

Miramar Employee Technology Survey Report

Fall 2023



SAN DIEGO MIRAMAR COLLEGE
OFFICE OF PLANNING, RESEARCH, AND INSTITUTIONAL
EFFECTIVENESS

Research Method & Distribution

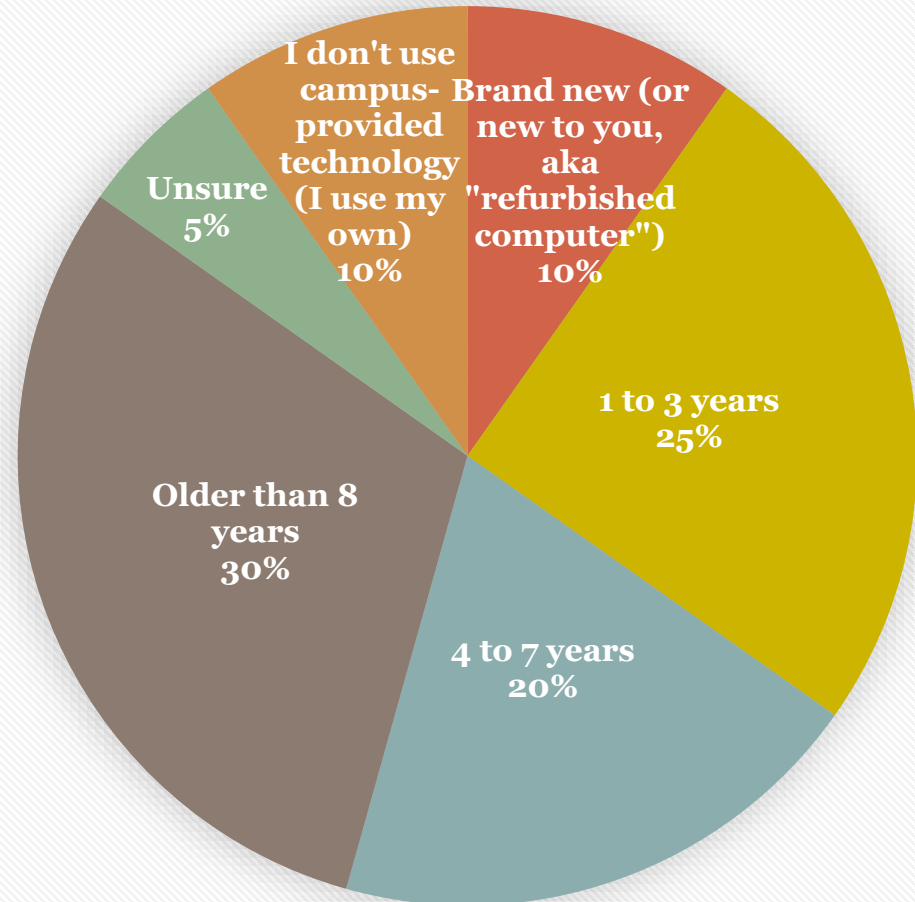
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- Research design: Online Survey
 - 5 multiple selection items, 12 Likert scale items, 3 open response items
- Sampling method: Census survey, inviting all Miramar College employees (n=1634*)
- Distribution: Online via Alchemer
 - One invitation, two reminders
- Response rate: $95/1634 = 5.81\%$

*Obtained from [SDCCD Facts On File 2022-23](#)

How long have you used the campus-provided technology to complete your work-related tasks?

