

Miramar Employee AS Technology Survey Report

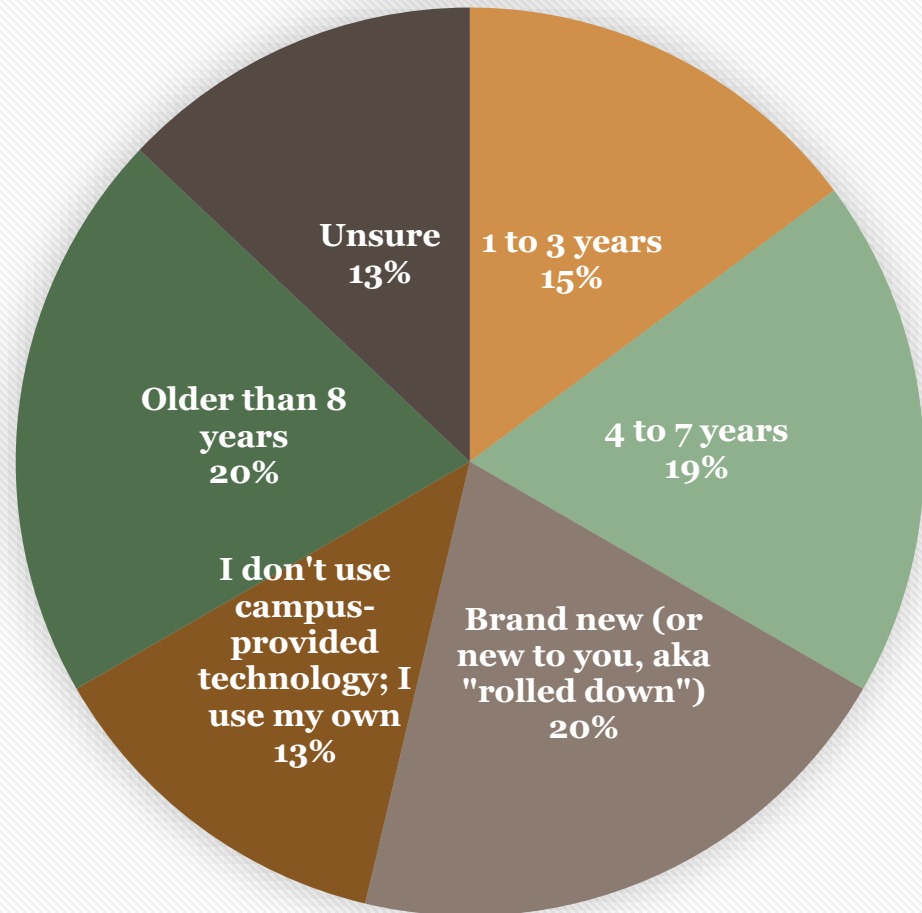
Spring 2023



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

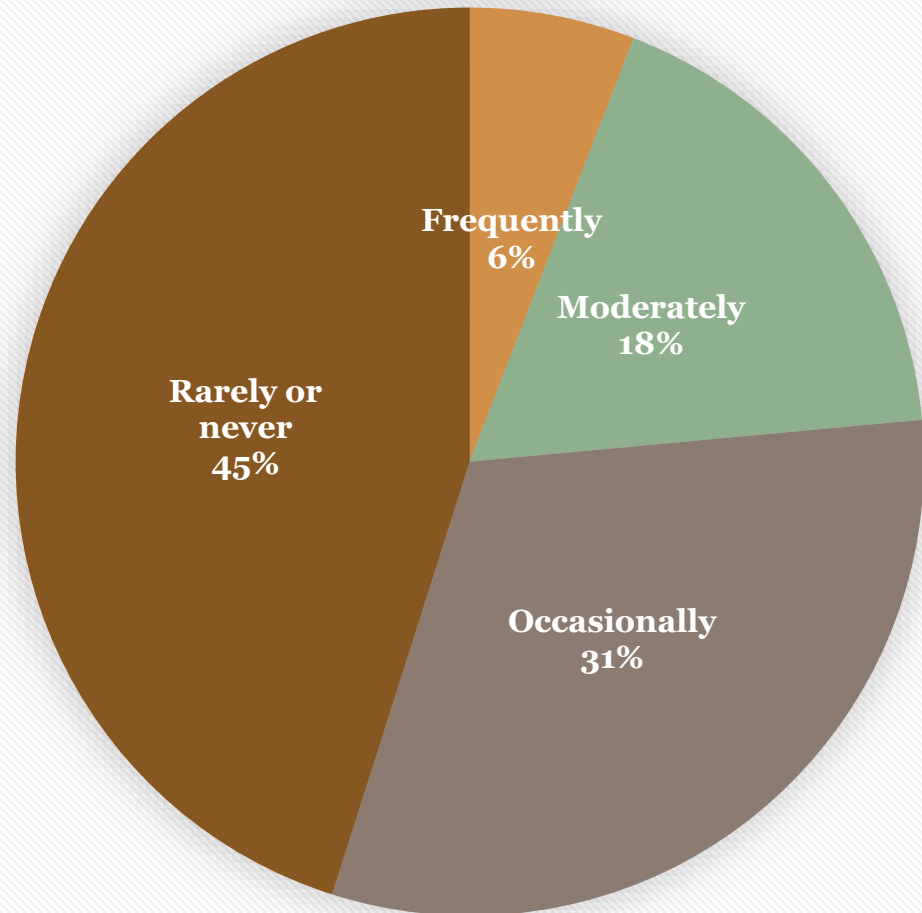
What is the age of the campus-provided technology you use to complete work-related tasks?

