

# Miramar Employee AS Technology Survey Report

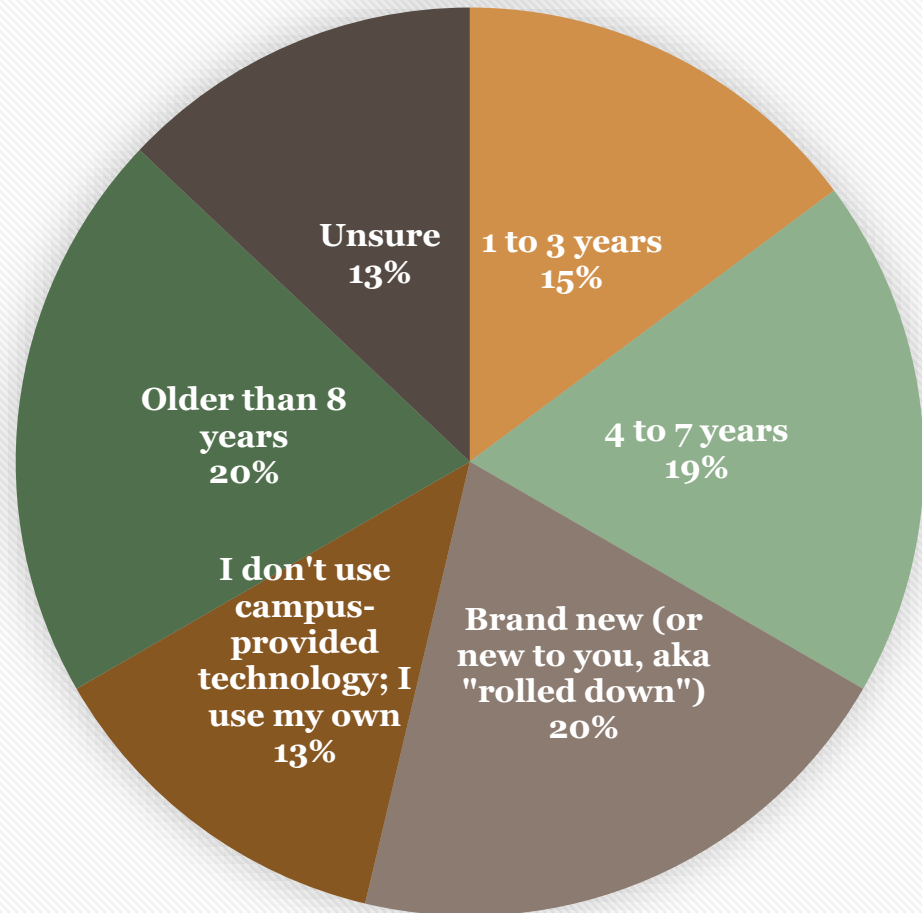
Spring 2023



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

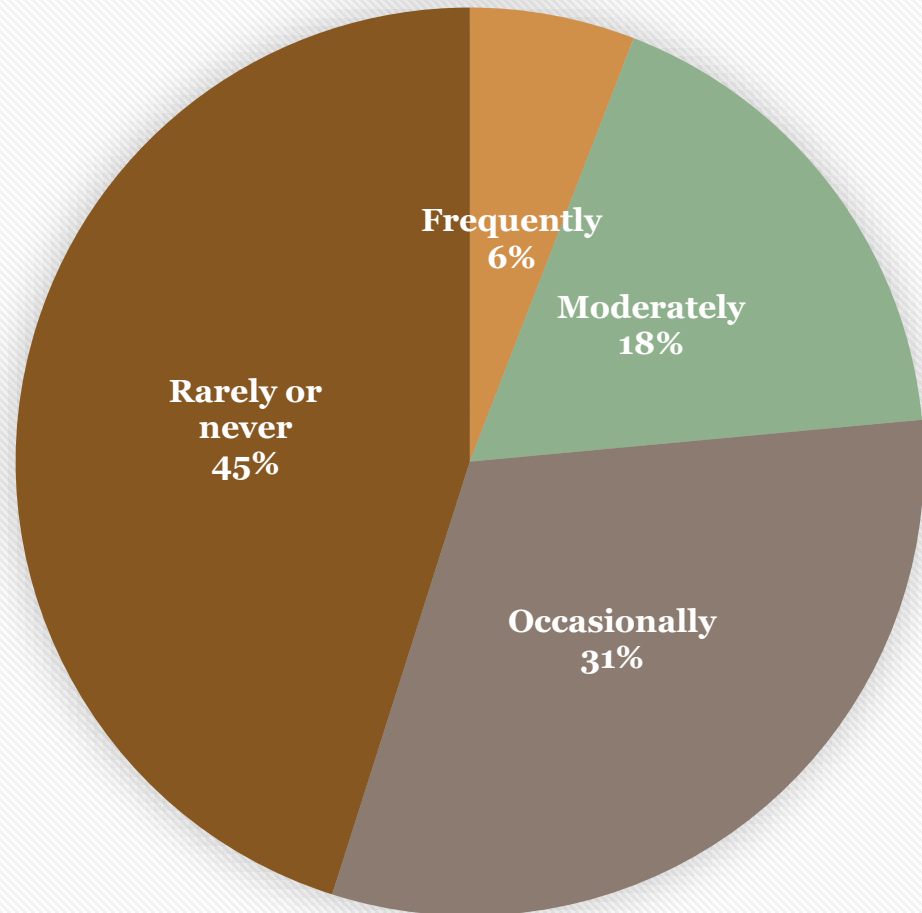
## What is the age of the campus-provided technology you use to complete work-related tasks?

