda.com Tutorials	24.14%	14
Total Respondents: 58		

I have been aware of these trainings, but I did not need them. However, I am very glad to know they are offered.

4/8/2015 12:39 PM

None, I have had to learn most on my own.

4/6/2015 2:57 PM

Grades First, Degree Works

4/6/2015 7:56 AM

Workshops during SITE have been helpful.

4/2/2015 1:49 PM

D2L Gradebook

4/2/2015 11:43 AM

have not received any trainings at VC, yet.

4/2/2015 11:08 AM

I was given a personal tutorial by tech staff... very kind and helpful

4/2/2015 8:02 AM

Banner Drupal

4/1/2015 5:09 PM

Lync phone training.

4/1/2015 5:04 PM

N/A

4/1/2015 2:42 PM

Grades First training

4/1/2015 9:54 AM

None

4/1/2015 9:15 AM

SARS, Grades First, Degree Works

3/31/2015 2:43 PM

Use of Banner and TracDat.

3/31/2015 8:30 AM

I
3/31/2015 6:34 AM
none of the above
3/31/2015 6:16 AM
Nothing in addition to what is listed above
3/30/2015 9:21 PM
None.
3/30/2015 7:18 PM
Grades First - training from the company representative and district people.
3/30/2015 3:31 PM
Drupal training
3/30/2015 3:06 PM
None. Except for what I've checked above, what little else I know has been self-taught.
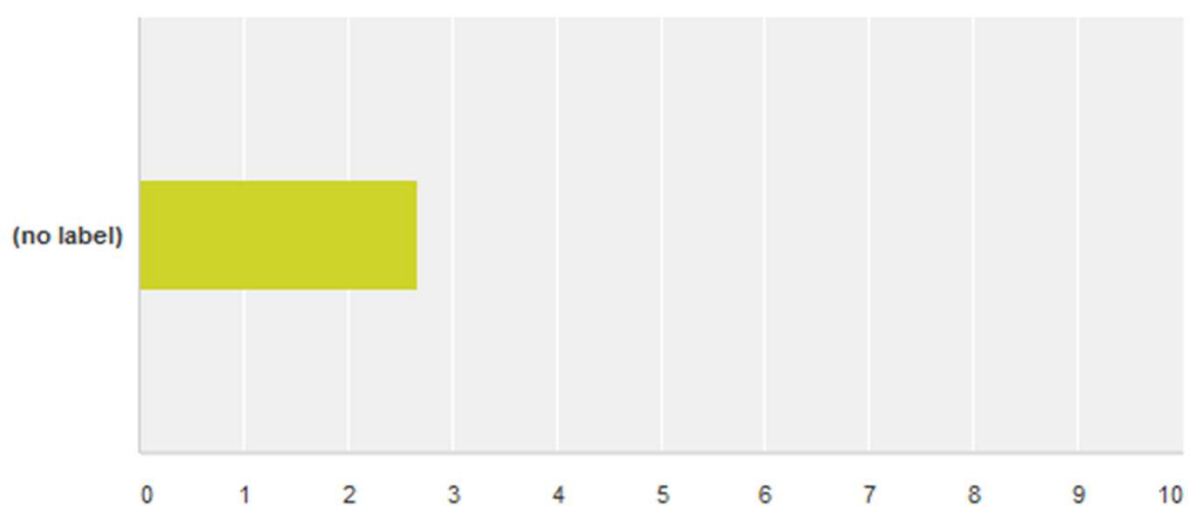3/30/2015 3:02 PM
none
3/30/2015 2:44 PM
Druple, mostly self-trained in a myriad of computer programs
3/30/2015 2:44 PM

