

Faculty Technology Questionnaire

2025



SAN DIEGO MIRAMAR COLLEGE
OFFICE OF INSTITUTIONAL EFFECTIVENESS



Q1. Which division are you a part of?

Total Respondents : 38

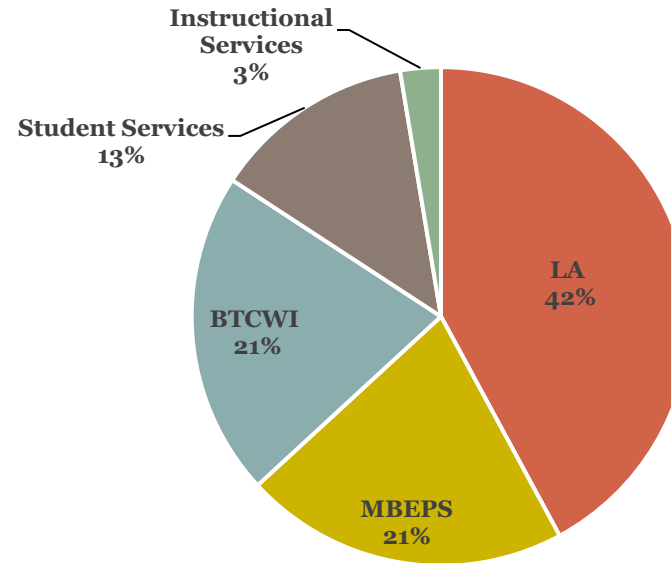
L.A. (School of Liberal Arts): 16

MBEPS (School of Mathematics, Biological, Exercise & Physical Sciences): 8

BTCWI (School of Business, Technical Careers, & Workforce Initiatives): 8

Student Services: 5

Instructional Services: 1



- L.A. (School of Liberal Arts)
- MBEPS (School of Mathematics, Biological, Exercise & Physical Sciences)
- BTCWI (School of Business, Technical Careers, & Workforce Initiatives)
- Student Services
- Instructional Services