Total Response: 54



## How frequently are training opportunities provided to properly use campus technology?

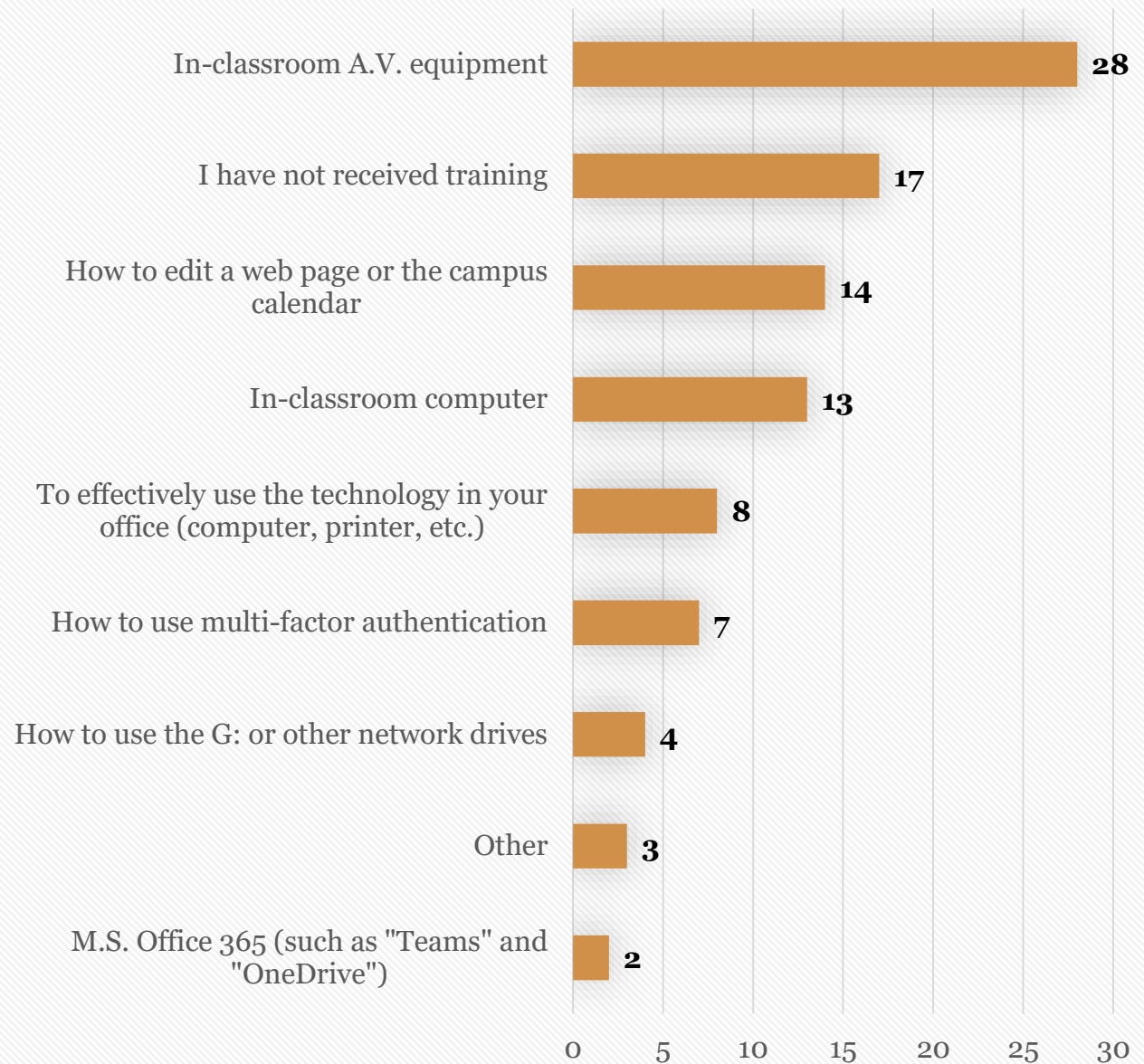
Total Response: 51



**Please check off  
all of the training  
you received:**

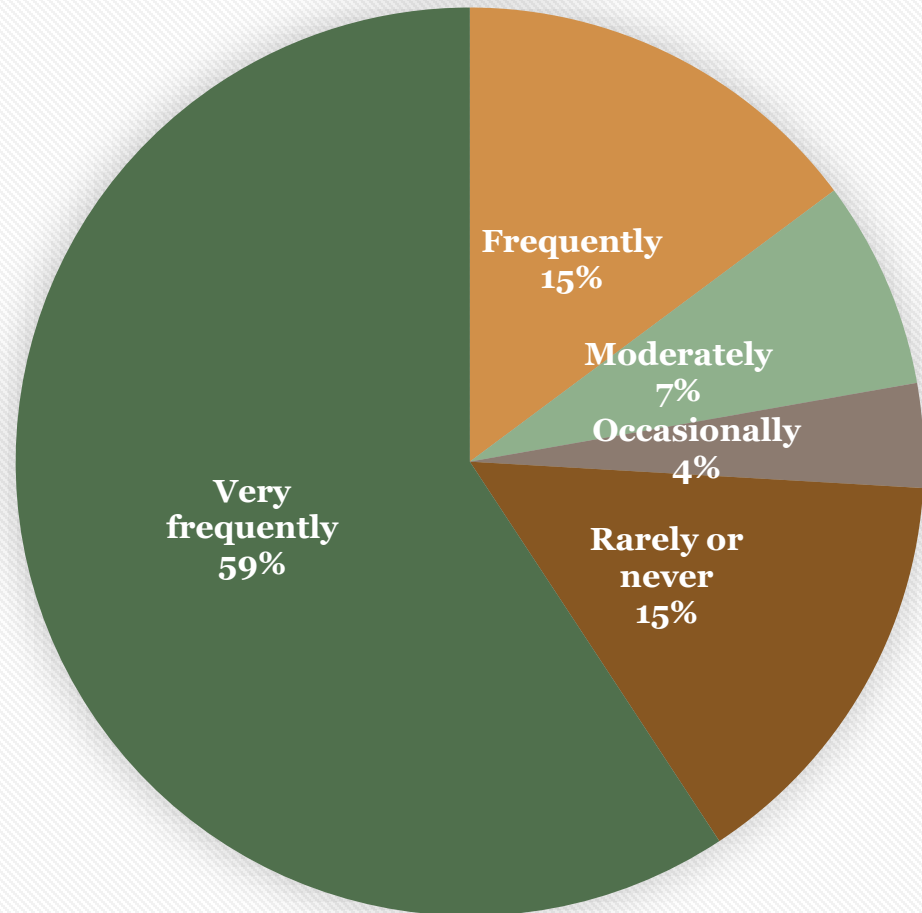
**Total Response: 54**

**Note: This question  
allows multiple  
selections**



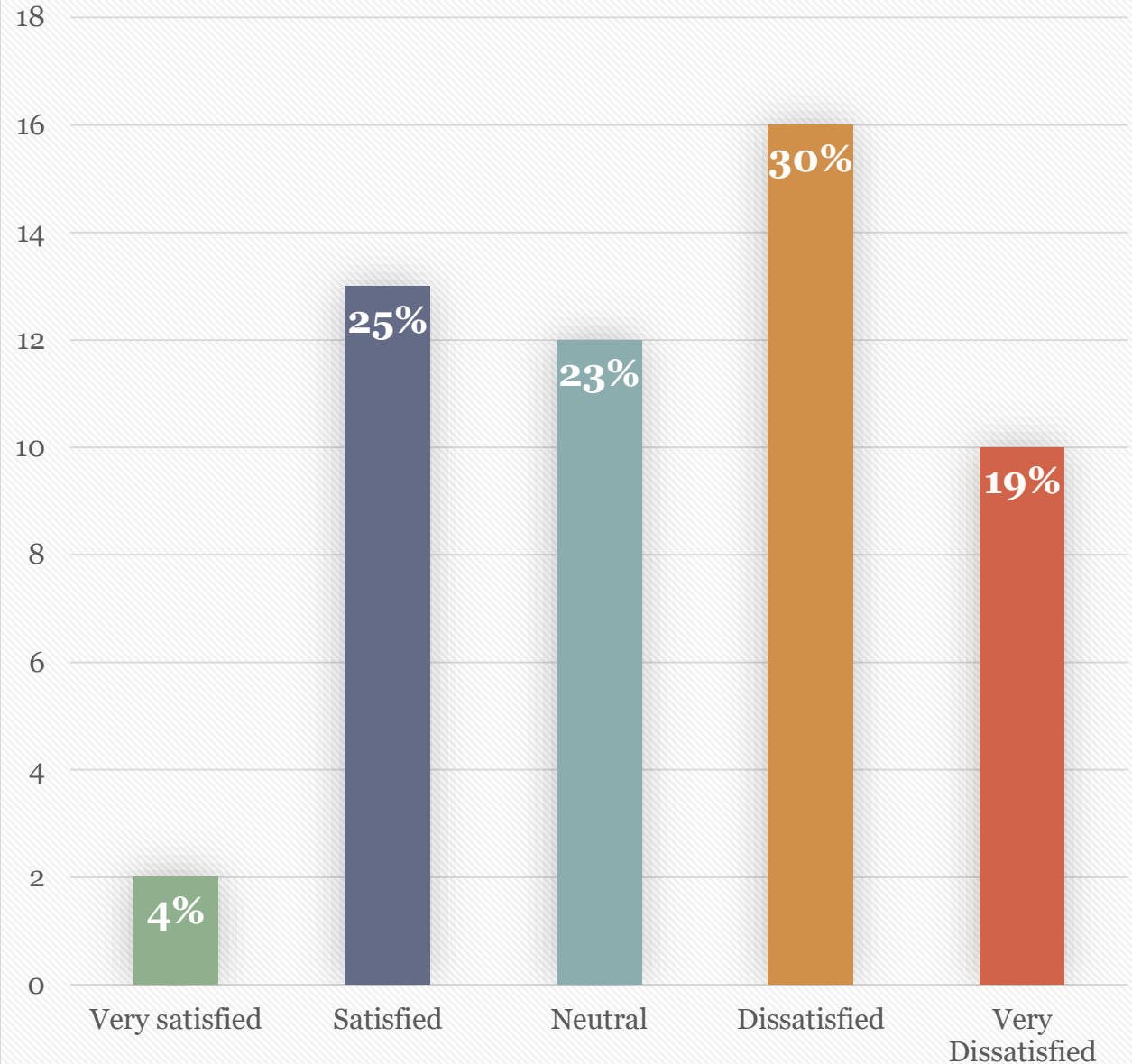
**How frequently  
do you use  
campus-provided  
technology to  
complete work-  
related tasks  
while on campus?**