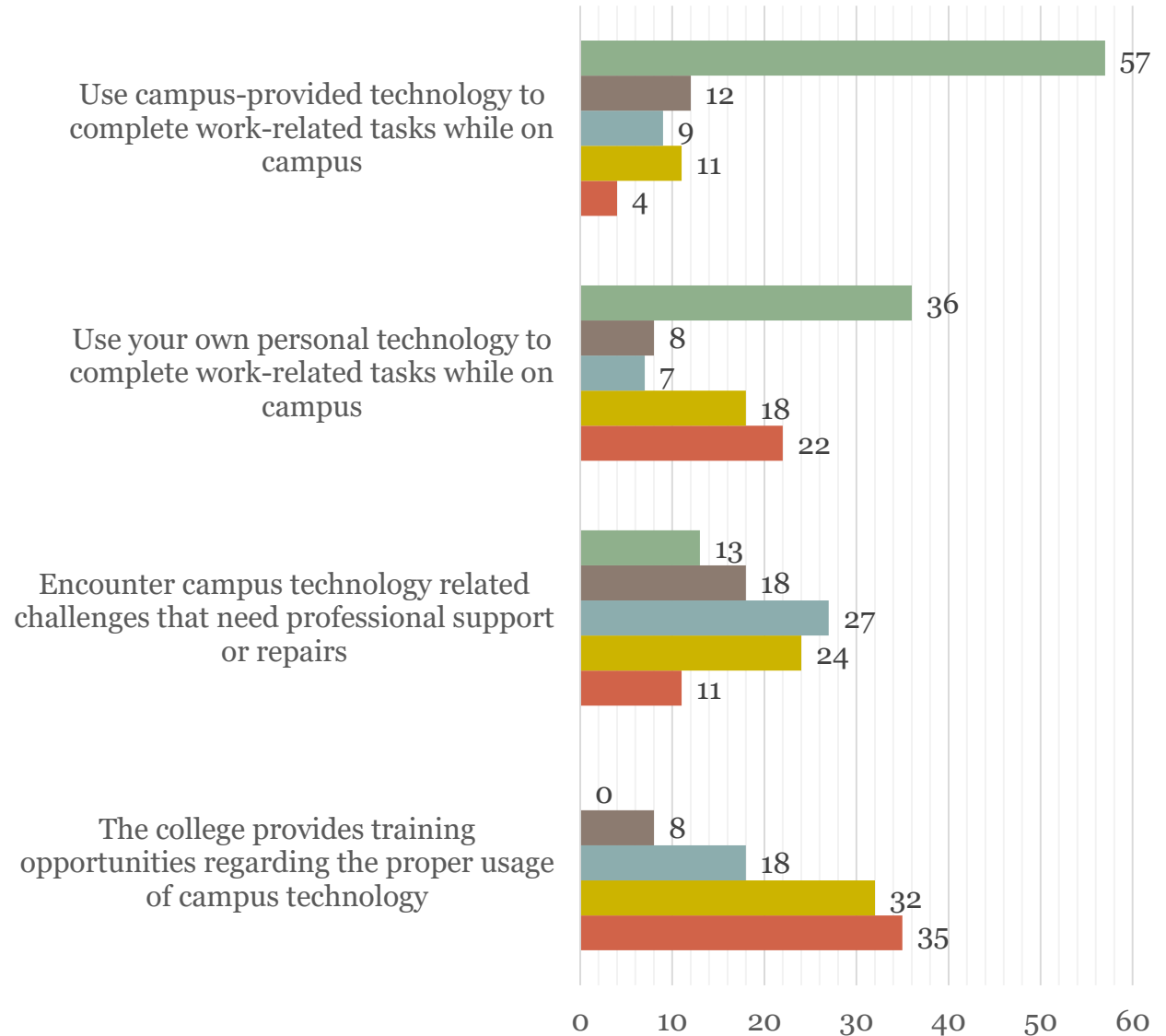
Total Response: 92



Please rate the following statements on how frequently they occur to the best of your ability.