Total Response: 54



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

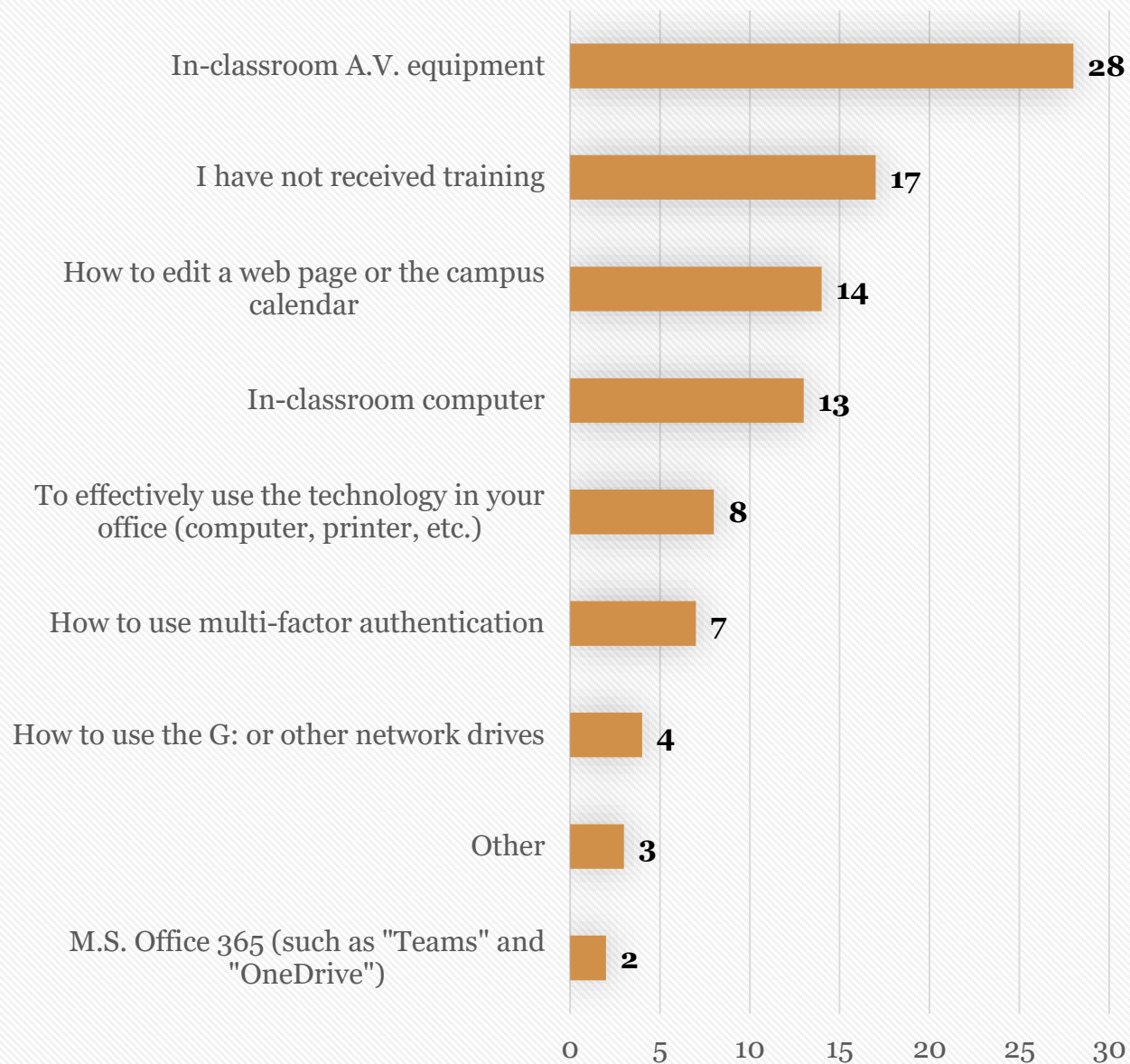
Total Response: 51



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

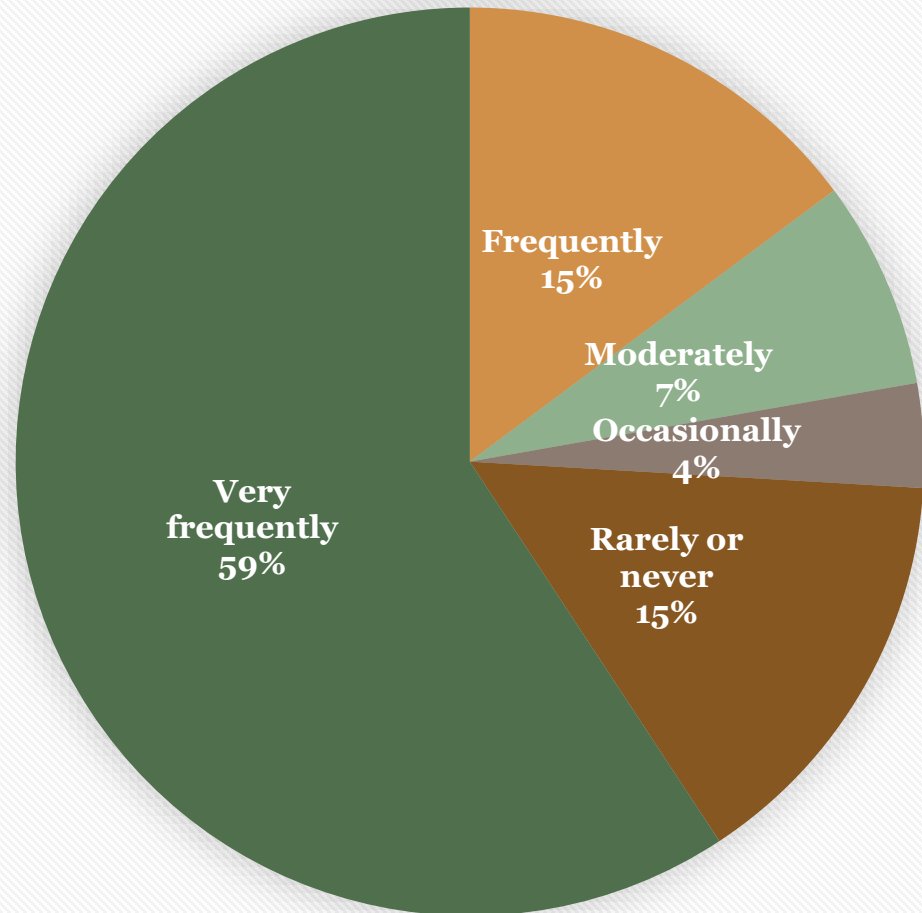
Total Response: 54

**Note: This question
allows multiple
selections**



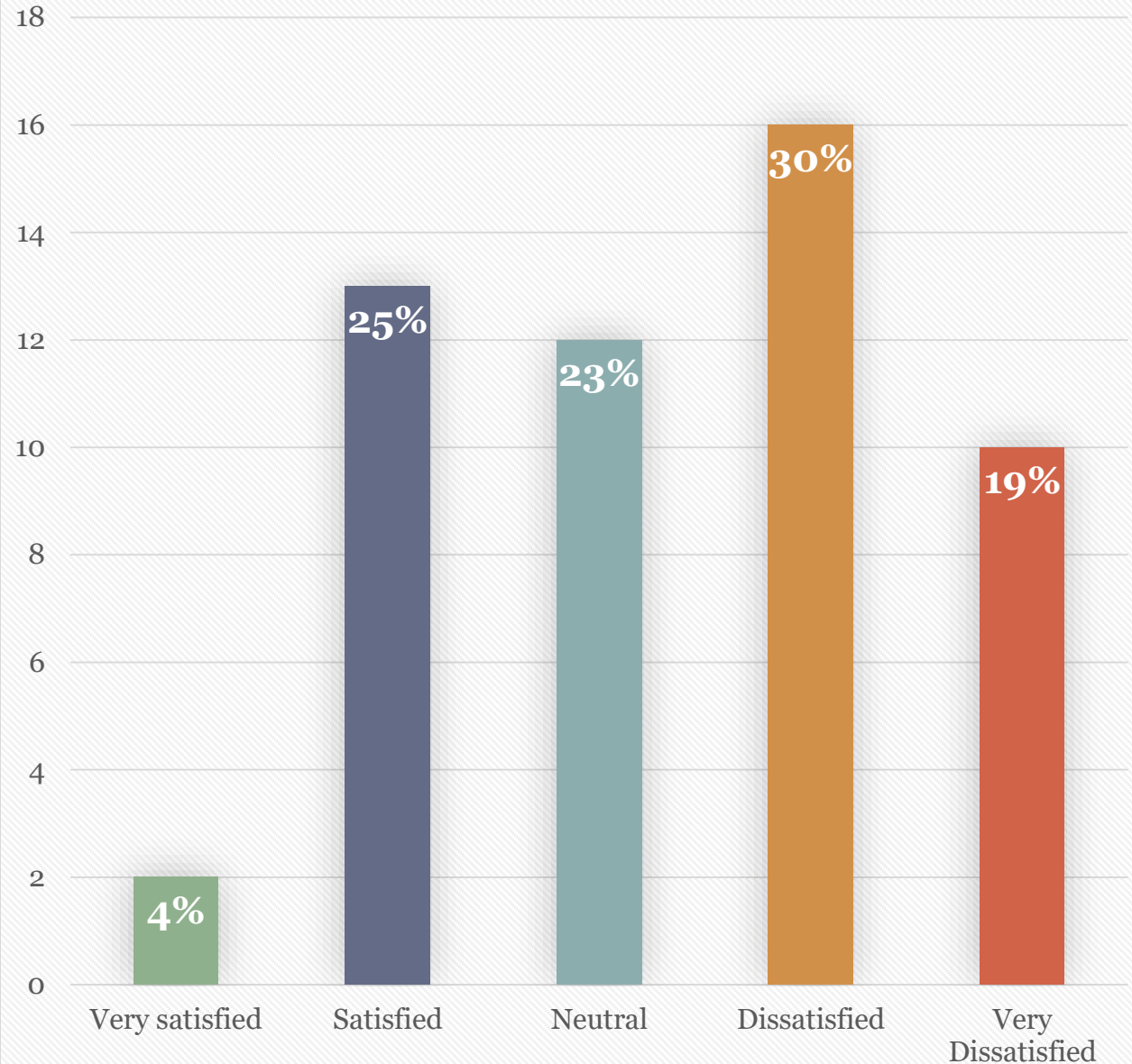
**How frequently
do you use
campus-provided
technology to
complete work-
related tasks
while on campus?**