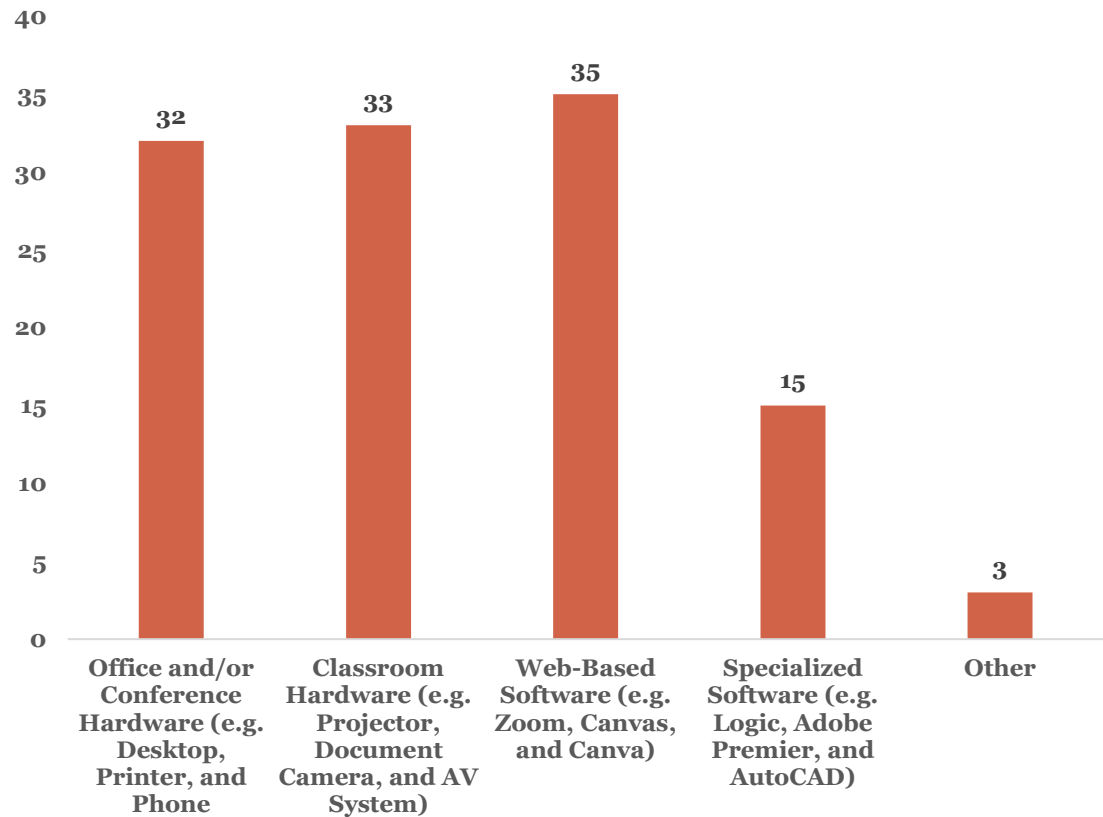


Q2. Which of the following types of technologies, hardware and software do you regularly use for your job?

Total Respondents : 38

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

15 (39%) of the respondents noted that they also use specialized hardware.



