

Classified Senate Technology Questionnaire

2025



SAN DIEGO MIRAMAR COLLEGE
OFFICE OF INSTITUTIONAL EFFECTIVENESS

Method

- The Classified Senate developed and distributed the survey both online and in paper form, which was handed out at the Classified Service Awards and Year-End Carnival.
- A total of 77 classified professionals completed the survey.
- The Research Office entered, analyzed, and compiled the results into this report.



Q1. Which division are you a part of?

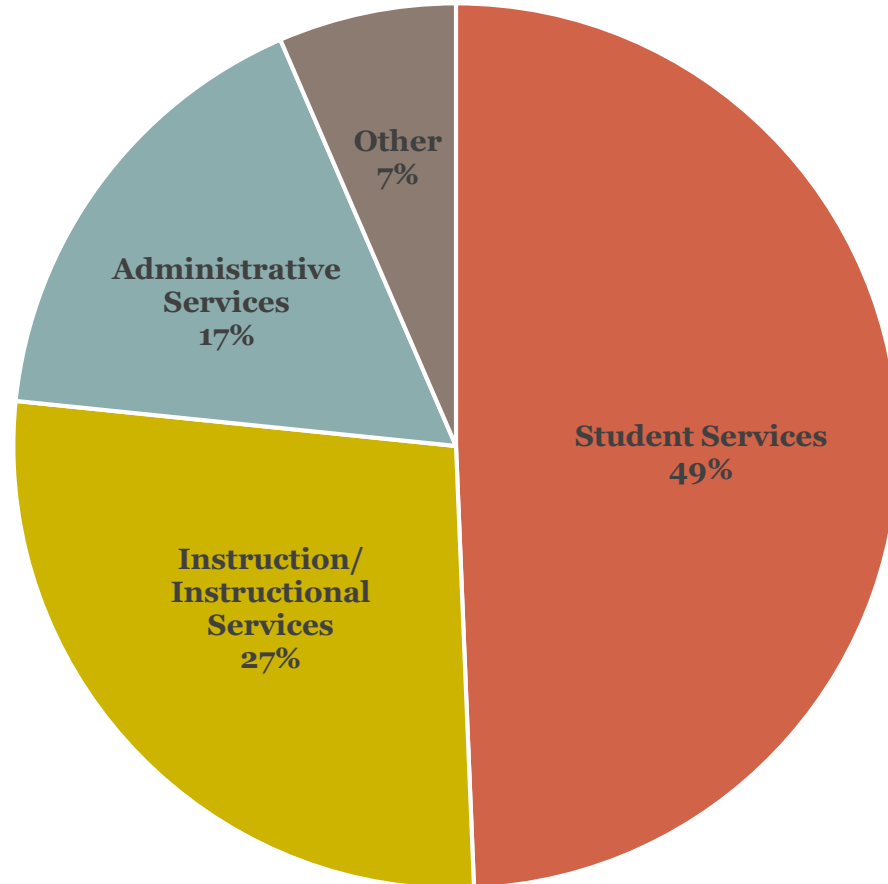
Total Respondents : 77

Student Services: 38

Instruction / Instructional Services: 21