Total Response: 54



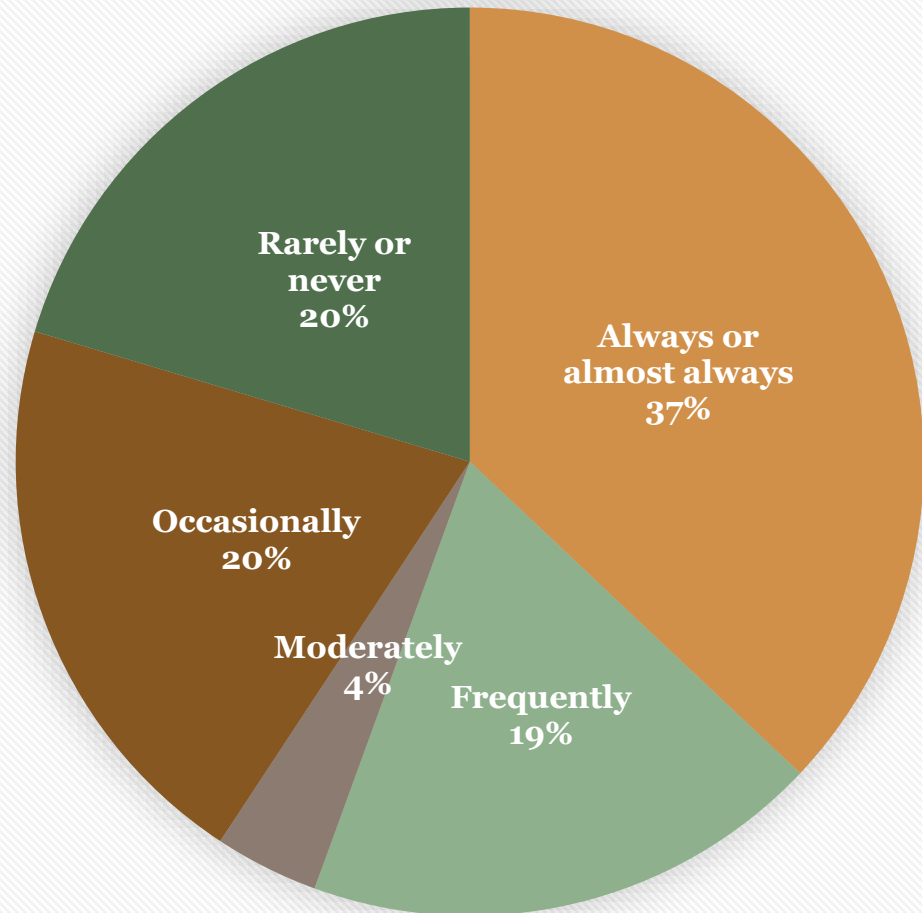
When you do use campus-provided technology, how satisfied are you with the quality and currency of hardware (computer, screen, camera, plugs/adapters, etc.)?

Total Response: 53



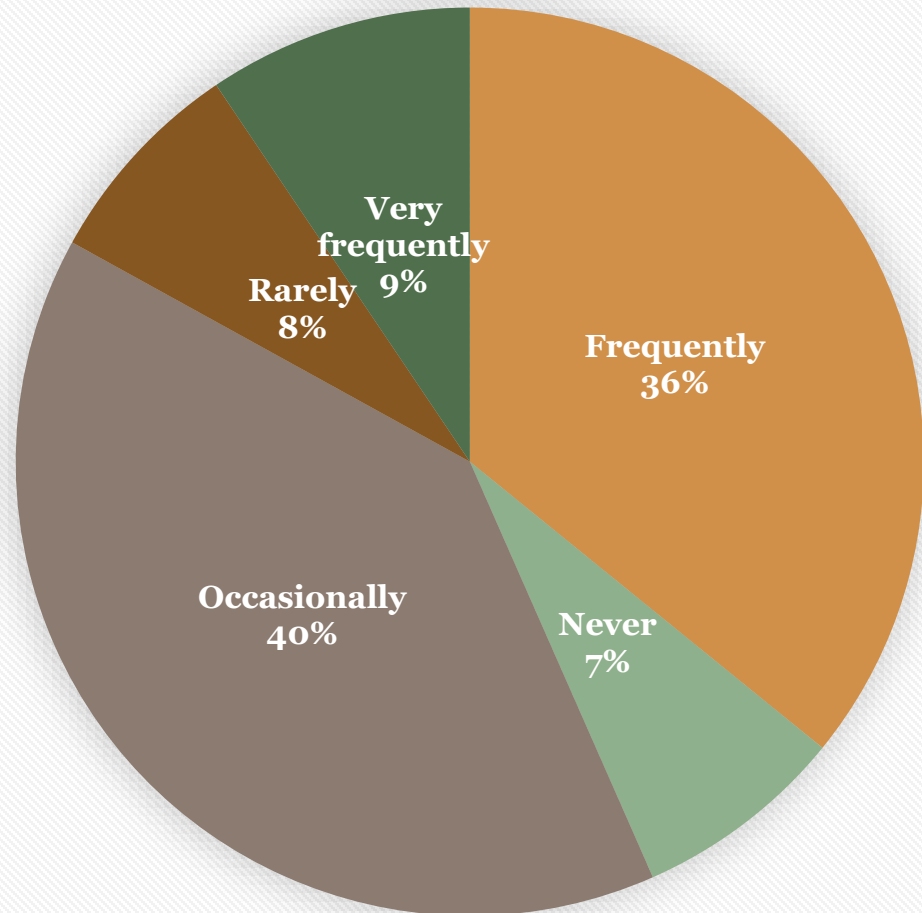
How frequently do you use your own personal technology to complete work-related tasks while on campus?

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.)?