Total Response: 93

Very Frequently Frequently Moderately Occasionally Rarely or never

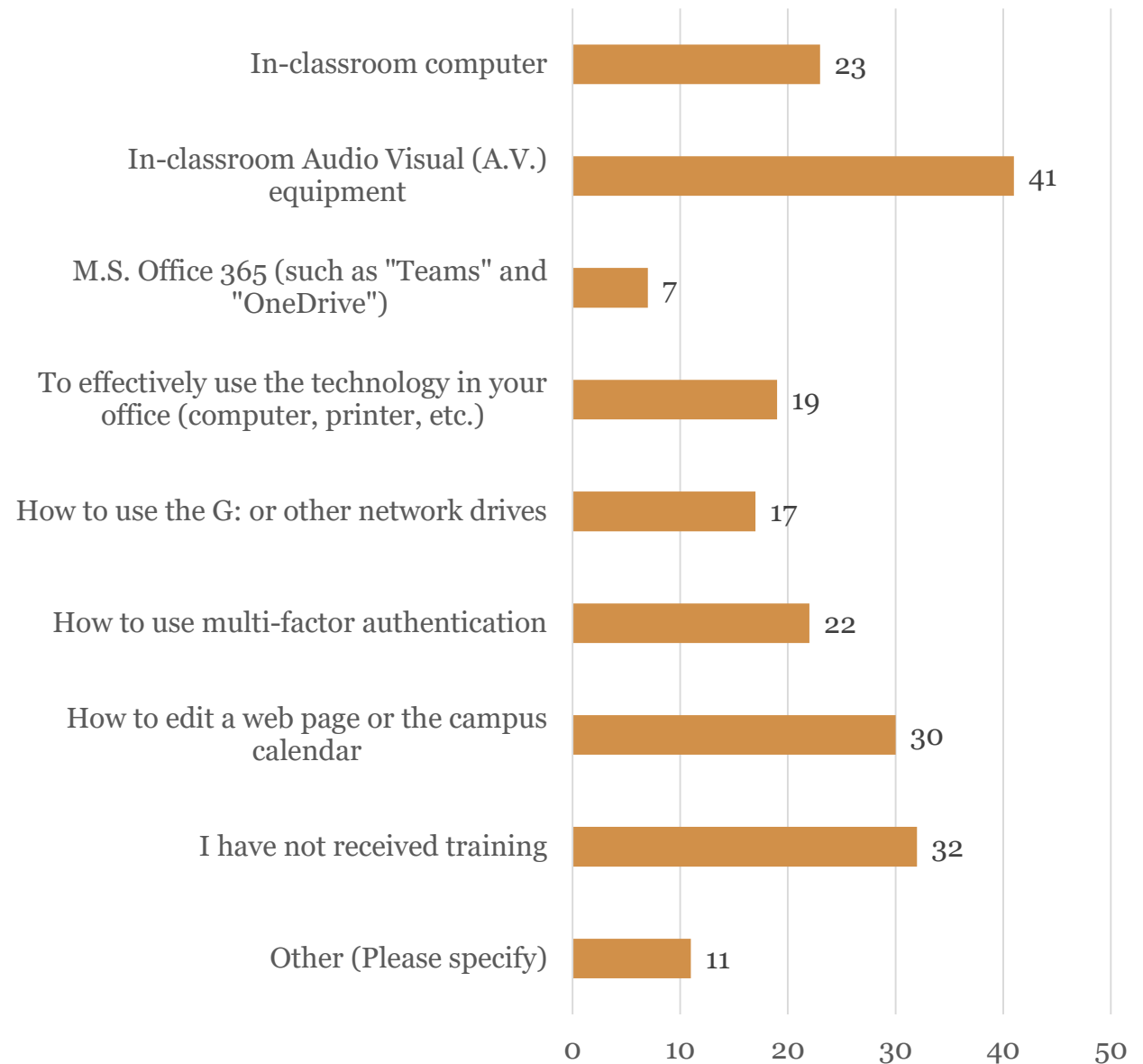


Please select all of the training you have received.

Total Response: 93

Note: This question allows multiple selections

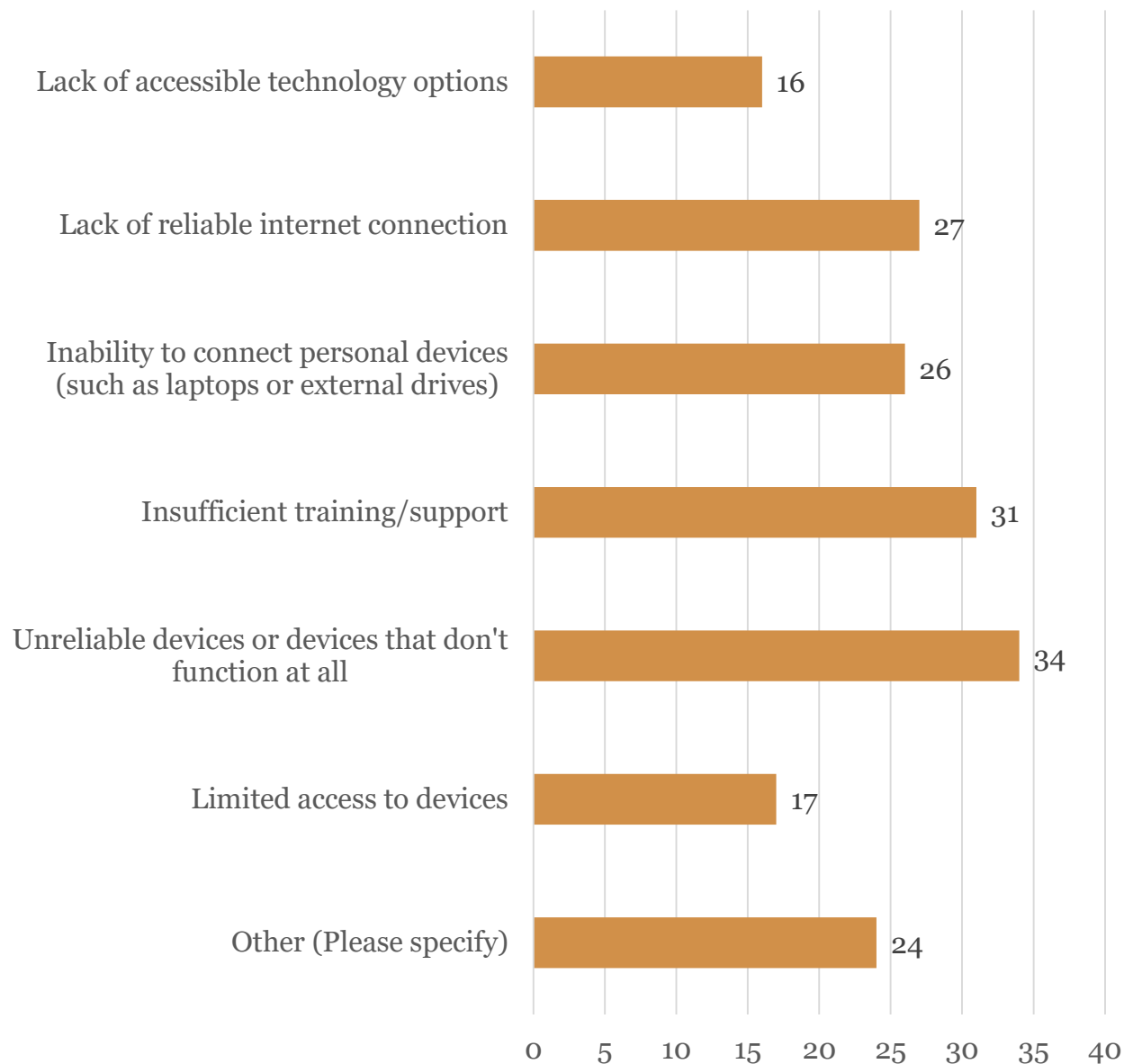
Note: Respondents mentioned Canvas, PeopleSoft & Campus Solutions, Ad Astra and issue receiving training support and more in the “Other” section.