Administrative Services: 13

Other: 5



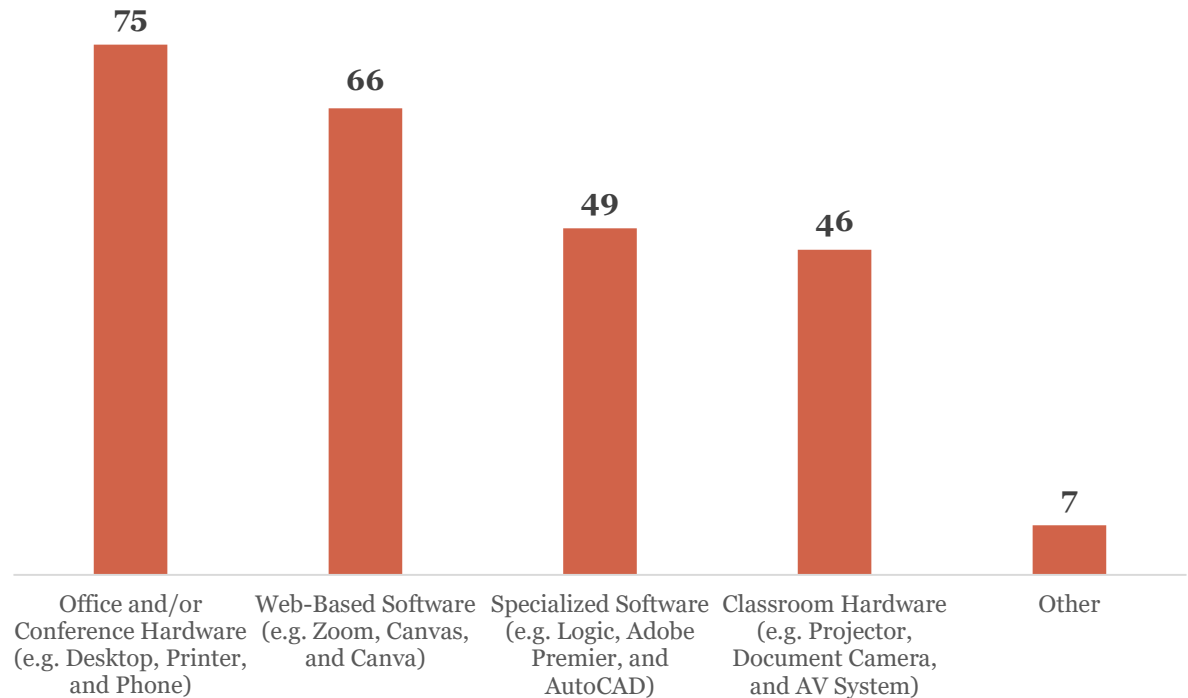


Q2. Which of the following types of technologies, hardware and software do you regularly use for your job?

Total Respondents : 77

Most respondents use “Office/Conference Hardware” and “Web-Based Software”.

Over half use “Specialized Software” and “Classroom Hardware”.





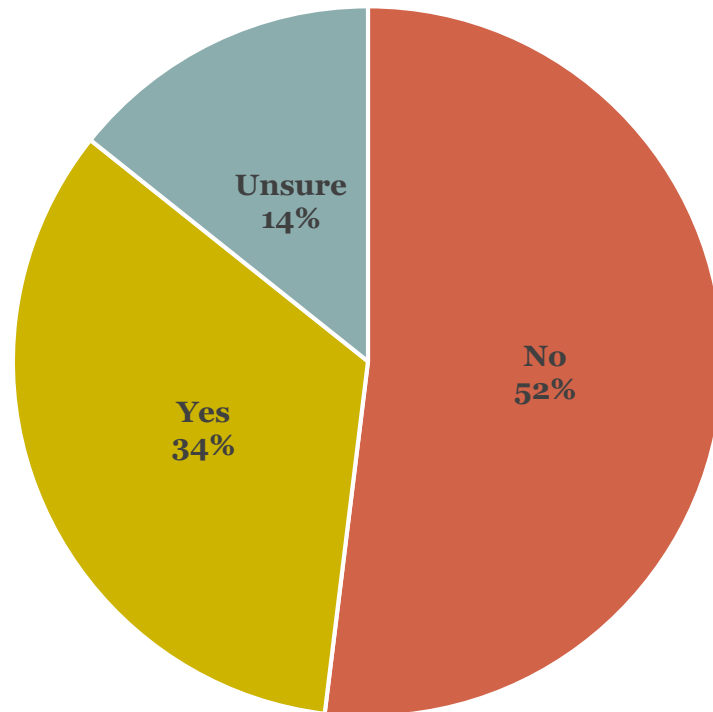
Q3. Do you use any technology for your job that was not provided or funded by the college?

Total Respondents : 77

About 1/3 of respondents use technology not funded by the college.

More than 1/2 do not.

14% were unsure.