**Total Response: 54**



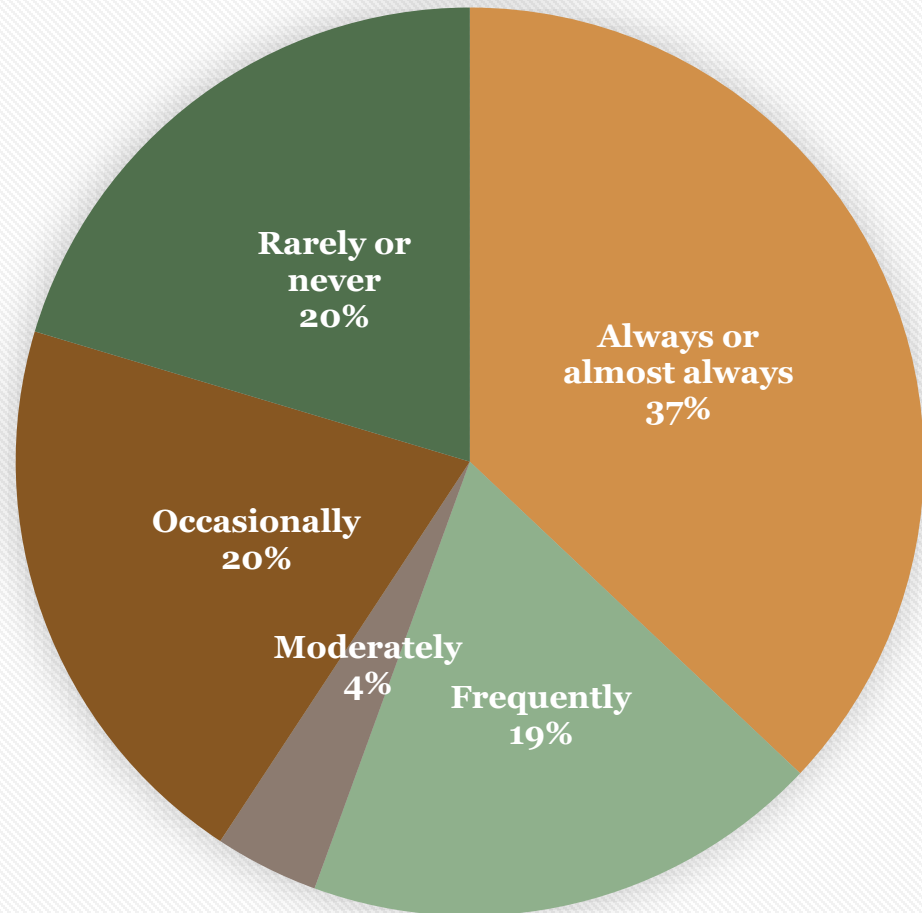
**When you do use campus-provided technology, how satisfied are you with the quality and currency of hardware (computer, screen, camera, plugs/adapters, etc.)?**

**Total Response: 53**



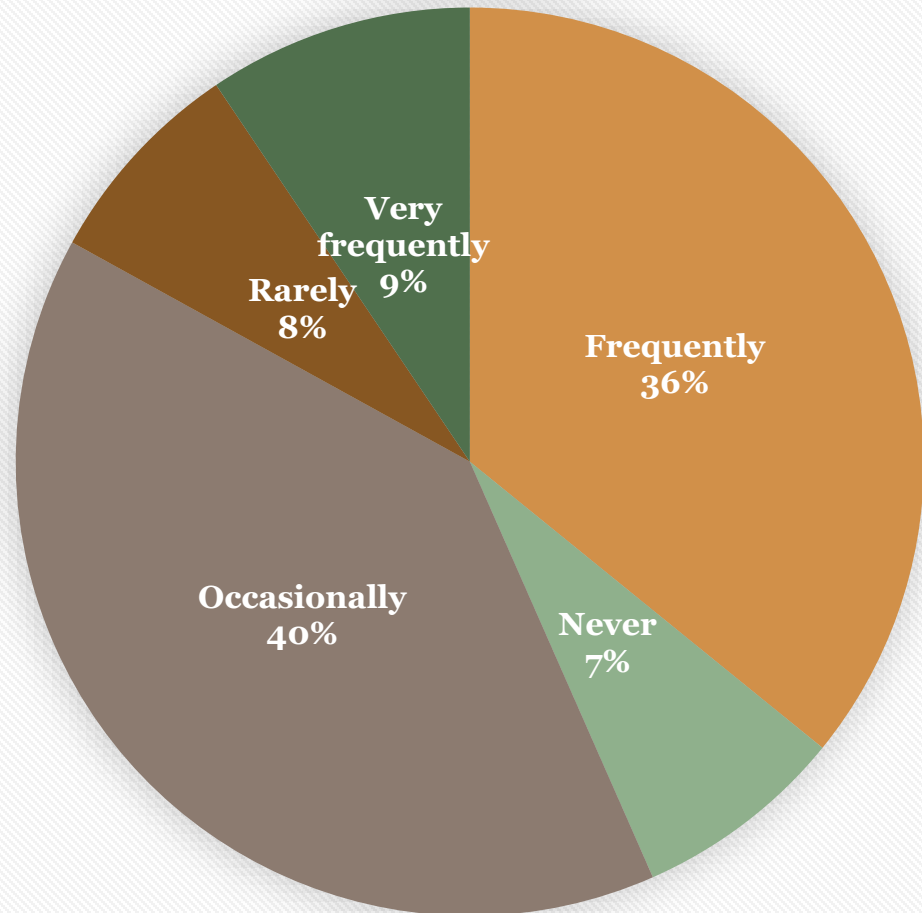
**How frequently  
do you use your  
own personal  
technology to  
complete work-  
related tasks  
while on campus?**

**Total Response: 54**



**How often do you encounter technology on campus that needs repair or support of some kind (i.e. challenges with a classroom computer or A.V., challenges in a computer lab, etc.)?**