What specific challenges do you face in accessing and utilizing technology services in your classroom, lab, office, etc? (Select all that apply.)

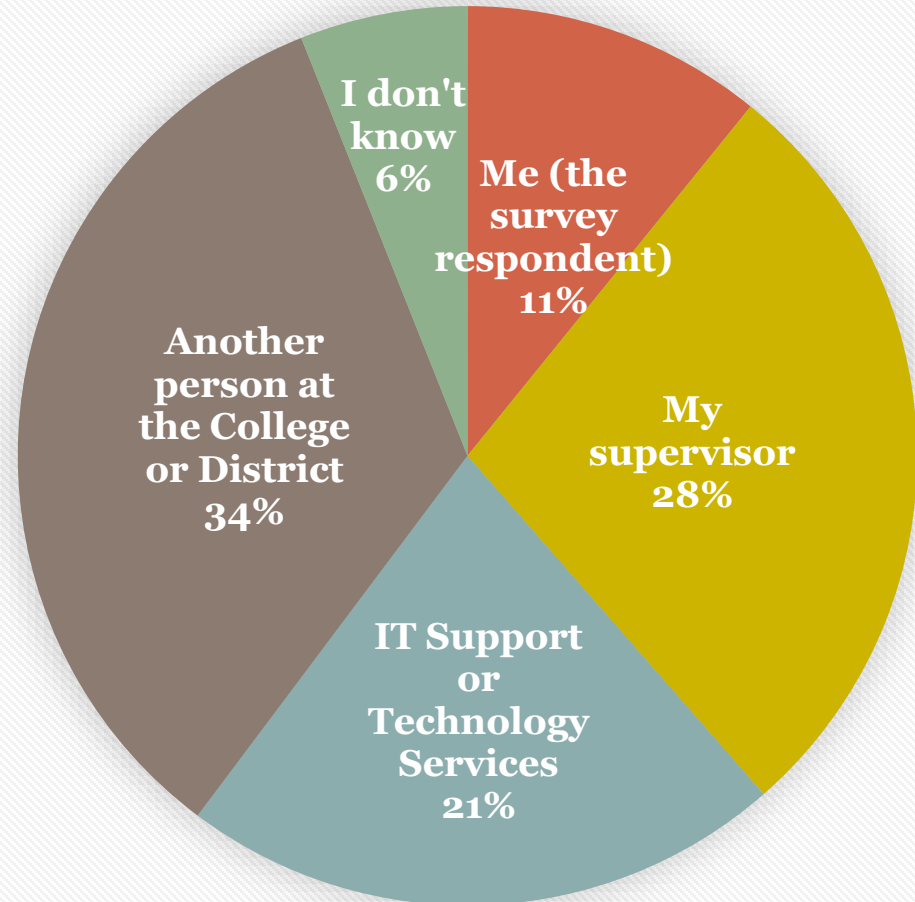
Total Response: 92

Note: Respondents mentioned admin access, inability to connect work equipment, outdated equipment, home access to technology and more in “Other”