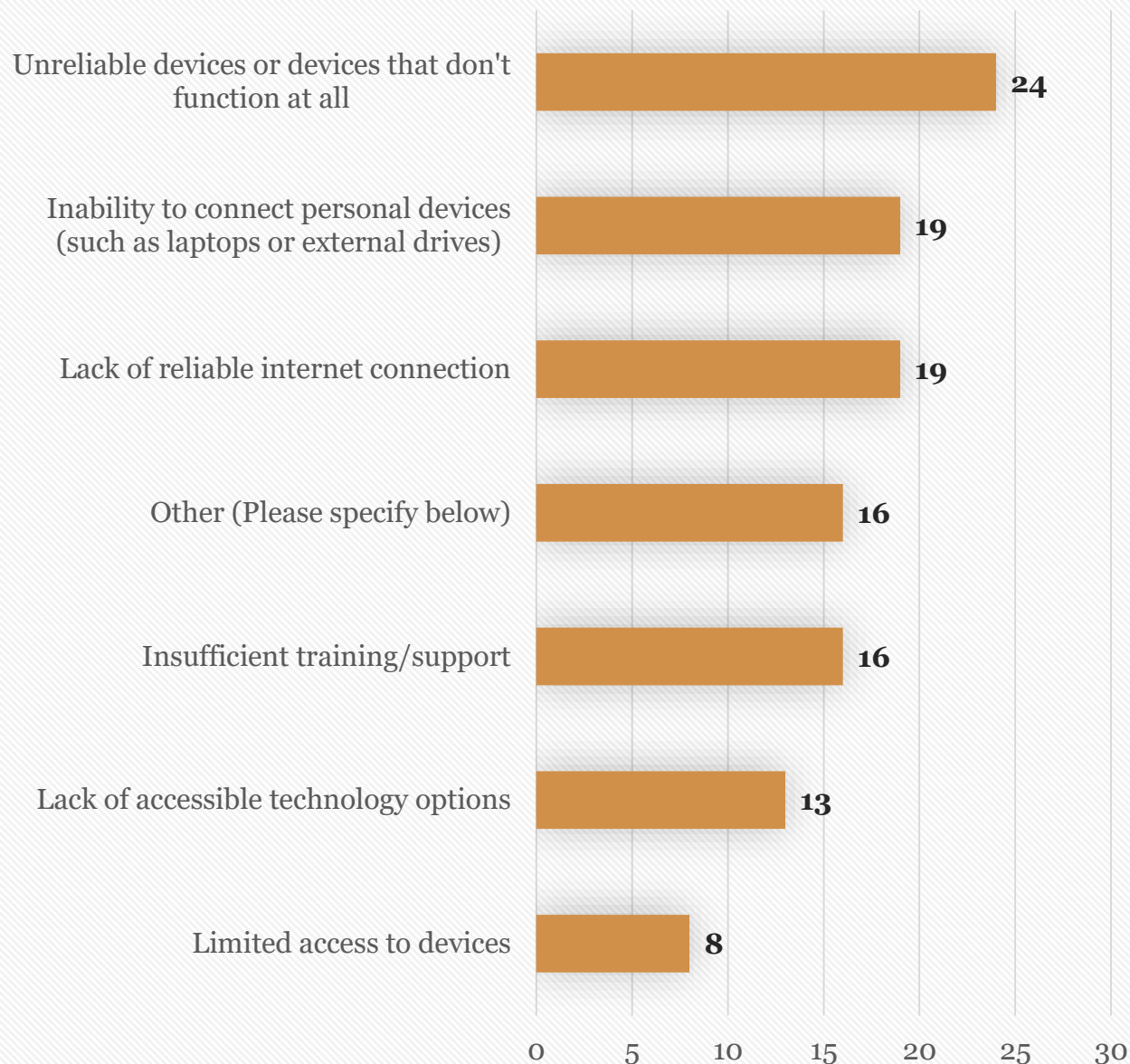
Total Response: 54



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



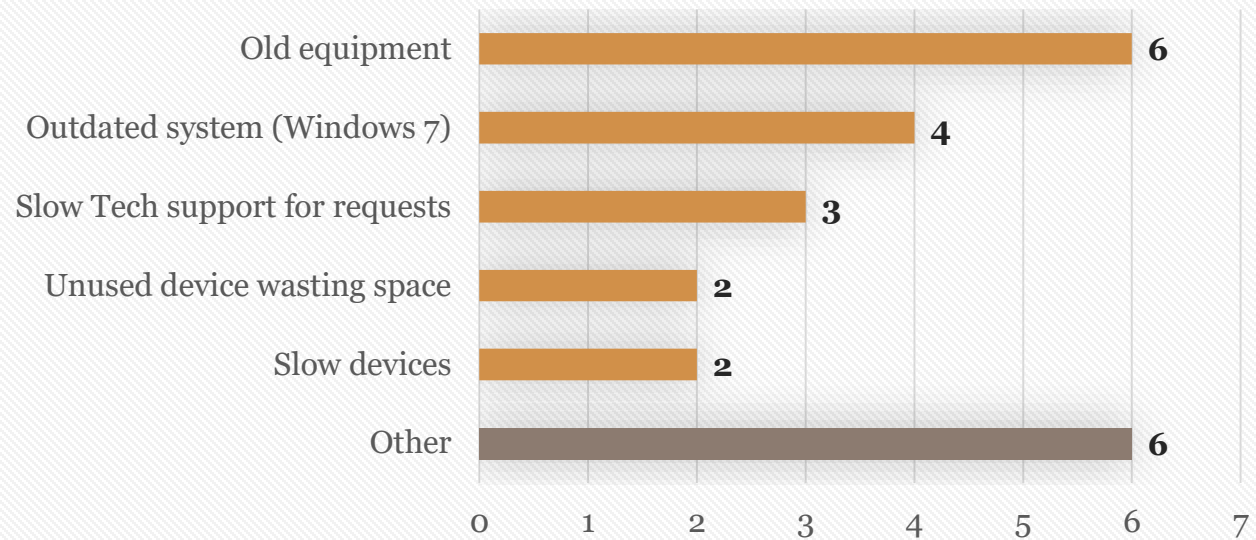
If you answered
“Other” above,
please list those
specific
challenges here:

Total Response: 19

Note:

Some responses are
summarized with more
than one key features

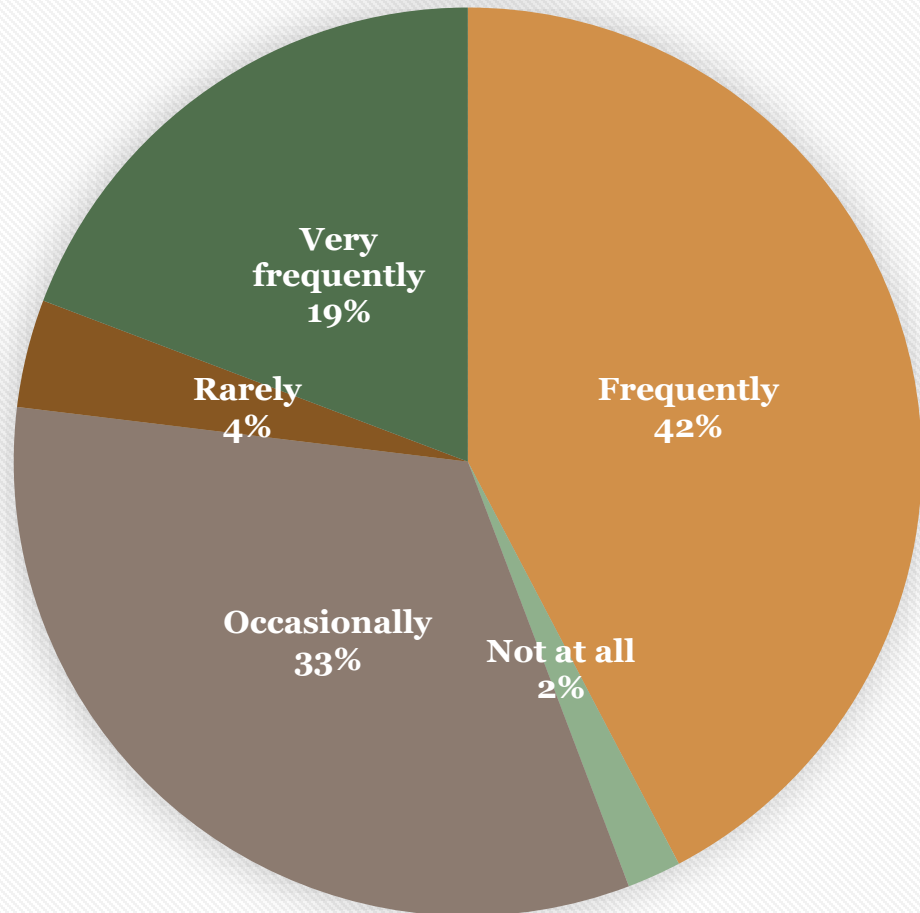
Only select quotes are
displayed here to represent
the consensus



- “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.”