**Total Response: 54**

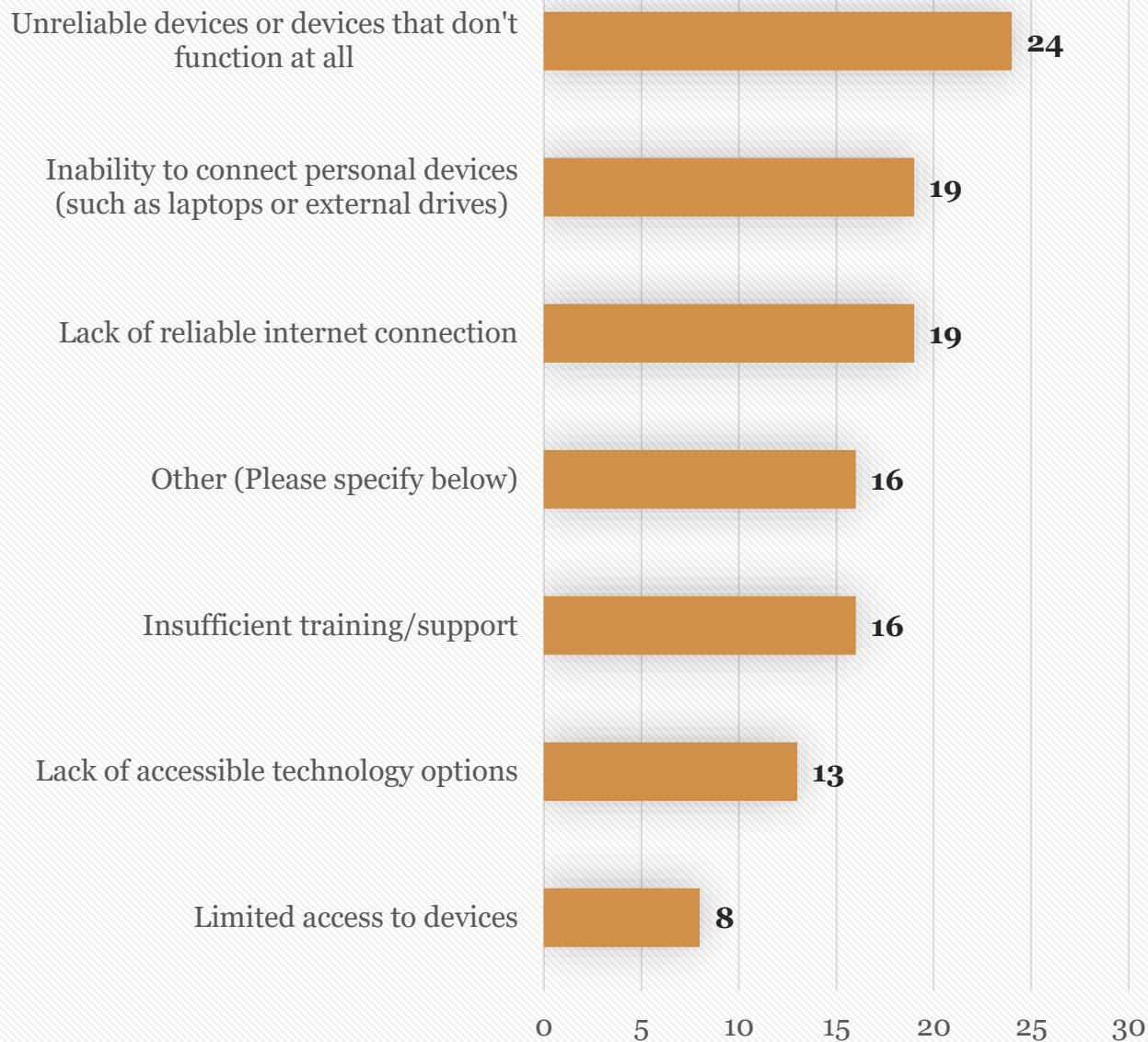




**What specific challenges do you face in accessing and utilizing technology services in your classroom, lab, office, etc? (Select all that apply)**

**Total Response: 50**

**Note: This question allows multiple selections**



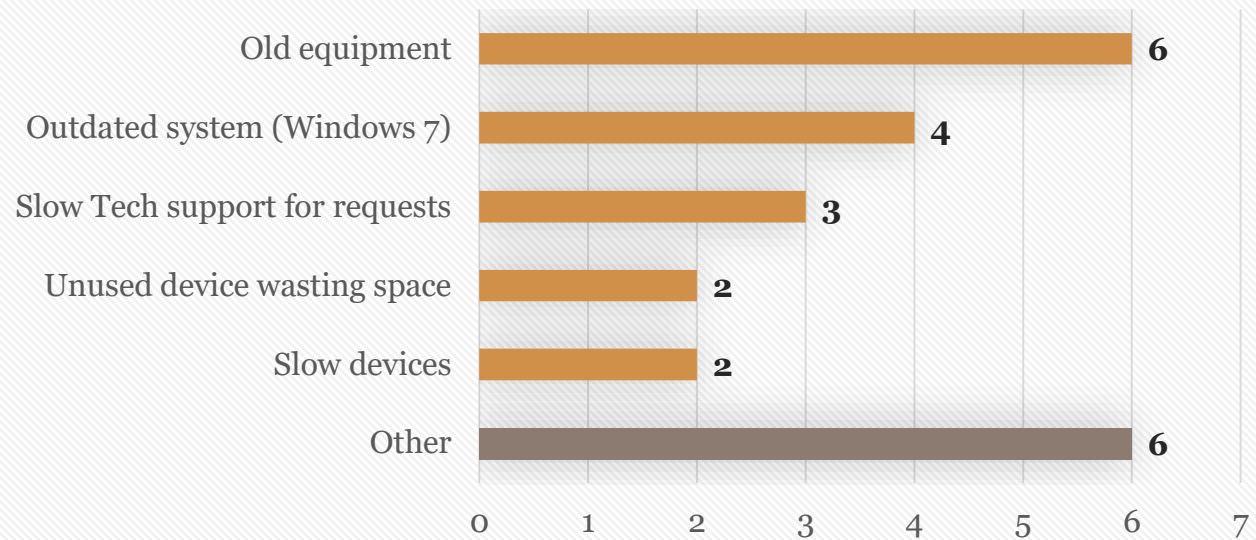
If you answered  
“Other” above,  
please list those  
specific  
challenges here:

Total Response: 19

Note:

Some responses are  
summarized with more  
than one key features

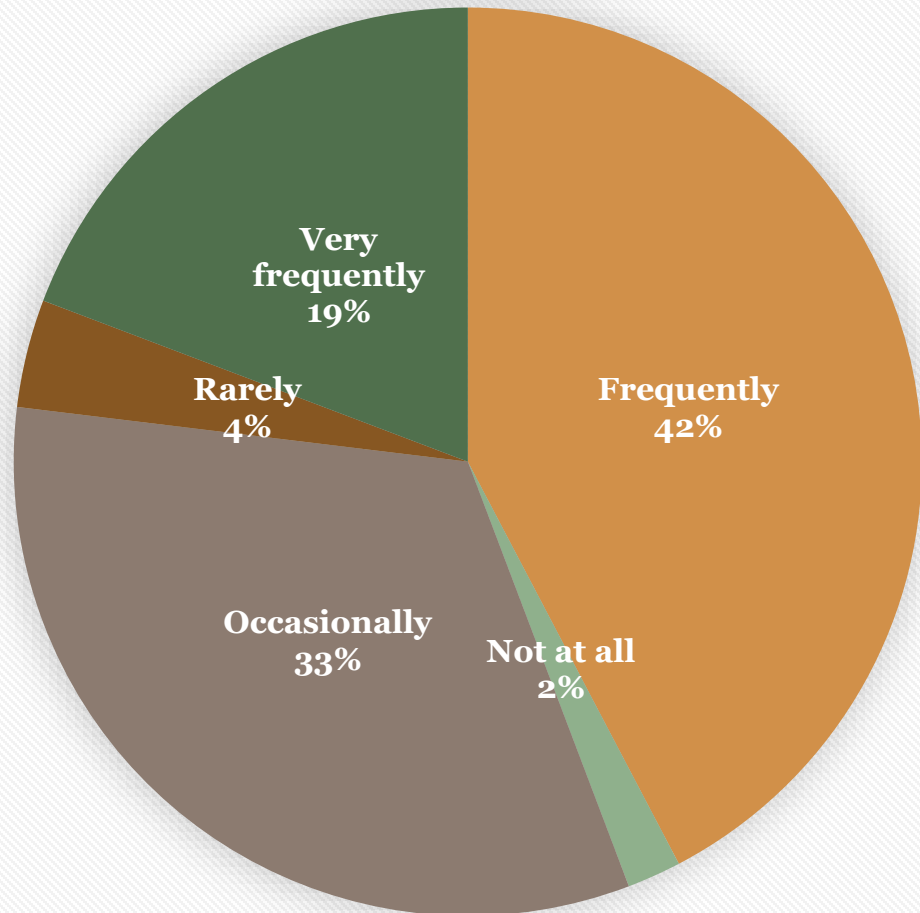
Only select quotes are  
displayed here to represent  
the consensus



- “In 2018, I asked for support to install equation editor to PowerPoint. Four years later, it still has not been installed.” “The office PC is still on Windows 7.”
- “I am a full time faculty member and my office computer is extremely slow so I have resorted to using my laptop for all my work. The desktop computer in the office just takes up space at this point. ”
- “Extremely slow computers in classrooms using outdated technology and operating systems that are no longer supported by Microsoft.”
- “The laptop connectors in the classrooms are not only outdated, they are completely obsolete.”