Please rate the overall effectiveness of technology trainings at Ventura College?
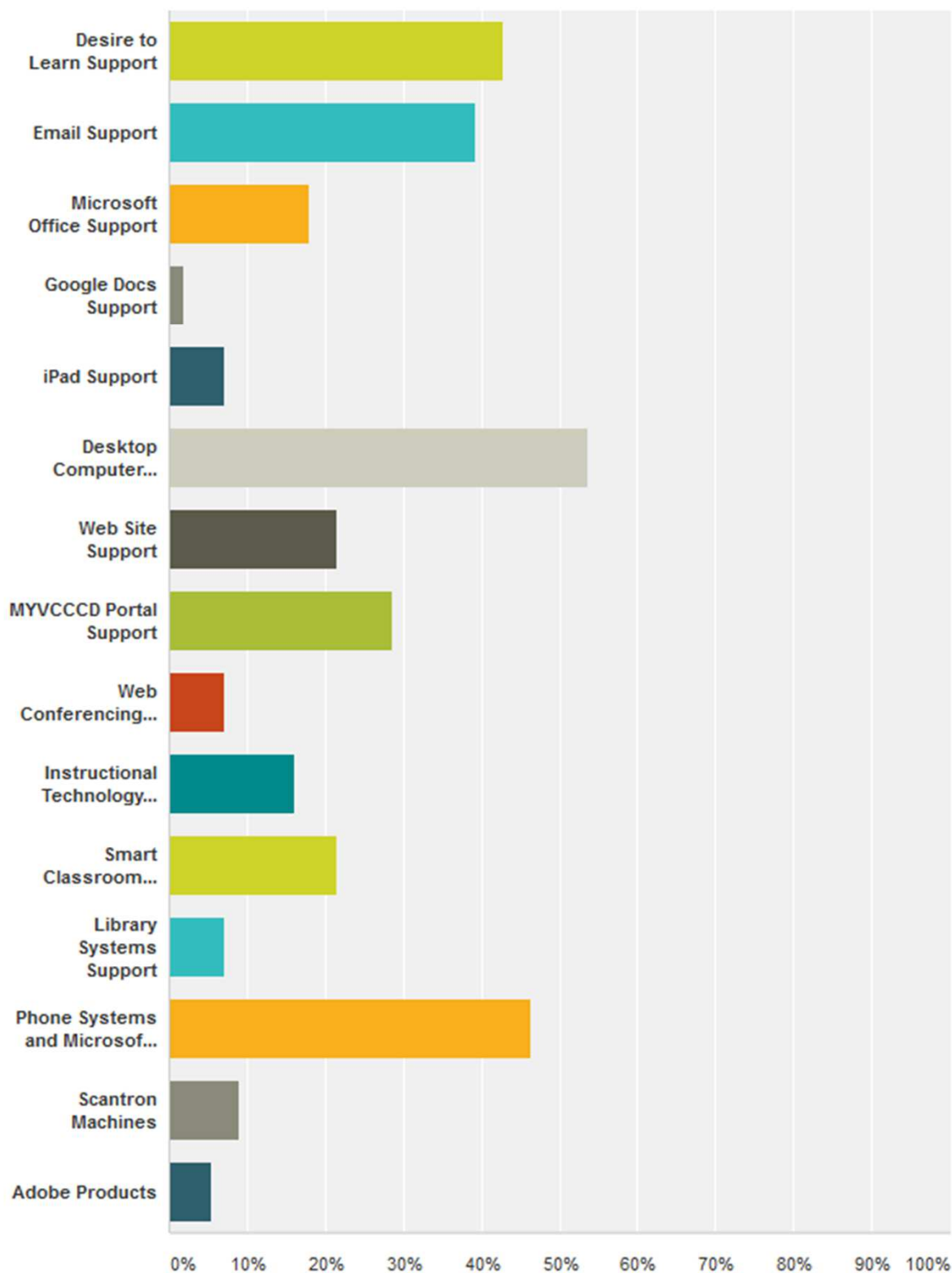
Answered: 60   Skipped: 4

	Not Effective	Partially Effective	Effective	Highly Effective	Total	Weighted Average
(no label)	5.00% 3	30.00% 18	56.67% 34	8.33% 5	60	2.68

Which type of technology support have you received at Ventura College?

Answered: 56   Skipped: 8

Answer Choices	Responses	
Desire to Learn Support	42.86%	24
Email Support	39.29%	22
Microsoft Office Support	17.86%	10
Google Docs Support	1.79%	1
iPad Support	7.14%	4
Desktop Computer Support	53.57%	30
Web Site Support	21.43%	12
MYVCCCD Portal Support	28.57%	16
Web Conferencing Software	7.14%	4
Instructional Technology Support	16.07%	9
Smart Classroom Technologies such as audio-visual control, projector, document camera, media players, or Crestron products	21.43%	12
Library Systems Support	7.14%	4
Phone Systems and Microsoft Lync	46.43%	26
Scantron Machines	8.93%	5
Adobe Products	5.36%	3
Total Respondents: 56		