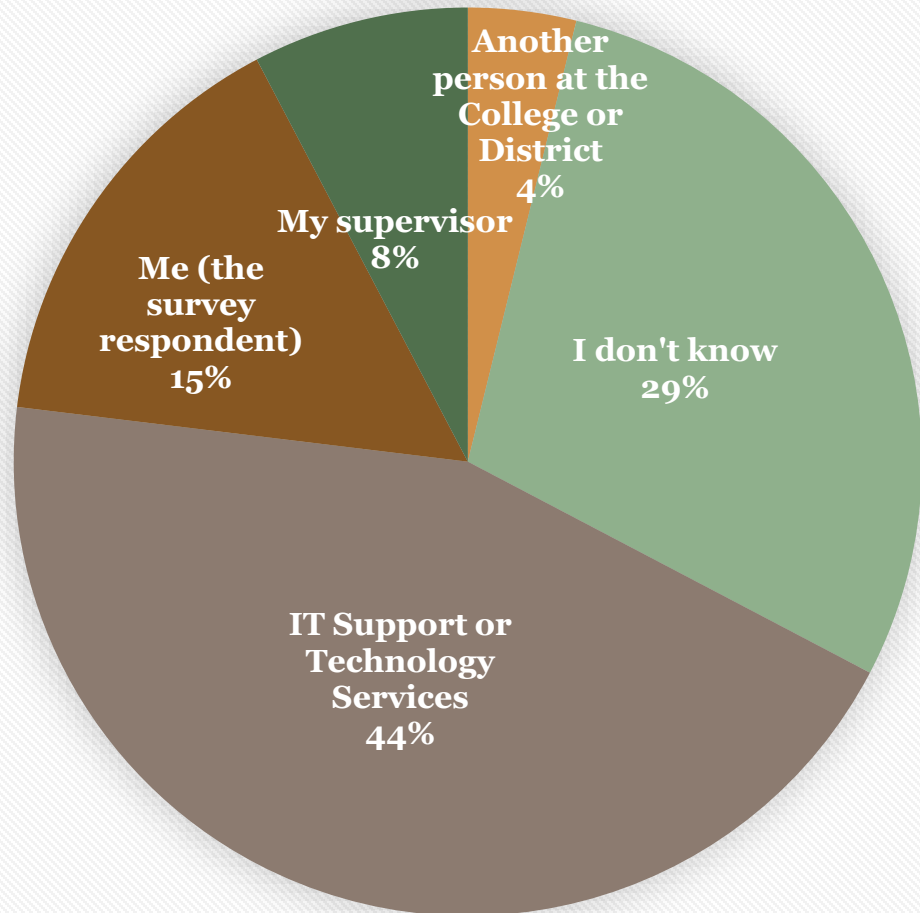
To what extent do you believe students have been impacted by challenges related to using the technology on campus (computer labs, Wi-Fi, etc.)?

Total Response: 52



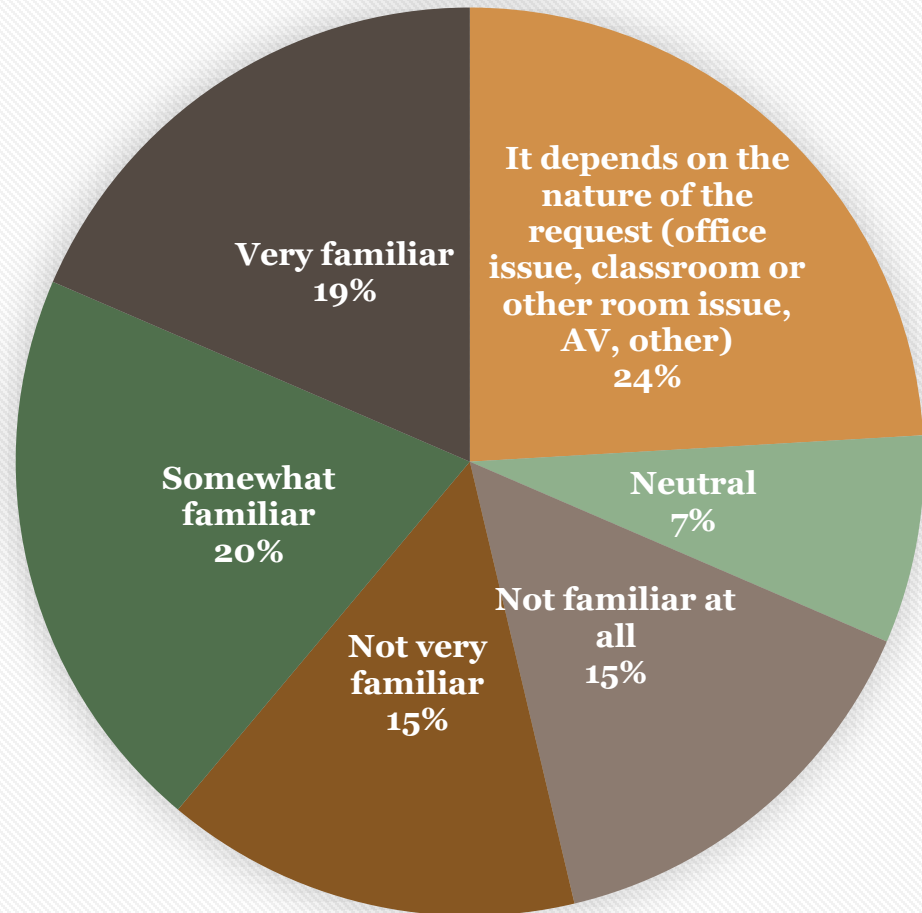
Who is responsible for making sure the technology you need to do your job is in good working order?