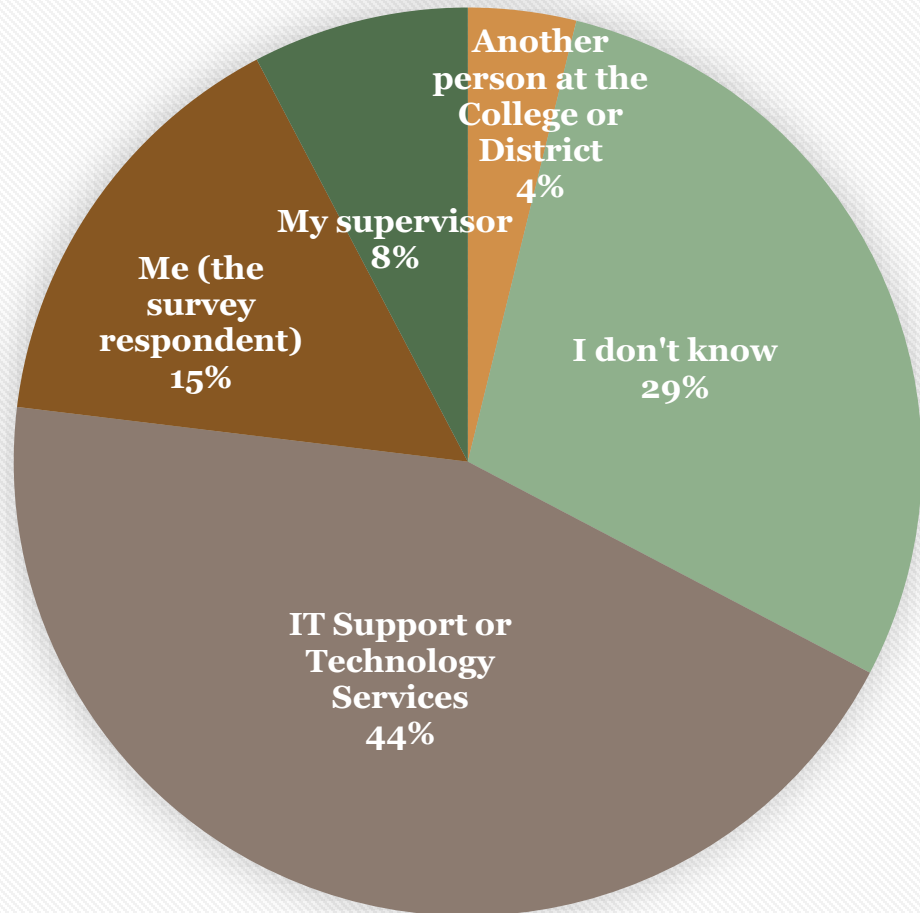
**To what extent do you believe students have been impacted by challenges related to using the technology on campus (computer labs, Wi-Fi, etc.)?**

**Total Response: 52**



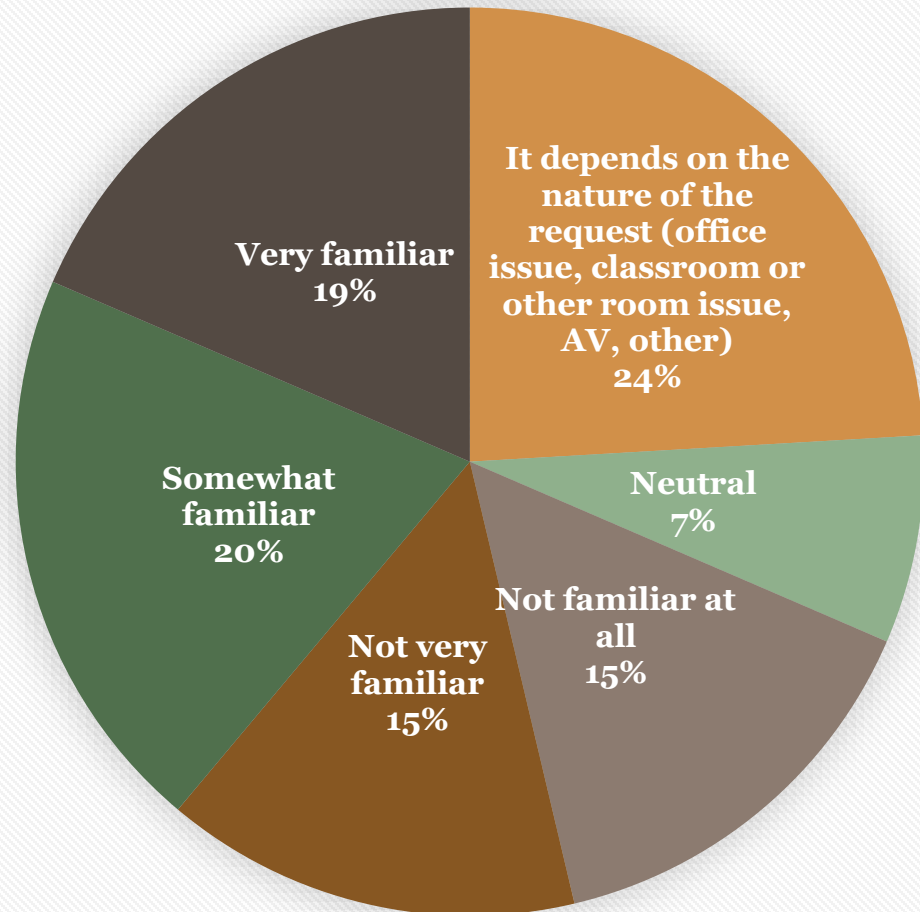
**Who is responsible for making sure the technology you need to do your job is in good working order?**