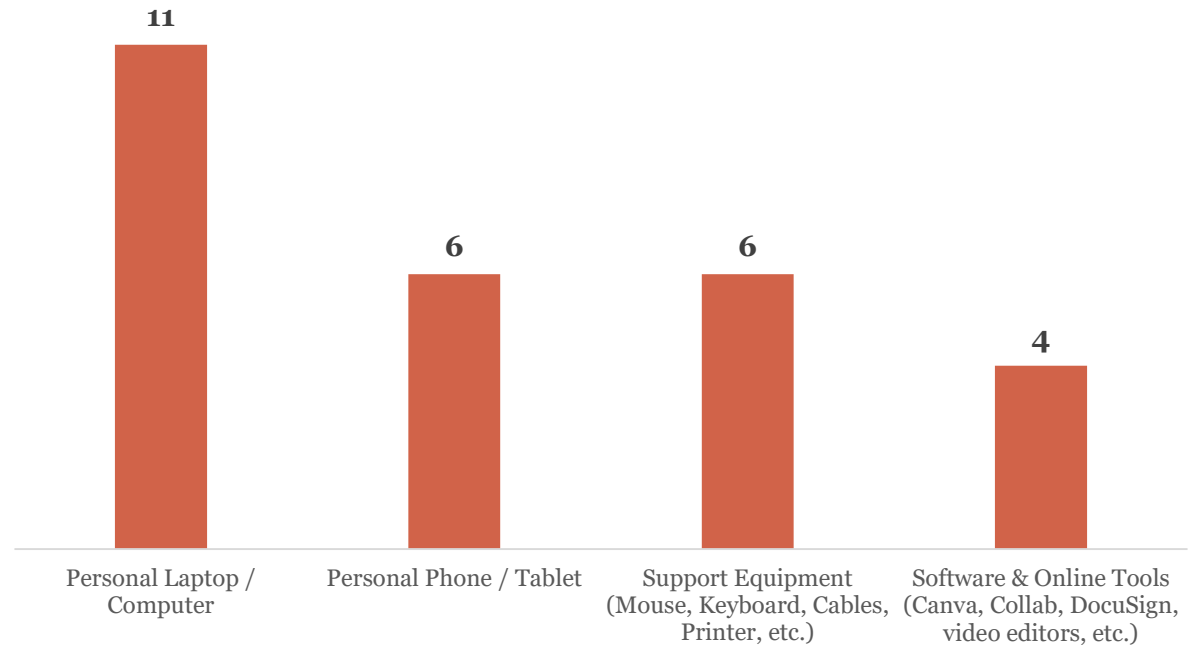




Q4. If you do use technology not provided by the college, please describe what technology you use and why?

Total Respondents: 26

Why?



- Personal Laptop/Computer: Work from home, not enough devices at work, to take notes, meetings, software compatibility
- Personal Phone/Table: Emails, phone calls, 2-step verification, serve as camera and mic for virtual meetings
- Support Equipment: Comfortable, more efficient, necessary
- Software/Online Tools: Necessary for workflow



Q5. How would you rate your current access to hardware needed to perform your job effectively?