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

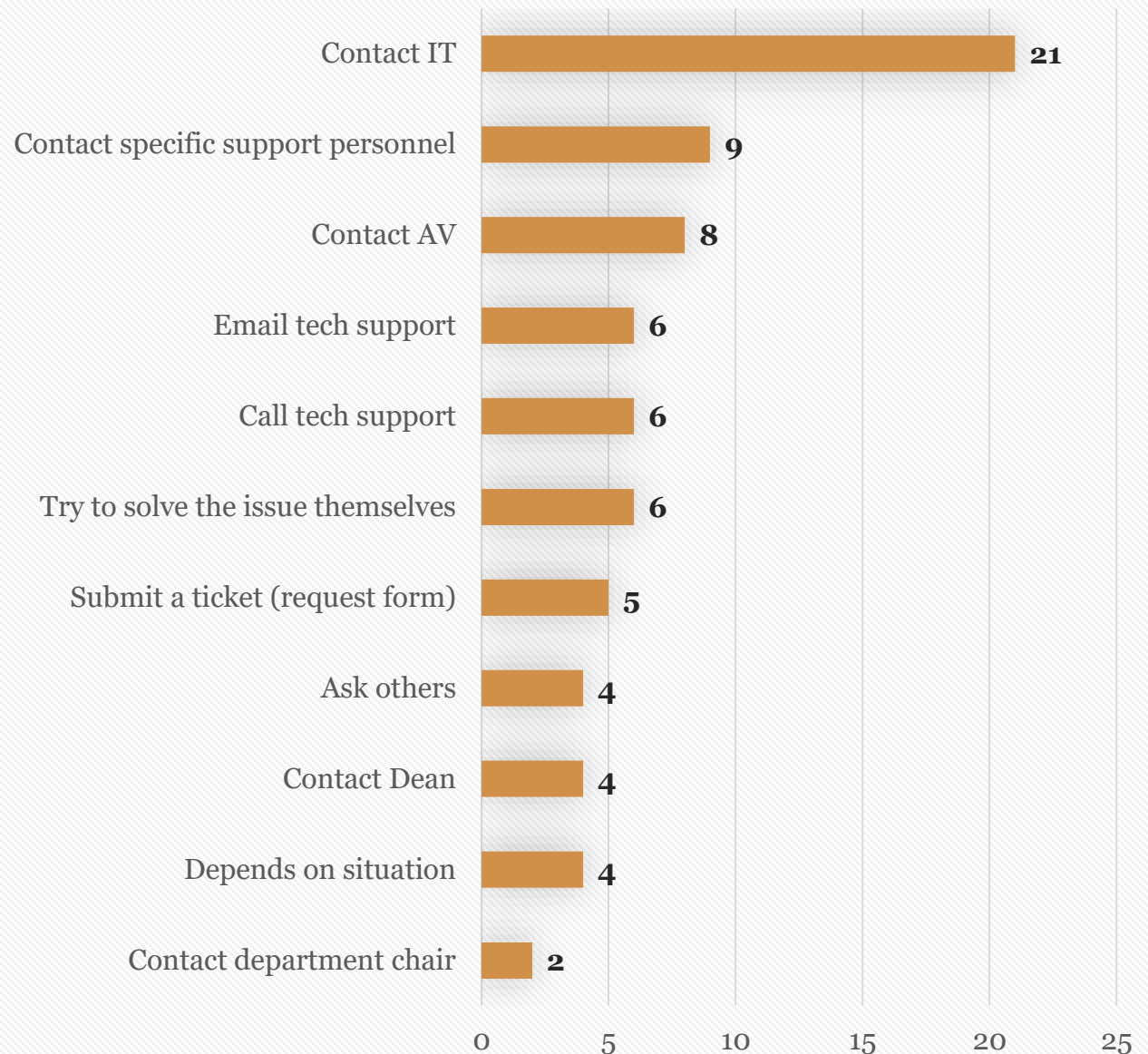


What do you do when you need tech support of any kind (call someone, complete a form, other)? Please try to be specific in your answer.

Total Response: 49

Note:

Some responses are summarized with more than one key features

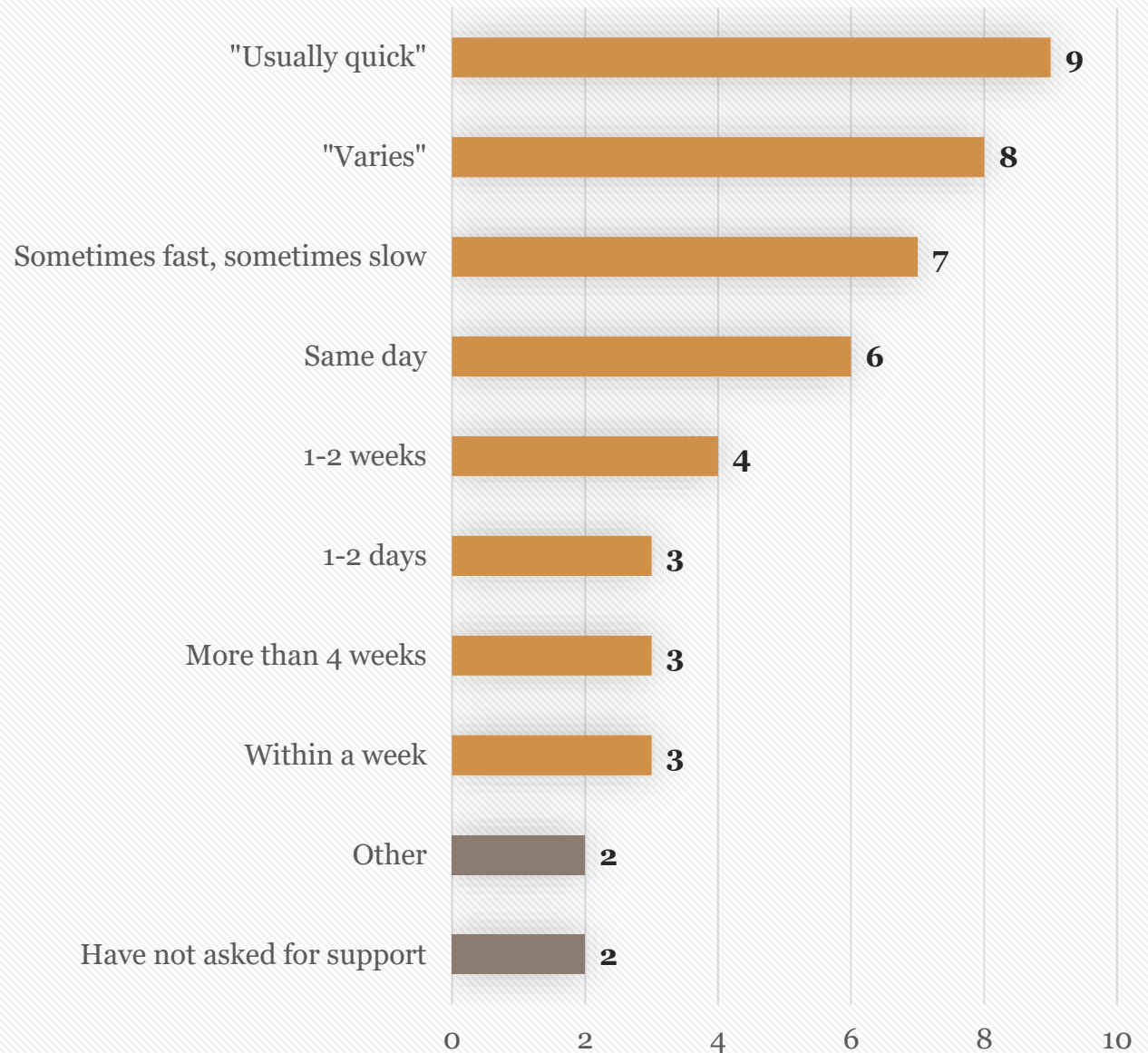


What is the response timeline when you have a question or repair need?