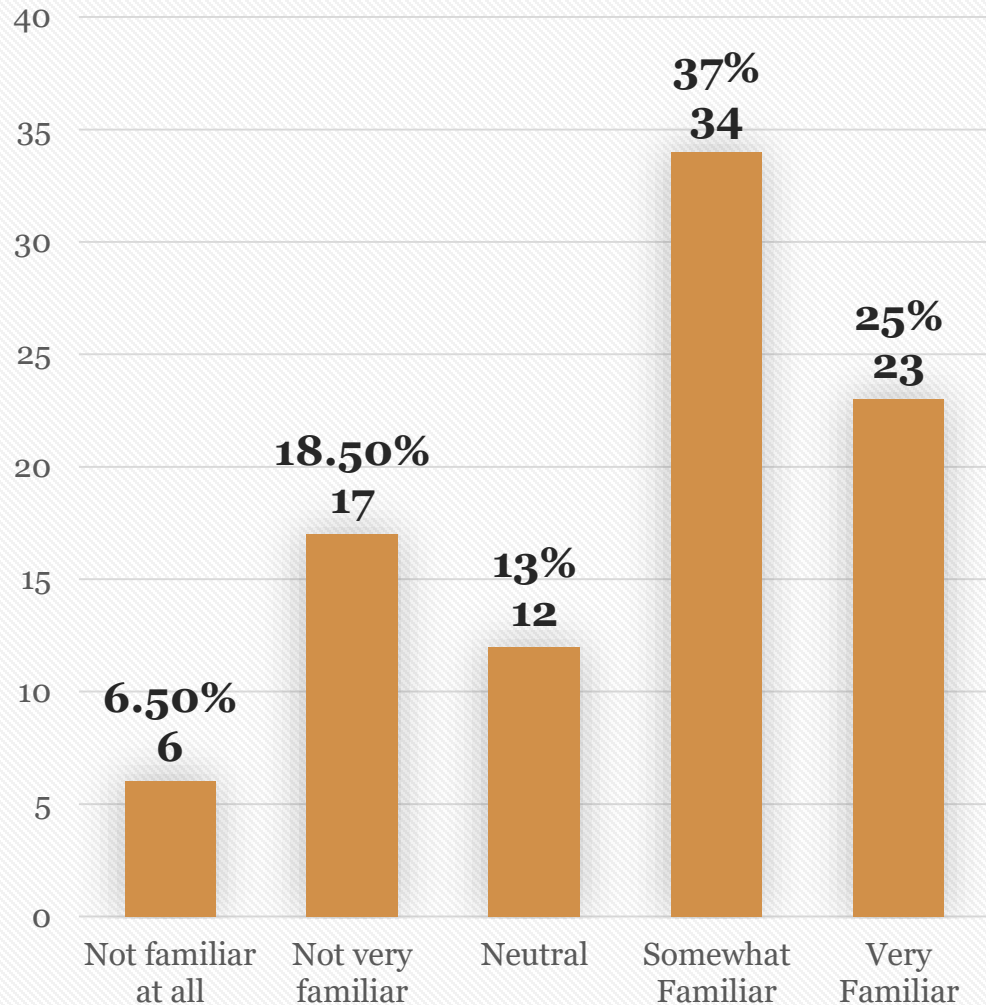
To the best of your knowledge, who is responsible for making sure the technology you need to do your job is in good working order?

Total Response: 92



How familiar are you with the process to request and receive technology support (office issue, classroom or other room issue, AV, other)?

Total Response: 92

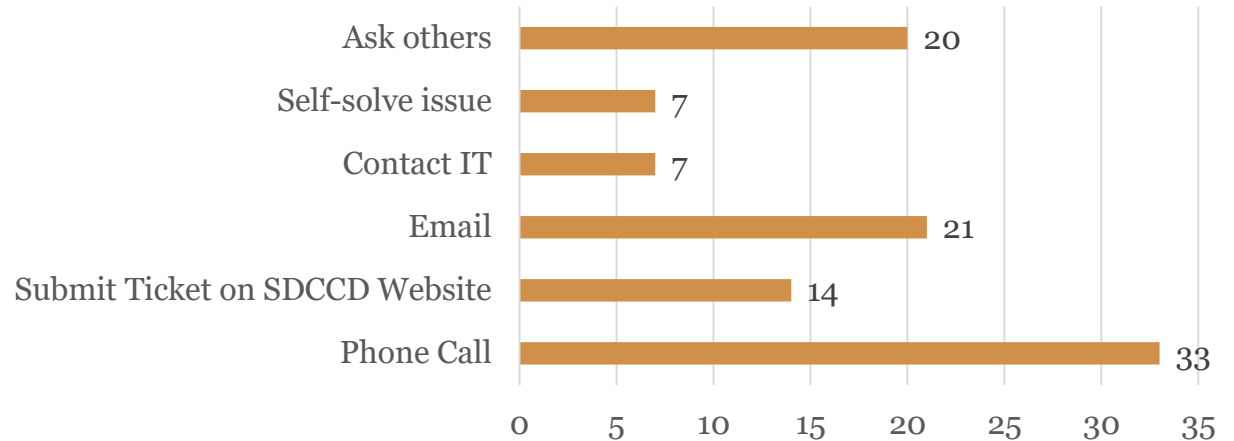


What do you do when you need tech support of any kind (call someone, complete a form, other)? Please try to be specific in your answer.

Total Responses: 87

Note: This question is free-response.