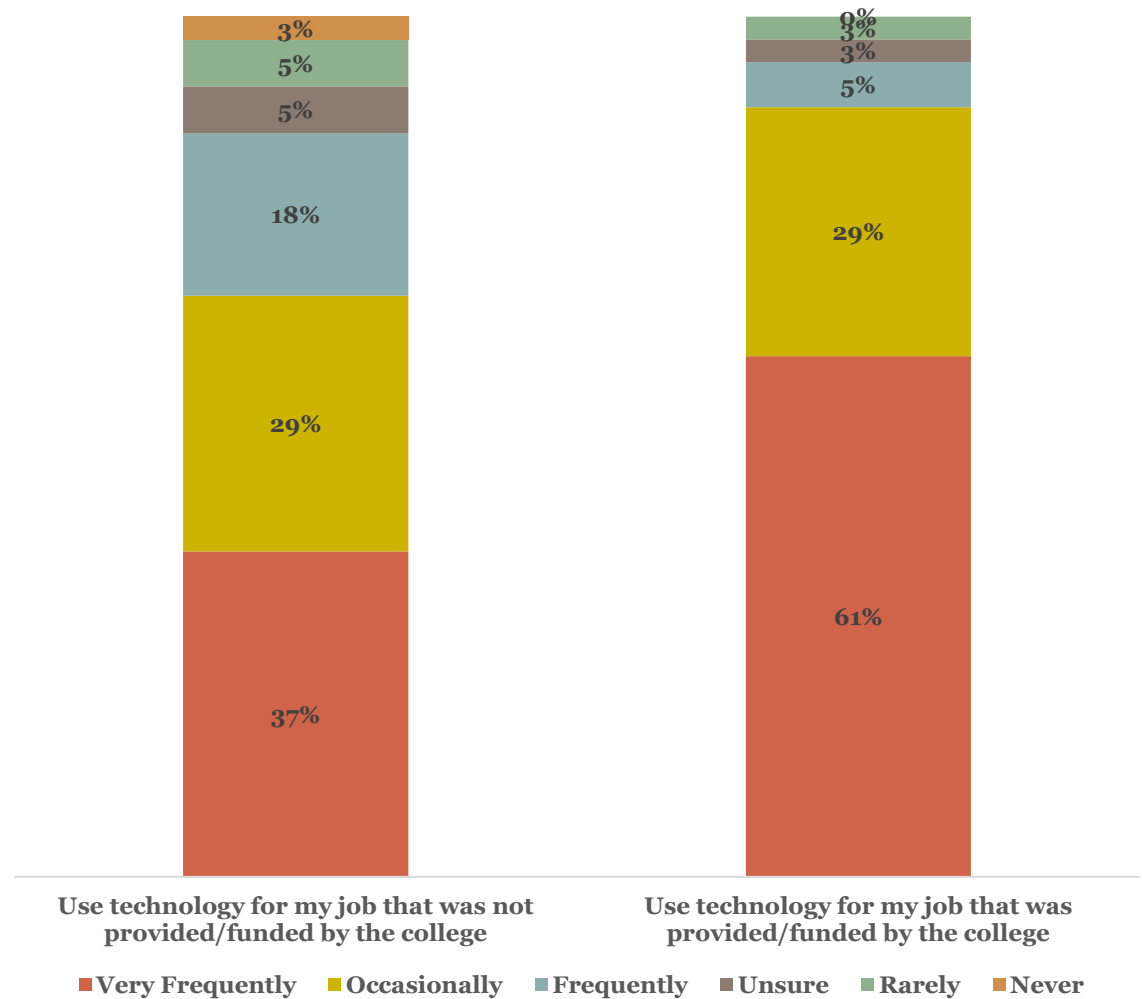


Q3. Rate how frequently the following occur:

Total respondents: 38

Note that all respondents answered these questions. A respondent using tech provided by the school is not mutually exclusive to tech not provided.

This data indicates that respondents used tech provided by the school more frequently than tech that was not provided by the school.





Q4. Rate your satisfaction for the following items:

Total respondents: 38

36% of respondents were dissatisfied and very dissatisfied as opposed to 27% satisfied and very satisfied.