Most support I receive is in response to system failures.....reassurance that what's broken will be fixed.
4/25/2015 1:35 PM
When it comes to support for desktop computer problems, the college has to rely heavily on young, inexperienced students workers. This causes a lot of call backs, unsolved issues, and even additional problems introduced by the student workers. We either need additional professional IT staff or more rigorous, checklist-based, training for the student workers.
4/8/2015 12:39 PM
None
4/6/2015 2:57 PM
tech staff have been willing to come out to my classroom when I have called with problems. they have been prompt and very helpful!
4/2/2015 8:02 AM
The BEACH requires quite a bit of additional support -- I am aware of technical issues with the Crestron in the LRC classrooms and have asked the current team to develop training manuals because of changes in procedures. We have had ongoing issues with a fax line in the Library, and issues with the phone and Lync system. On a number of occasions the wireless network has been very slow, and the network has gone down completely.
4/1/2015 5:09 PM
Lync phone software support.
4/1/2015 5:04 PM
DegreeWorks training via phone call with District Office.
4/1/2015 2:42 PM
I have had many questions regarding software and technology but finding someone with answers has been difficult.
4/1/2015 9:15 AM
none of the above

3/31/2015 6:16 AM
Nothing that is not listed above
3/30/2015 9:21 PM
None.
3/30/2015 7:18 PM
Getting my personal laptop connected to the Staff network so I can work with the laptop while on campus. (All my in-class demos are run from my laptop rather than the computers in the classrooms because the classroom computers run outdated software [see my note on DeepFreeze above], tend to be painfully slow [apparently because they are not cleaned of junk files/defragged/updated often enough], and don't have the software I need [e.g., Maple] installed.) The support I get is good, when I request it, but it's pretty clear that the IT department is understaffed relative to the workload of keeping our technological infrastructure running smoothly. Installing new stuff is sexy, but keeping the older stuff running efficiently isn't, so it doesn't get the funding/staffing it really needs.
3/30/2015 3:02 PM
Office computer support is hampered by low quality machines incapable of performing fuctions such as video recording. I have to do much of my work on my home PC because my work computer is inadequate. We lack a satisfactory mechanism for addressing such inadequacies.
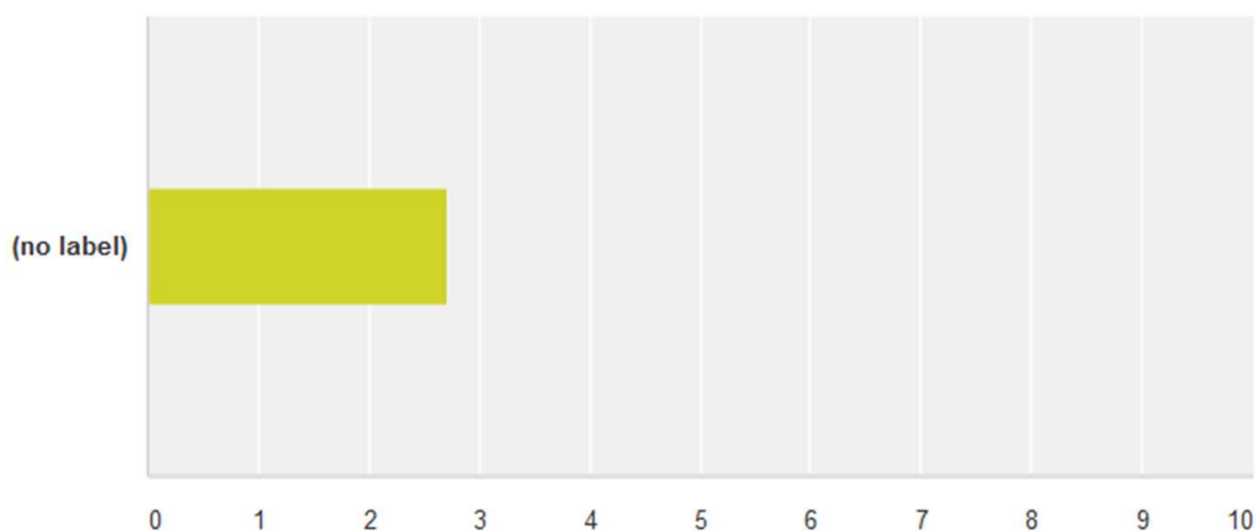3/30/2015 2:55 PM
none
3/30/2015 2:44 PM
The IT department has come to assist in setting up computer and adding software. However, the IT department is heavily overburdened and understaffed.

Please rate the overall effectiveness of technology support at Ventura College?

Answered: 60   Skipped: 4

	Not Effective	Partially Effective	Effective	Highly Effective	Total	Weighted Average
(no label)	6.67% 4	31.67% 19	45.00% 27	16.67% 10	60	2.72