**Total Response: 52**



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

**Total Response: 54**

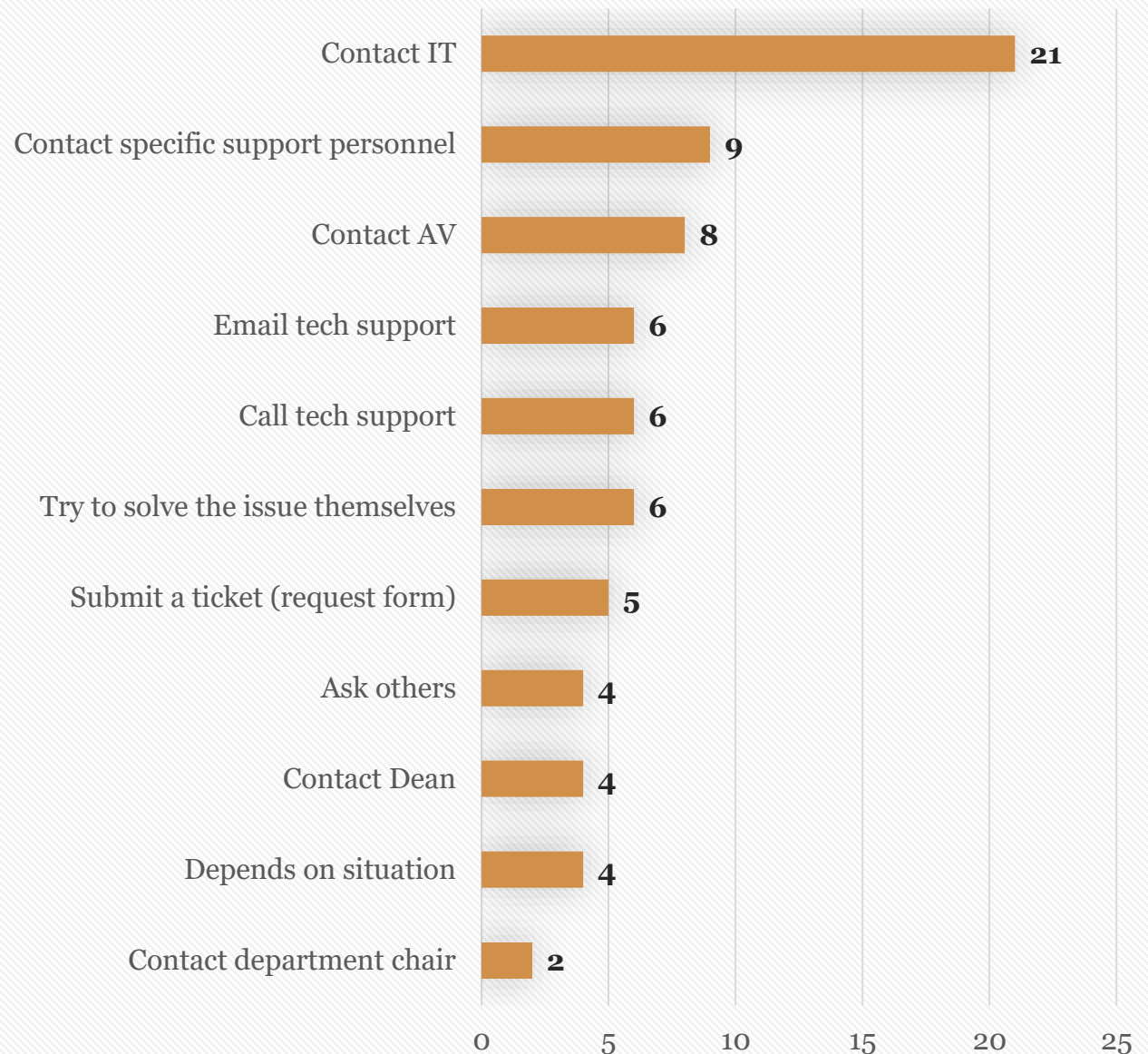


**What do you do when you need tech support of any kind (call someone, complete a form, other)? Please try to be specific in your answer.**