The following is a summary of the free responses, some respondents reported more than one of the keywords:



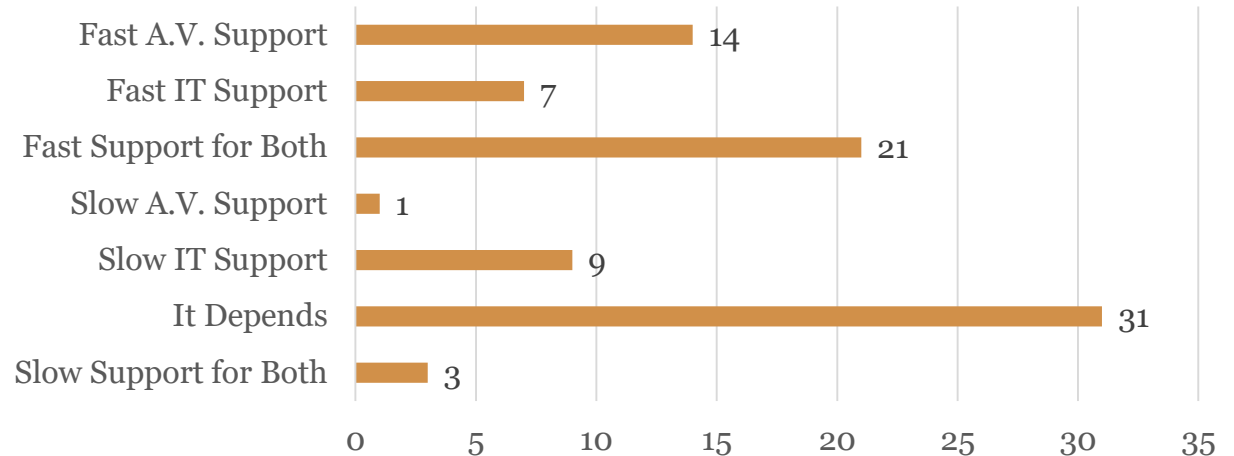
- “I first will try to troubleshoot the issue myself but then will contact IT support to come and fix the challenge.”
- “Troubleshoot myself, then ask my supervisor. Sometimes I reach out to more IT experienced colleagues, depending on the support needed. If unable to resolve after all that, then reach out to IT by sending an email or calling.”
- “For immediate issues with existing software/hardware, either call IT (x7000) or submit a Help Desk Ticket.”
- “I use the help support form, or I email someone directly since my classroom is close to the computer tech offices. I also ask my chair as sometimes others in the building have had same issue.”

What is the response timeline when you have a question or repair need? Please specify the department responding (i.e. Information Technology (IT) or Audio Visual (A.V.))

Total Responses: 79

Note: This question is free-response.

The following is a summary of the free responses, some respondents reported more than one of the keywords:

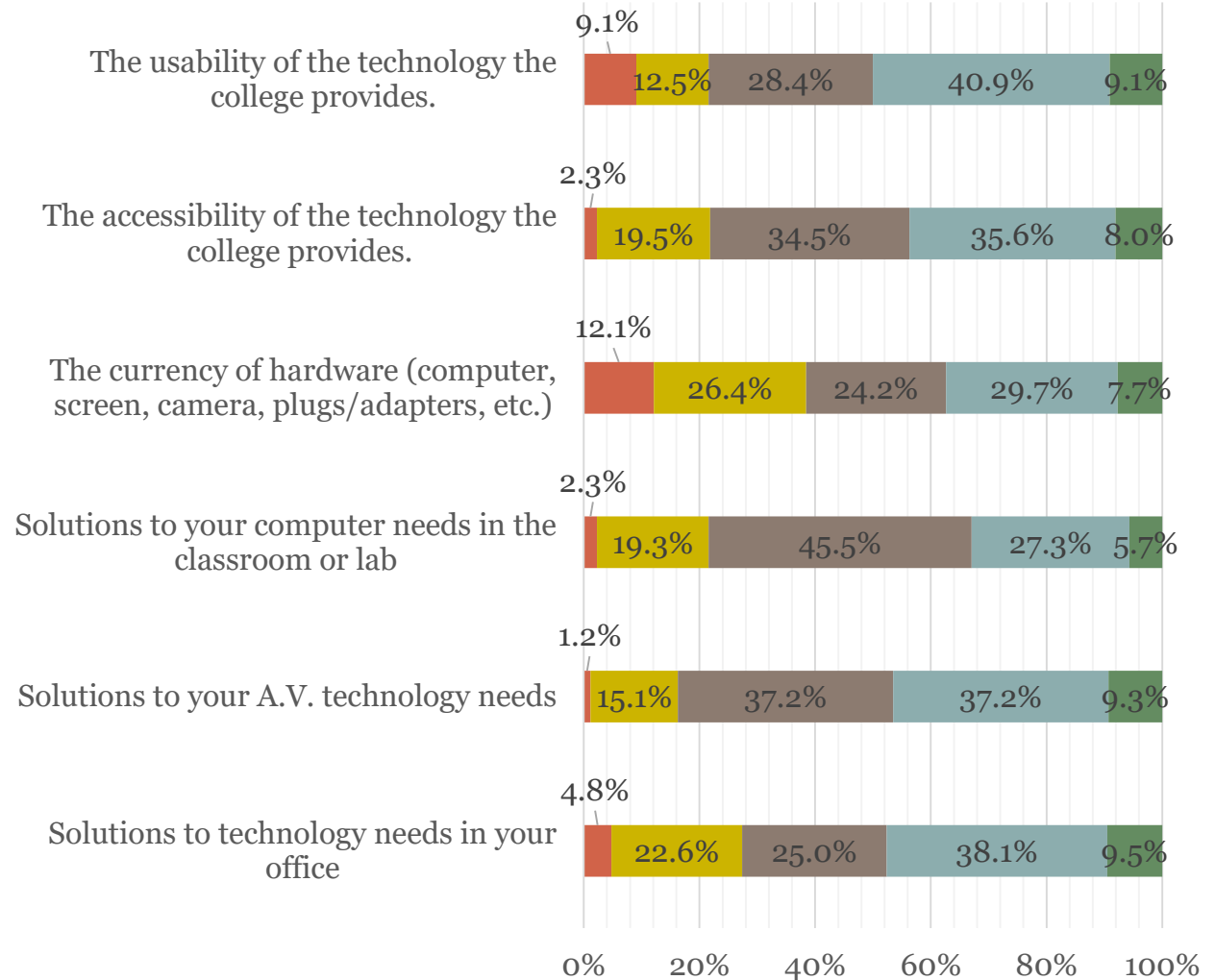


- “AV is usually fairly responsive. Computer problems have significant wait time, sometimes without an email response. I need to ask for support several times.”
- “Excellent, very happy with my service and class went on as planned.”
- “AV is immediate if I state urgency or same day if non urgent; IT is hit or miss if there will be a response and then usually not sure when they have fixed the issues.”
- “The timeline varies greatly. I receive same-day help from AV, but there needs to be a lot of persistence from my school and myself to get assistance from IT.”

Please rate your satisfaction with the following campus technology related items to the best of your ability.

Total Response: 91

■ Very Dissatisfied
 ■ Dissatisfied
 ■ Neither Satisfied/Dissatisfied
 ■ Satisfied
 ■ Very Satisfied



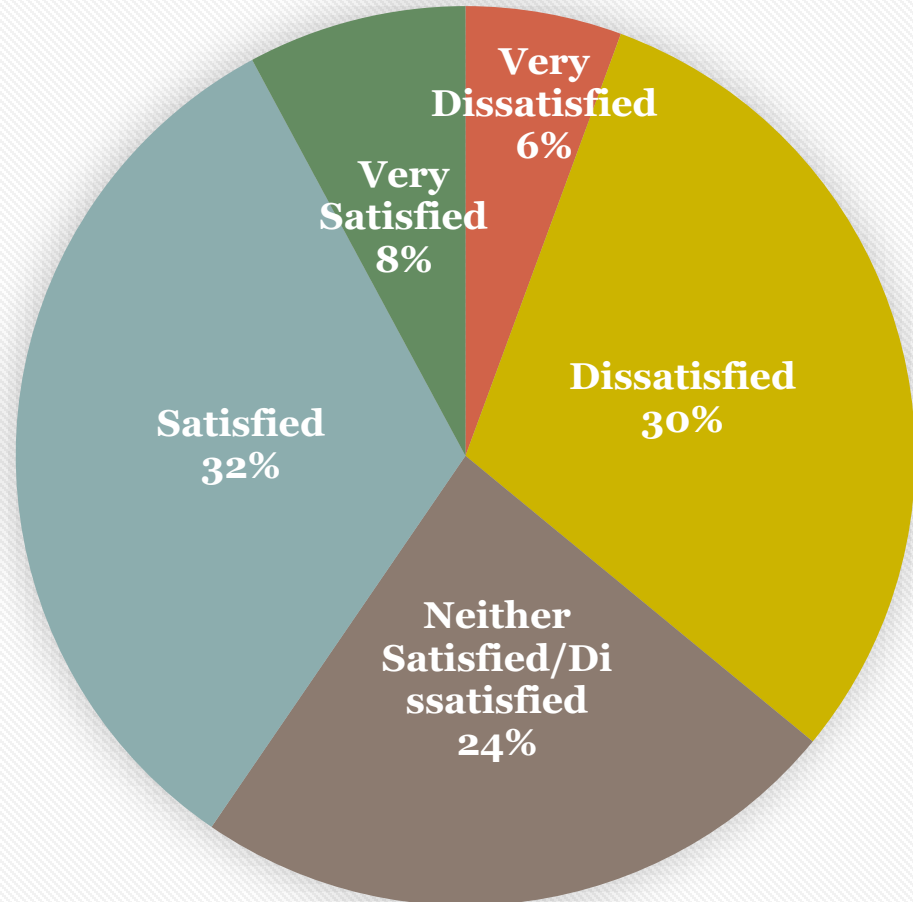
Summary of Question #9



- 50% of the respondents were satisfied/very satisfied with the usability of campus technologies
- Less than half of the respondents were satisfied/very satisfied with the following items:
 - Accessibility of Campus Technology
 - Solutions to Office Technology & A.V. needs
- Only 33% of respondents were satisfied/very satisfied with solutions to computer needs in the classroom or lab
- 38.5% were dissatisfied/very dissatisfied with the currency of hardware