Total Response: 47

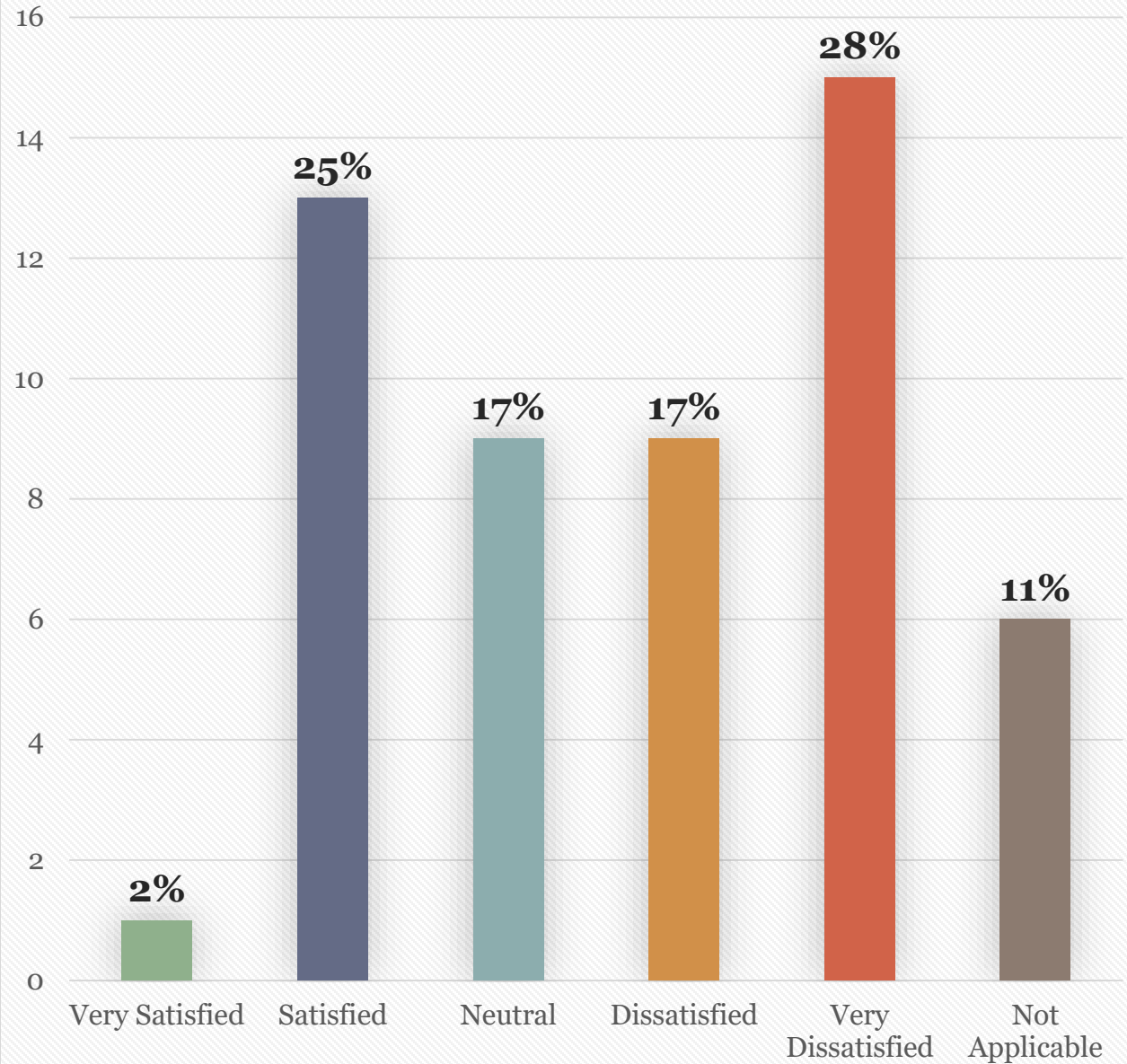
Note:

Some responses are summarized with more than one key features



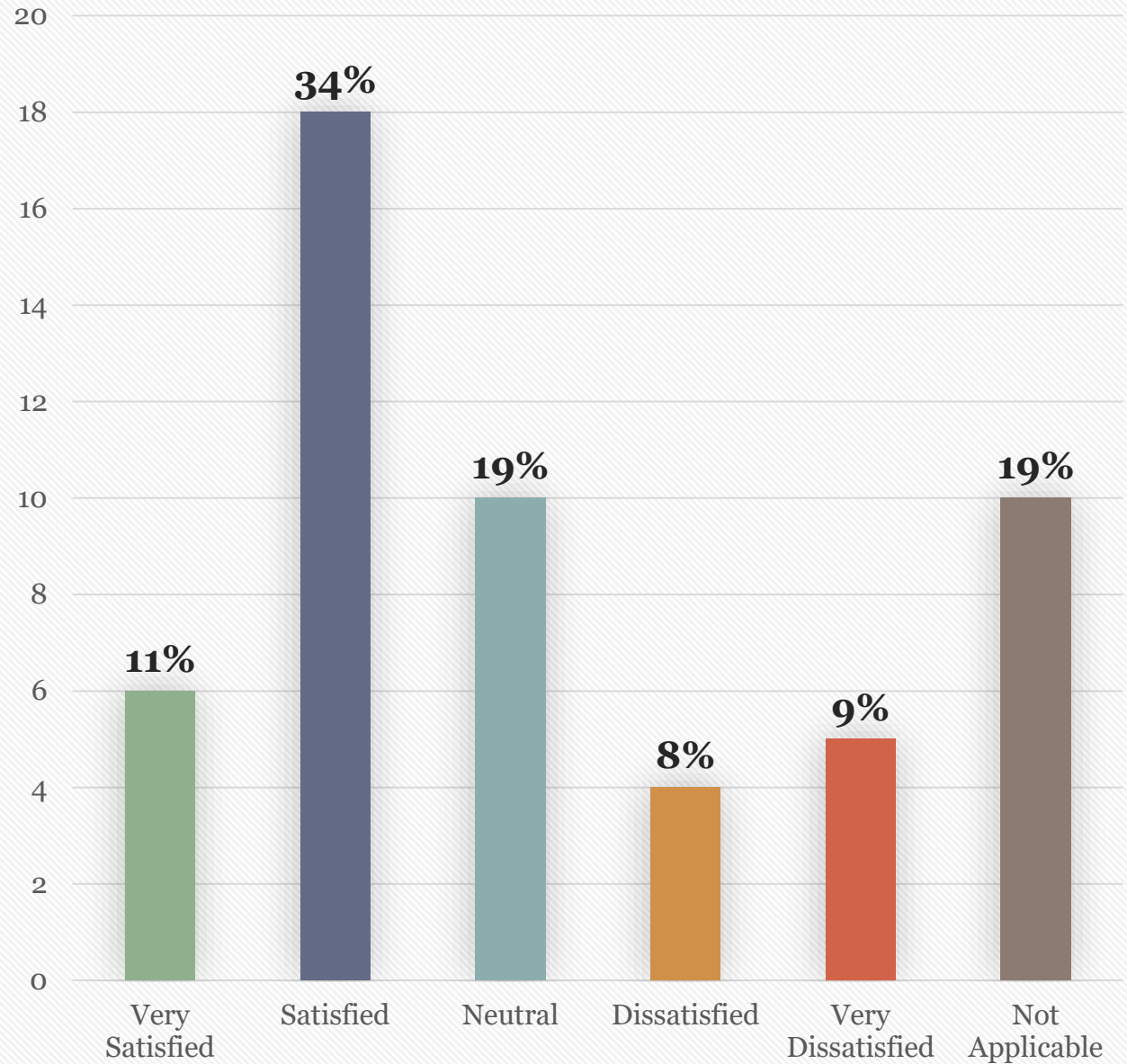
**How satisfied
have you been
with solutions to
your technology
needs in your
office?**