**Total Response: 49**

**Note:**

**Some responses are summarized with more than one key features**

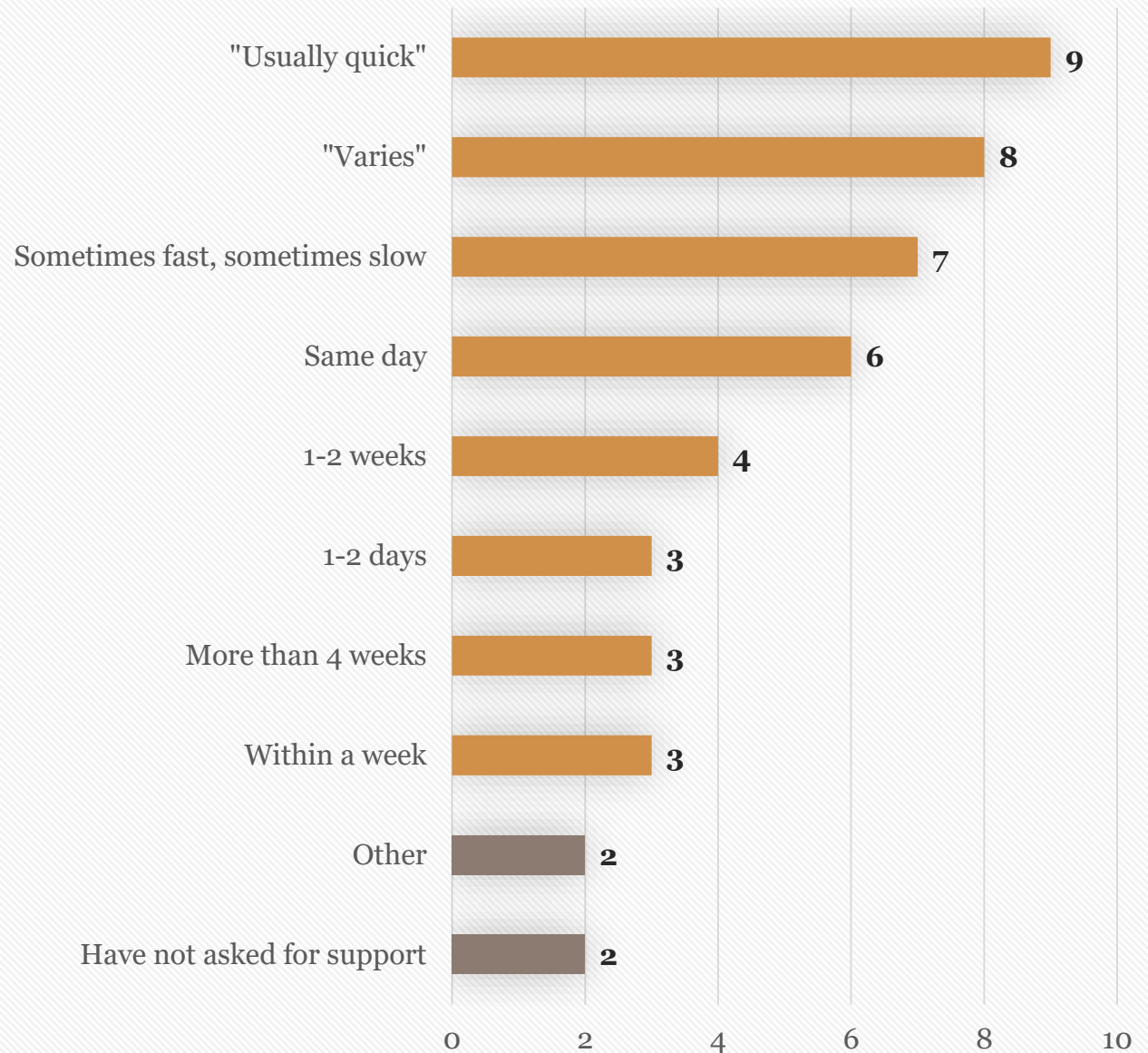


## What is the response timeline when you have a question or repair need?

**Total Response: 47**

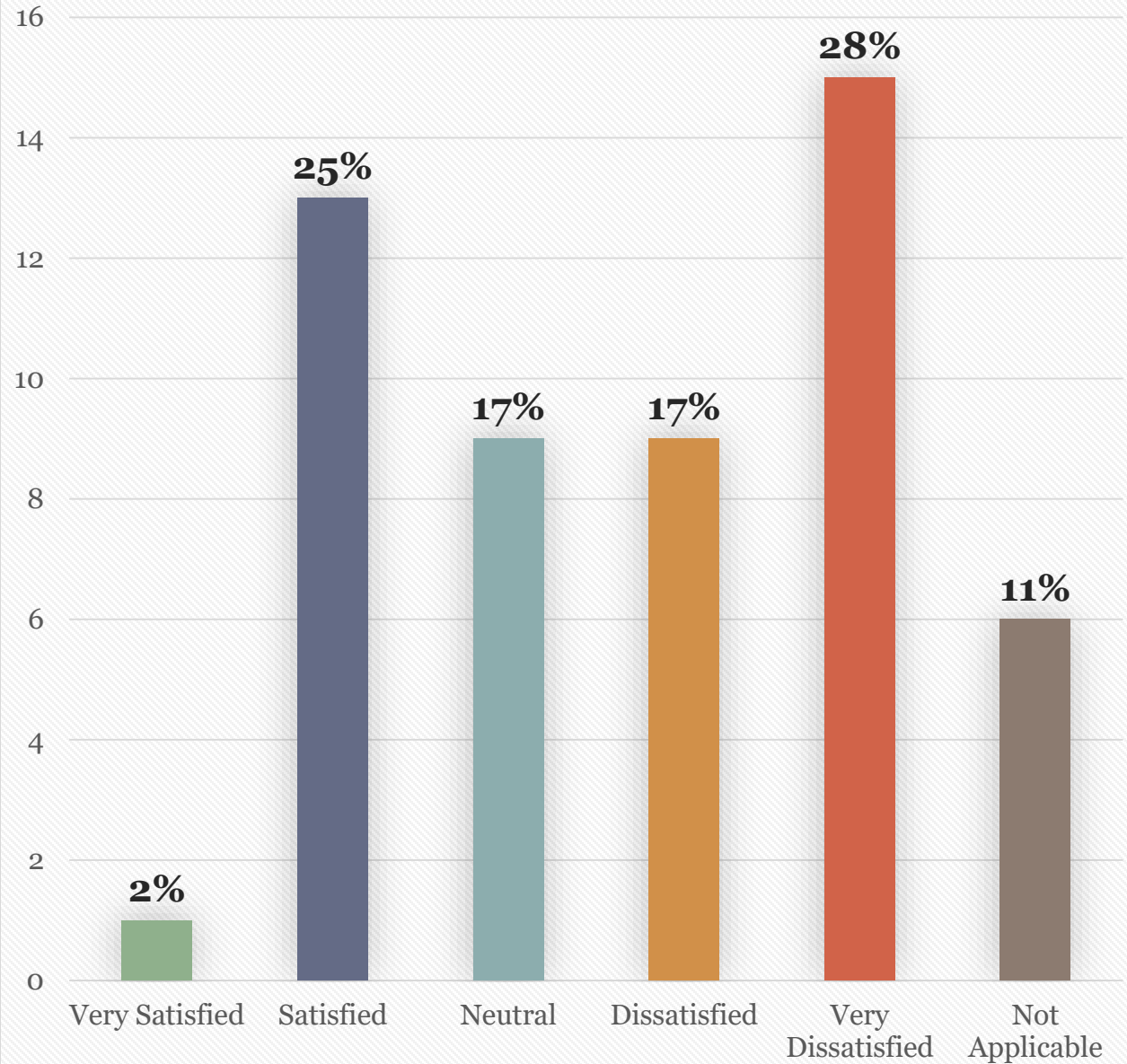
### **Note:**

**Some responses are summarized with more than one key features**



**How satisfied  
have you been  
with solutions to  
your technology  
needs in your  
office?**

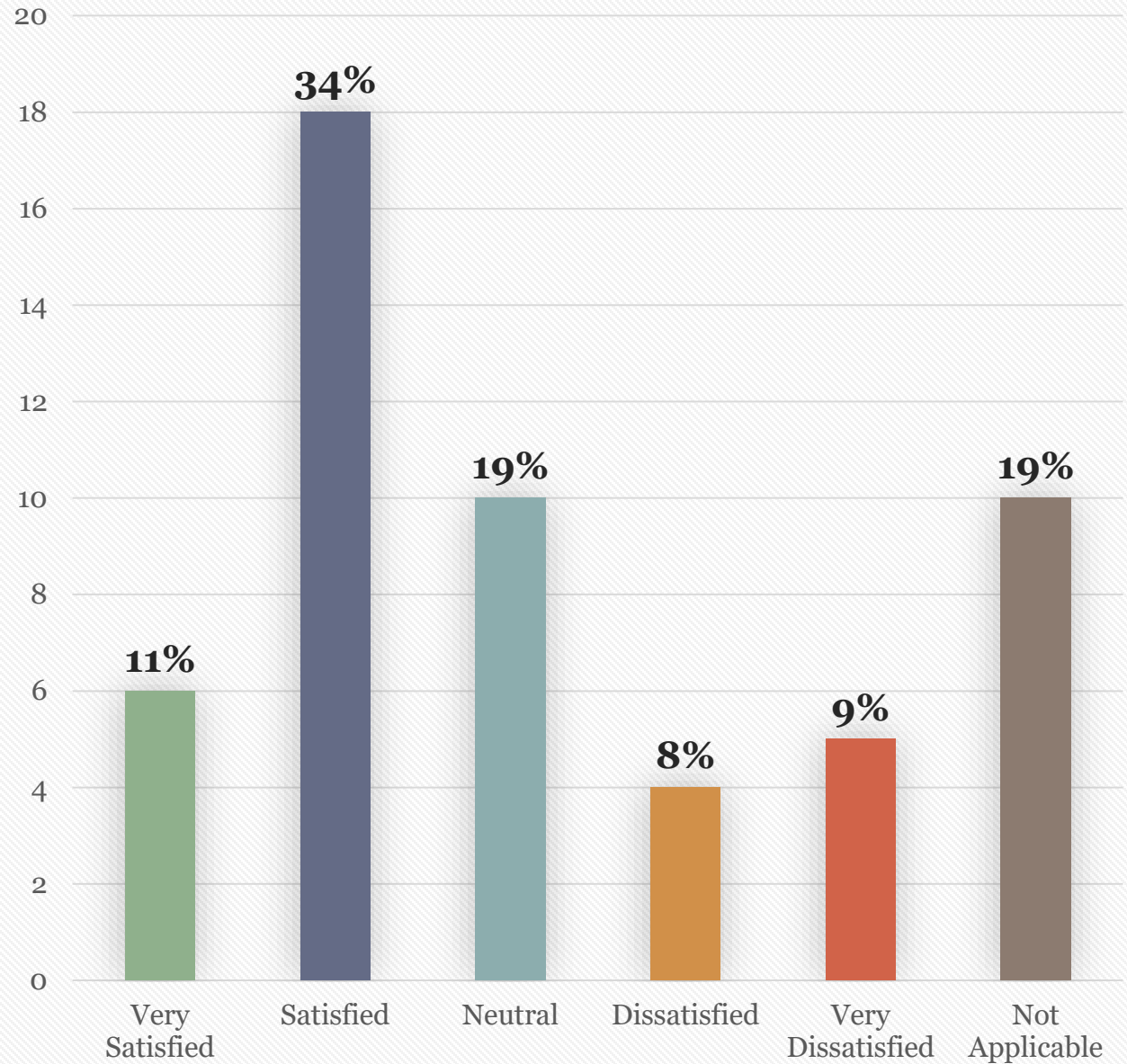