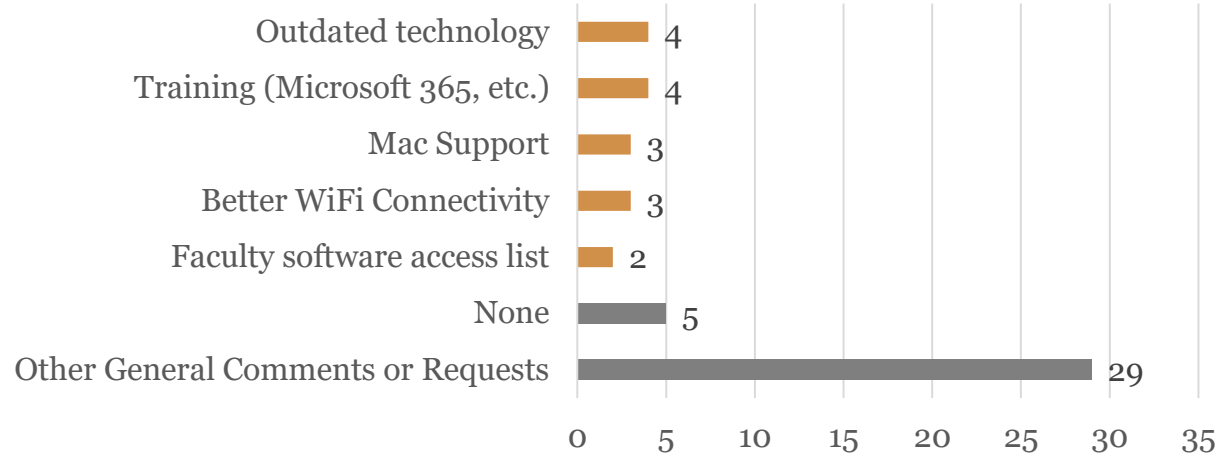
Overall, how satisfied are you with campus technology as a Miramar College employee?

Total Response: 89



Do you have anything else to share regarding technology at Miramar College (hardware, software, support, etc.)?

Total response: 52



- “The lack of Mac support and the long wait time for upgrades to existing work stations is frustrating. Some requests are finished extremely fast while others are addressed quickly but never completed.”
- “Wi-Fi is very spotty and often disconnects when working with students.”
- “A routine technology plan would be helpful here. When you need updated computers, projectors, etc., you are made to feel as if you are asking for too much.”
- “The technology available in each classroom is so different from room to room and building to building. Some rooms will have HDMI adaptors, while others will not.”

Word cloud visualization of responses, with prominent words including: technology, computers, software, laptops, faculty, classrooms, issues, need, work, students, office, devices, instructors, set, device, upgrade, access, time, cost, wifi, help, enough, often, training, call, process, just, apps, support, need, working, classroom, use, etc., updates, monitors, know, online, hours, updated, district, personal, college, scanner, ask, needs, laptop, miramar, questions, purchase, full, hyflex, year, campus, things, new, room, accessible, times, clear, day, scanners, example, outdated, etc., upgrades, process, just, apps, support, need, working, classroom, use, etc., updates, monitors, know, online, hours, updated, district, personal, college, scanner, ask, needs, laptop, miramar, questions, purchase, full, hyflex, year, campus, things, new, room, accessible, times, clear, day, scanners, example, outdated, etc., upgrades, upgrade, access, time, cost, wifi, help, enough, often, training, call, process, just, apps, support, need, working, classroom, use, etc., updates, monitors, know, online, hours, updated, district, personal, college, scanner, ask, needs, laptop, miramar, questions, purchase, full, hyflex, year, campus, things, new, room, accessible, times, clear, day, scanners, example, outdated, etc., upgrades.

Summary of Findings



- About 50% of respondents reported that their work equipment is more than 4 years old
- Respondents indicated that they frequently use both campus provided technology and personal technology to complete work tasks
- Respondents indicated that they rarely receive training regarding the proper usage of campus technology
- Most respondents (62%) were familiar with the process to request and receive technology support
- Respondents frequently praised A.V. department for its fast response time, and indicated that the IT response timeline varies by request
- Slightly more respondents were satisfied/very satisfied (40%) compared to respondents that were dissatisfied/very dissatisfied (36%) with campus technology overall