Total Response: 53



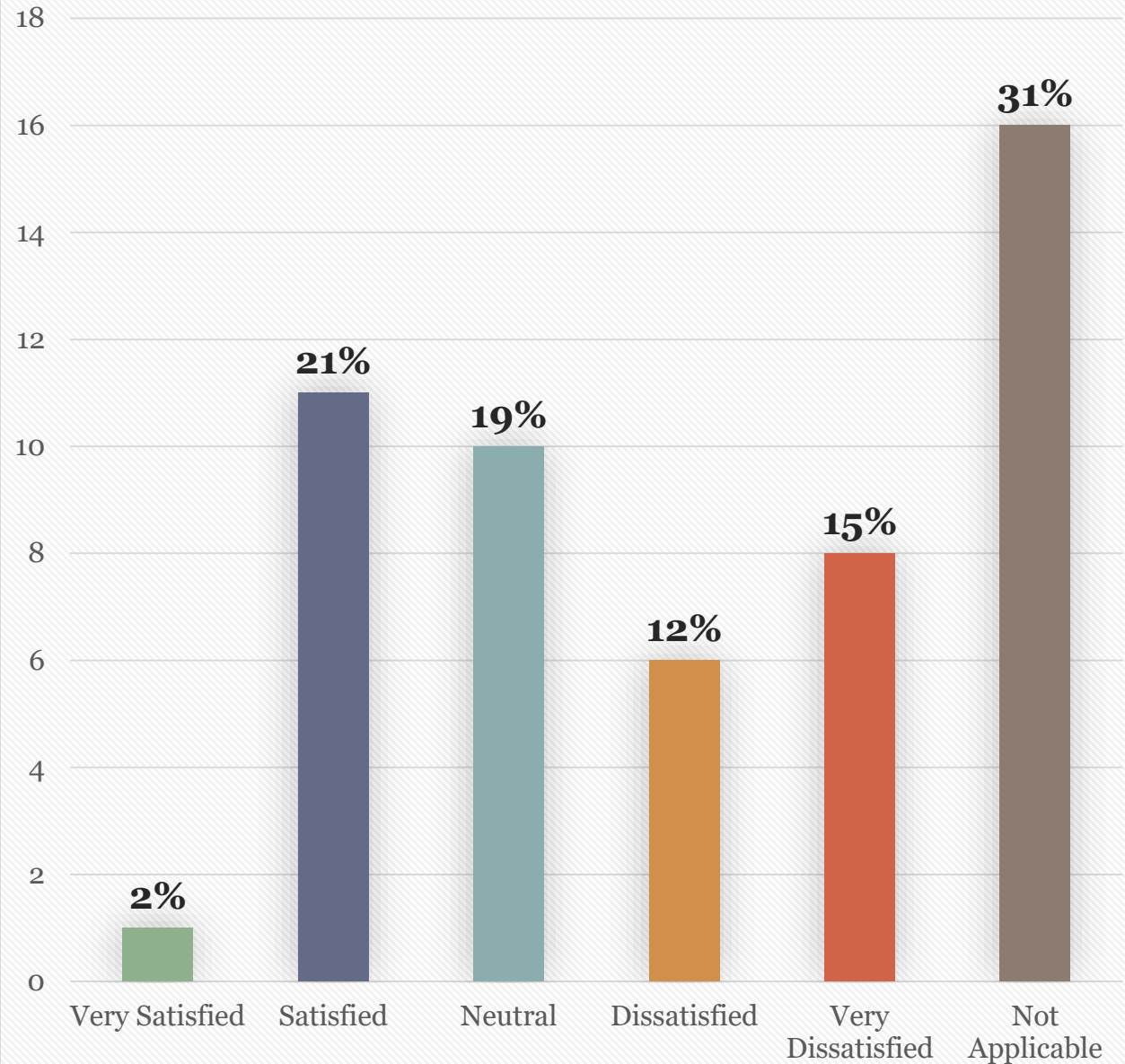
How satisfied have you been with solutions to your A.V. tech needs?

Total Response: 53



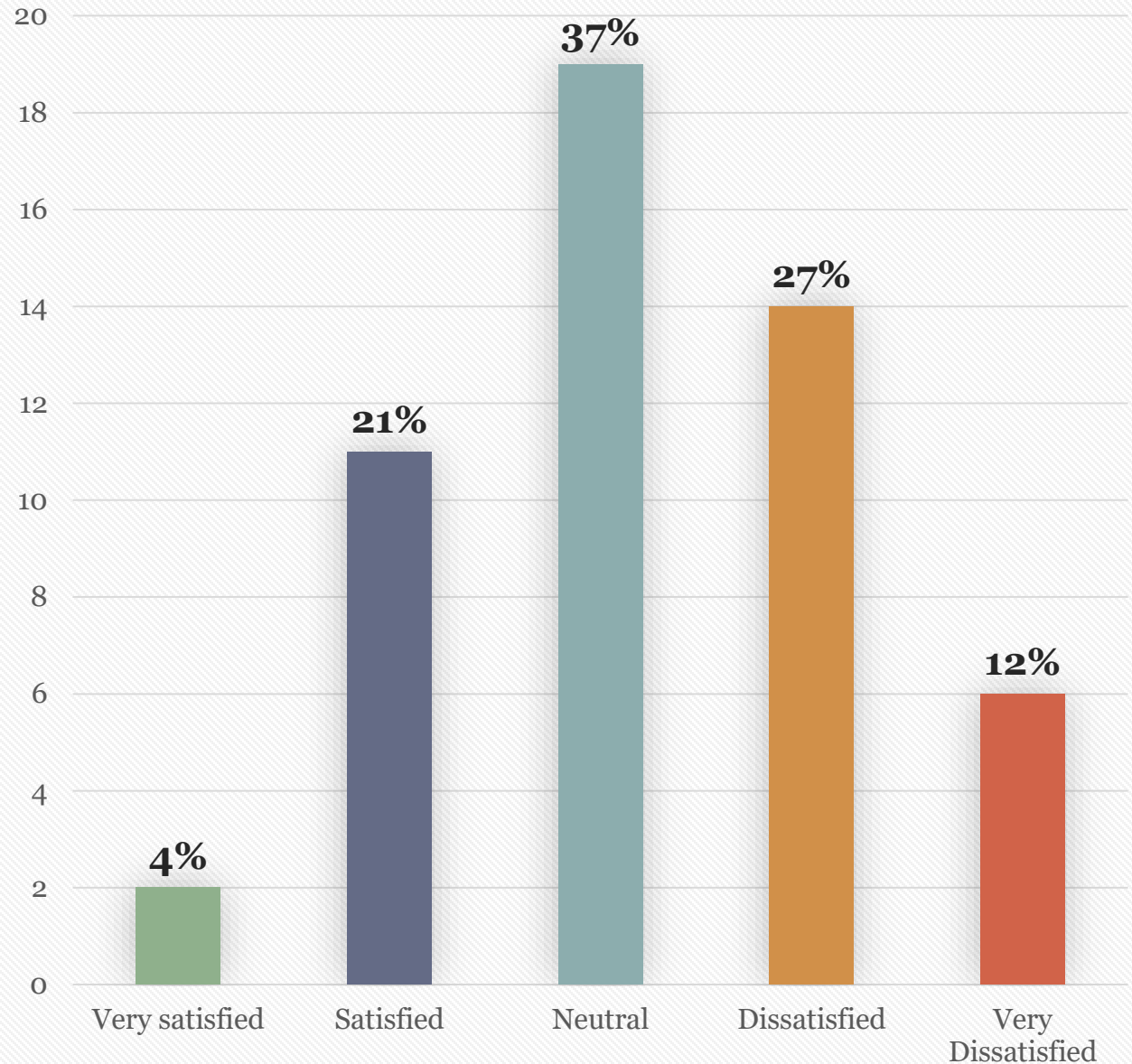
**How satisfied
have you been
with solutions to
your computer
needs in the
classroom or lab?**

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