**Total Response: 53**





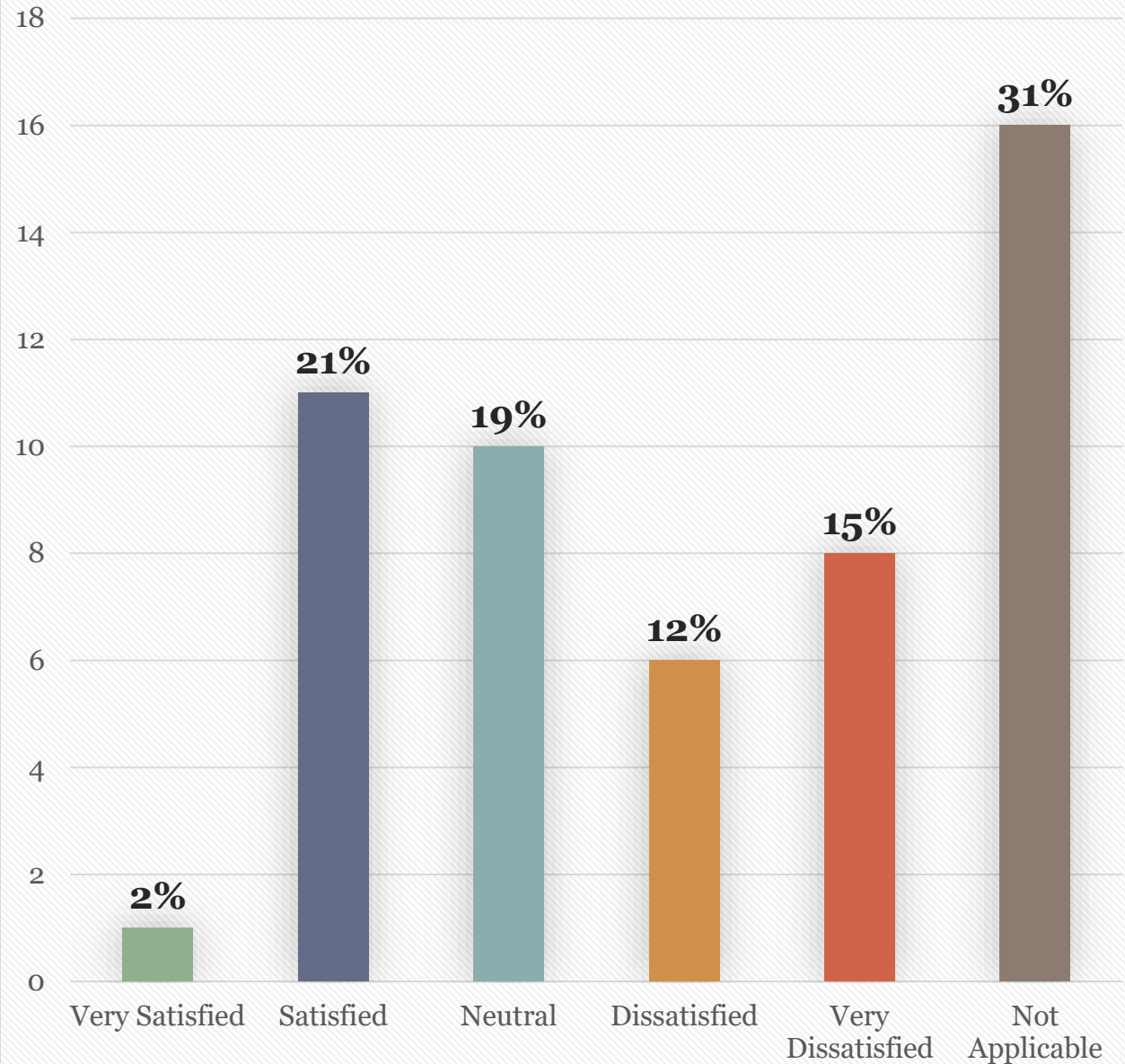
## How satisfied have you been with solutions to your A.V. tech needs?

Total Response: 53



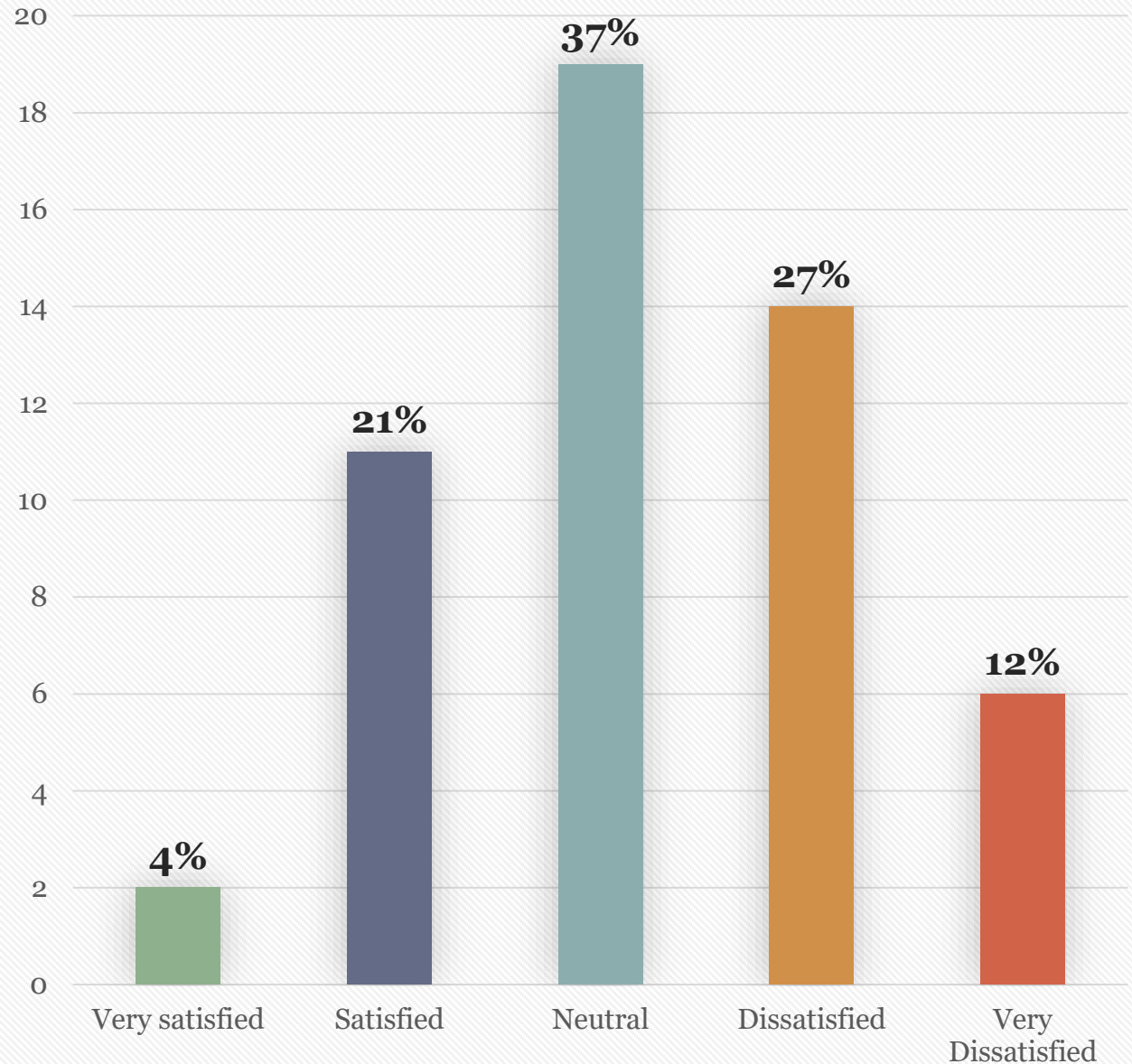
**How satisfied  
have you been  
with solutions to  
your computer  
needs in the  
classroom or lab?**

**Total Response: 52**



**Overall, how satisfied are you with the accessibility and usability of the technology the college provides to you?**

**Total Response: 52**



**Total response: 29**



## What School or Division do you work in?

**Total Response: 54**