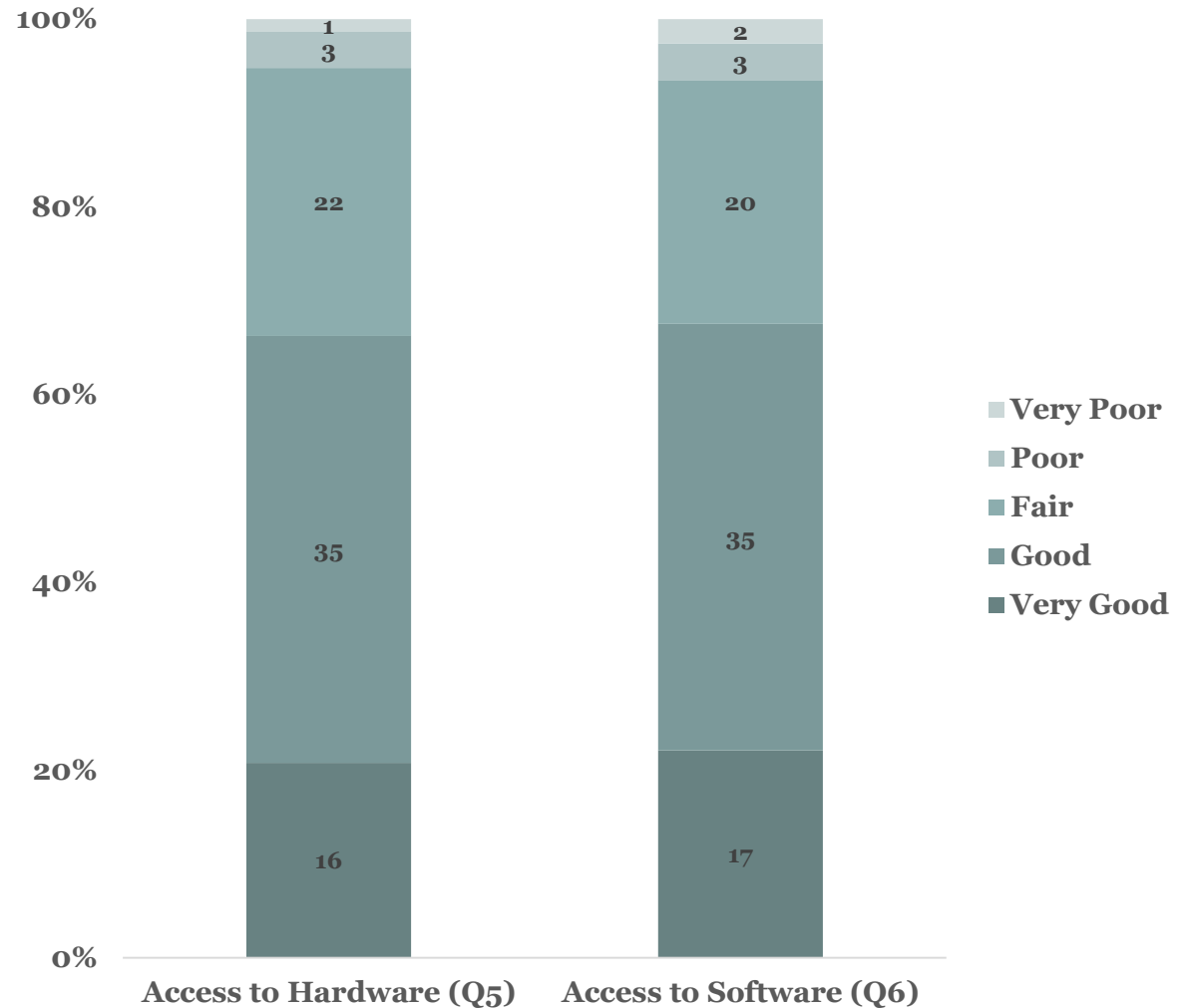
Q6. How would you rate your current access to software needed to perform your job effectively?

Total Respondents: 77

About 5% of respondents had a negative ratings for access to hardware and software.

Around 66% had positive ratings.

Nearly 30% had a neutral rating





Q7. What are your biggest challenges related to technology in your current role?

Total Respondents: 71

3 Most Common

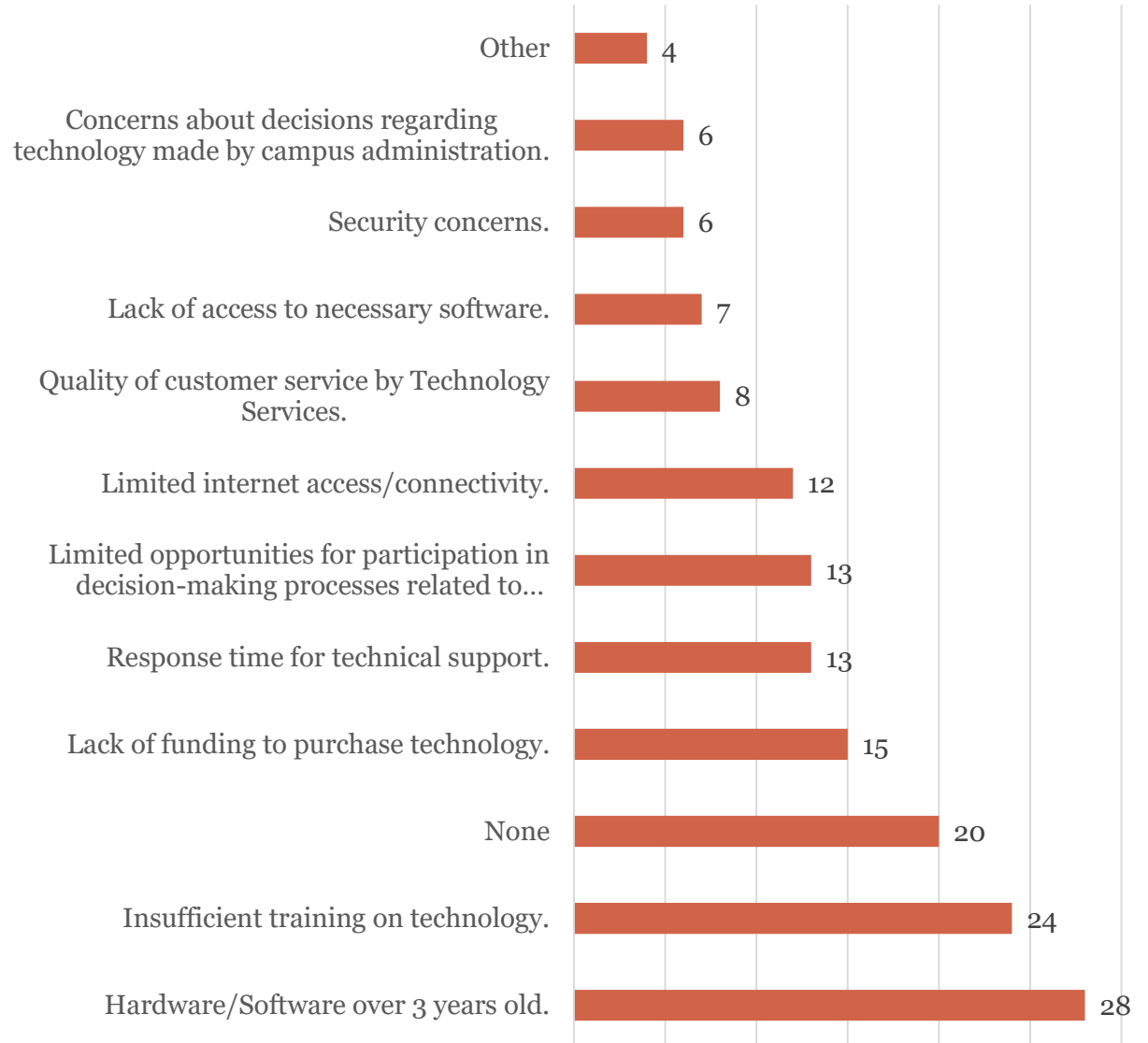
28 of 71 identified “Hardware/
Software over 3 years old”

24 of 71 identified “Insufficient
training on technology”

15 of 71 identified “Lack if funding to
purchase technology”

None

20 of 71 identified no technology
challenges



(Q8) Please elaborate on your response to the previous question:

Total Response: 25



- ❖ 10 described software challenges:
 - Outdated, slow, difficult to use, unreliable access
 - Expired trial accounts
 - Need administrator privileges to update
 - Issues with Campus Solutions
- ❖ 9 described hardware challenges:
 - Old, slow / low memory / freezing, unreliable, limits work
 - Need to use personal devices
 - Computers without cameras or mics
- ❖ 6 described a desire for training:
 - Classroom and lab AV
 - Teams phone, new software, Microsoft apps
- ❖ 6 described a desire for improved tech support:
 - Takes long to get a response or resolve issue, unresolved issues
- ❖ 4 described institutional challenges:
 - Focus on resolving issues that affect student financial aid
 - Shift from outside vendors to cost-effective services on campus
 - Transparency, more input, informed decision making
- ❖ 3 described challenges with phone and internet connectivity:
 - Dropped connections for Wi-Fi and landline

(Q8) Please elaborate on your response to the previous question:

Spotlight



A respondent described detailed issues with Campus Solutions:

“The main software we need to run properly is **Campus Solutions**. Currently, it lacks automation, accuracy and efficiency. It prevents many students from receiving their financial aid in a timely [manner] AND if at all... I see a lot of students missing their money that they qualified for. The amounts of money is massive; the number of students affected is massive. Everyone in the financial departments are aware of the software issues, but no one wants to push back... Payments are being calculated by our CS incorrectly. The values are wrong. The system has safeguards to stop payments to students but they aren't being fixed in the software... All three campuses are in the same situation since CS district staff are overseeing the system. Most students are in the dark but occasionally they ask why their financial awards are lacking, delayed, inaccurate, or missing.”

Q9. If budget or resource constraints were not an issue, what technology improvements would most enhance your job performance? (e.g. new software, updated hardware, training, etc.)

Total Respondents: 40



- ❖ 26 described hardware improvements:
 - New, updated, or upgraded computers (laptop, desktop, notebook, tablet)
 - Support equipment (color printer, digital color press, wide format latex printer, cold laminator, vinyl cutter/plotter, AV equipment, mobile phone, monitors compatible with virtual meetings, hyflex equipment, sitting/standing desks)
- ❖ 13 described software improvements:
 - New, updated, or upgraded software (Adobe, QuickBooks, Canva subscription, PeopleSoft, CAD)
- ❖ 11 described training improvements:
 - Annual professional development
 - In-person training
 - Training for tools (Adobe, Teams phones, Canva, CAD, Drupal, advanced printing hardware)
- ❖ 4 described tech support improvements:
 - Larger tech support team (general, third-party unit)
 - More accessibility when rolling out new processes
 - Recertification
- ❖ 3 described connectivity improvements:
 - Wi-Fi
 - In classrooms and conference rooms

Q10. Are there any other technology-related needs or suggestions you would like to share?

Total Respondents: 18



- ❖ 7 described tech support needs/suggestions:
 - More staff (ICS, IT, AV)
 - More full-time classified staff
 - Address printer issues
 - Website maintenance
- ❖ 5 described hardware needs/suggestions:
 - Computers in student service area often blue screen
 - Teams phones frequently need to restart
 - Update computers, update AV in classrooms
 - Better desks and chairs
- ❖ 4 described software needs/suggestions:
 - Canva membership, Grammarly, Microsoft Office updates, improve Campus Solutions
- ❖ 4 described training needs/suggestions:
 - More opportunities
 - Training to use PeopleSoft, Campus Solutions
- ❖ 3 described accessibility and awareness needs/suggestions:
 - More equity and disability focused technology, ADA compliance
 - Share awareness of resources

Q11. Do you have any positive experiences with technology on campus that you would like to share?

Total Respondents: 31



- ❖ 13 provided general positive feedback:
 - Campus, AV, IT
 - “amazing!!”
 - “Overall, I have not had a bad experience with technology on campus”
 - “always helpful”
- ❖ 10 shared positive experiences with the speed of service/technology:
 - “quickly taken care of”
 - “I appreciate the tech that I do have ... Speed and accuracy is important”
 - “issues get fixed in a timely manner”
 - “quick to respond to most of our classroom emergencies”
- ❖ 6 shared positive experiences with software and equipment:
 - Adobe, Office 365, Microsoft Suite
 - Newline Boards, smart displays
 - Upgrades
- ❖ 6 gave shout outs to specific employees:
 - Carlos, Kurt, Todd
- ❖ 3 described employees’ character positively:
 - “kind”
 - “professional”
 - “pleasure to work with”