Respondents were more satisfied and very satisfied for security and ability to connect personal devices.

More respondents were dissatisfied and very dissatisfied with opportunities to participate in decision making processes related to technology and funding to purchase technology. There is roughly equal split (35% vs 37%) between satisfaction rates for reliability of technology to function correctly.





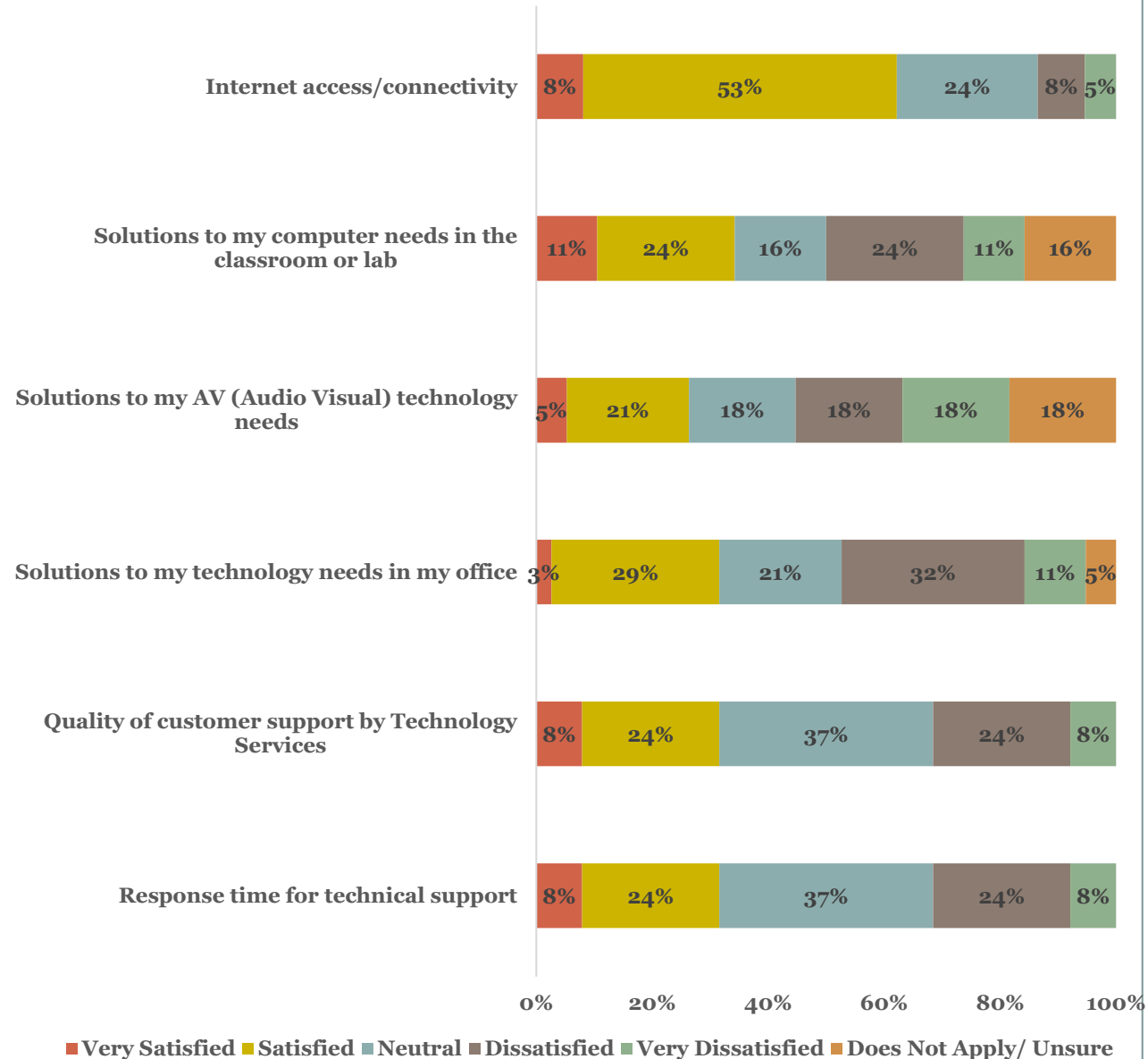
Q4. Rate your satisfaction for the following items:

Total respondents: 38

A majority of respondents, 61%, were satisfied or very satisfied with internet access and connectivity.

There was an even split between respondents who were satisfied and very satisfied or dissatisfied and very dissatisfied with solutions to computer needs in the classroom or lab, AV solutions, customer support by technology services, and response time for technical support.

More people were dissatisfied and very dissatisfied with solutions to technology needs in the office as opposed to satisfied and very satisfied.

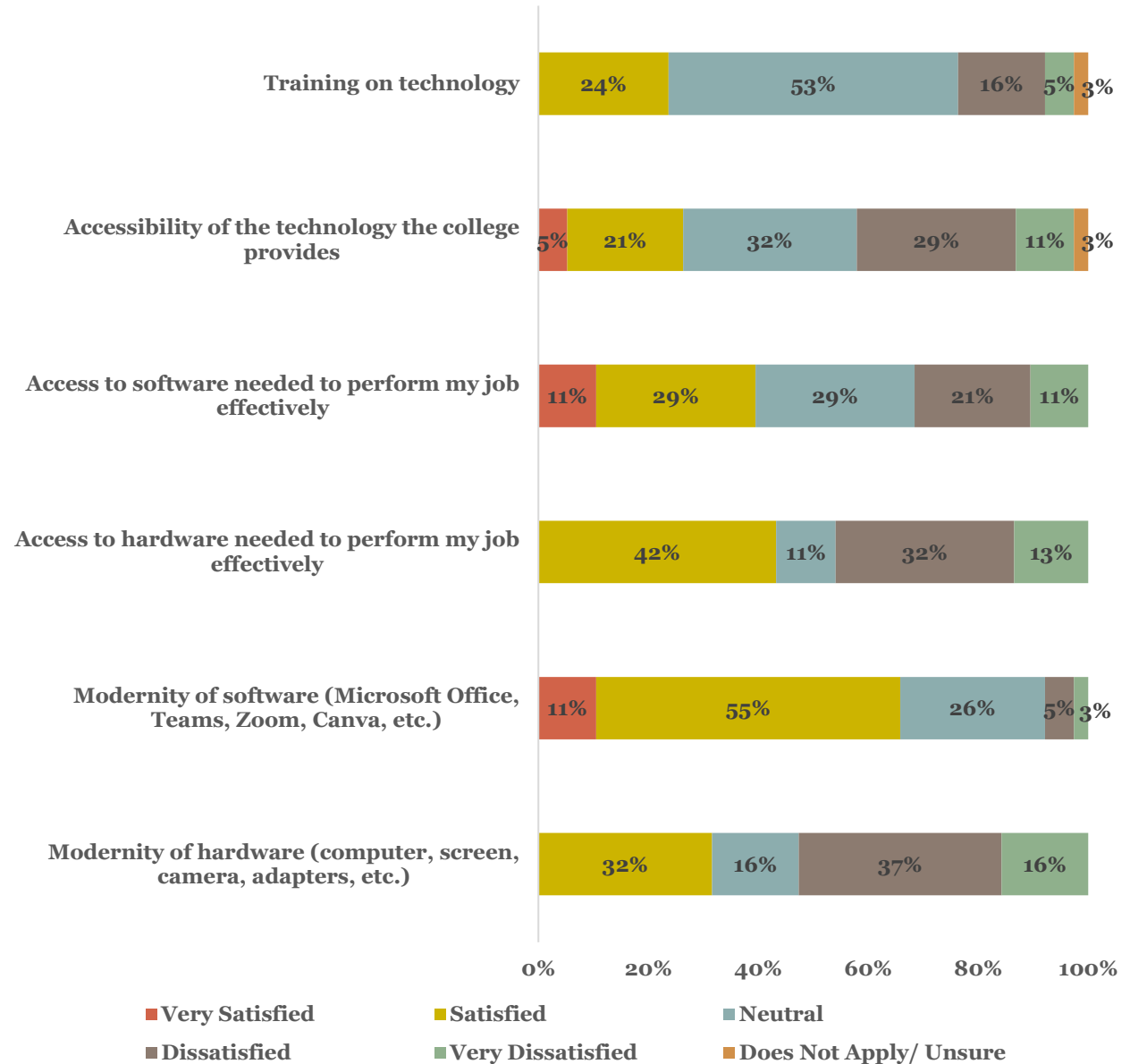




Q4. Rate your satisfaction for the following items:

Total respondents: 38

For nearly every survey response, a majority of respondents were not happy with training, accessibility, and access with the exception of modernity of software where 65% were satisfied or very satisfied and access to software having 8% more people being satisfied or very satisfied. 53% opposed to 32% were not satisfied with modernity of hardware. 44% opposed to 42% were not satisfied with access to hardware.



(Q5) What technology improvements would most enhance your job performance (e.g. hardware, software, training)? Please mention if you've seen these recommendations implemented elsewhere :

Total Response: 23



- ❖ 5 described software challenges:
 - Adobe Creative Cloud (Photoshop, Illustrator, InDesign, etc.)
 - Software subscription/updates
 - Need AI detection software
 - Educational licenses
 - Access to Canva, Prezi, Screenpal, and other tech programs
- ❖ 10 described hardware challenges:
 - Old and slow
 - Desire for new tools (e.g. Smart whiteboards, working projectors, laptops, flatscreen monitors)
 - HDMI, VGA; missing required cables/hardware
 - Lacking compatible laptops
 - Projector access, printer and office access
 - WiFi with SSH and other microcontroller and interconnectivity
- ❖ 3 described a desire for improved tech support:
 - Takes long to get a response or resolve issue, unresolved issues
- ❖ 3 described institutional challenges:
 - Tech inventory on district level
 - Plans for computer schedules process, implementation, and regular implementation
 - Transparency around scheduling and plan processes
- ❖ 3 described challenges with phone and internet connectivity:
 - Dropped connections for Wi-Fi and landline

(Q5) What technology improvements would most enhance your job performance (e.g. hardware, software, training)? Please mention if you've seen these recommendations implemented elsewhere :

Spotlight



A respondent described detailed desire for changes to planning processes:

“Transparency with the process to update classrooms and timeliness in the process so as to not negatively impact students. I have called for and will continue to request a comprehensive review of campus technology planning processes that incorporates faculty input at all stages and includes documented, independent input from non-traditional faculty, Multimedia Specialists, and other technology personnel to ensure the college's technology services are equitable, efficient, and responsive to the needs of faculty, staff, and students alike. “



Q6. What type of training have you received at Miramar College?

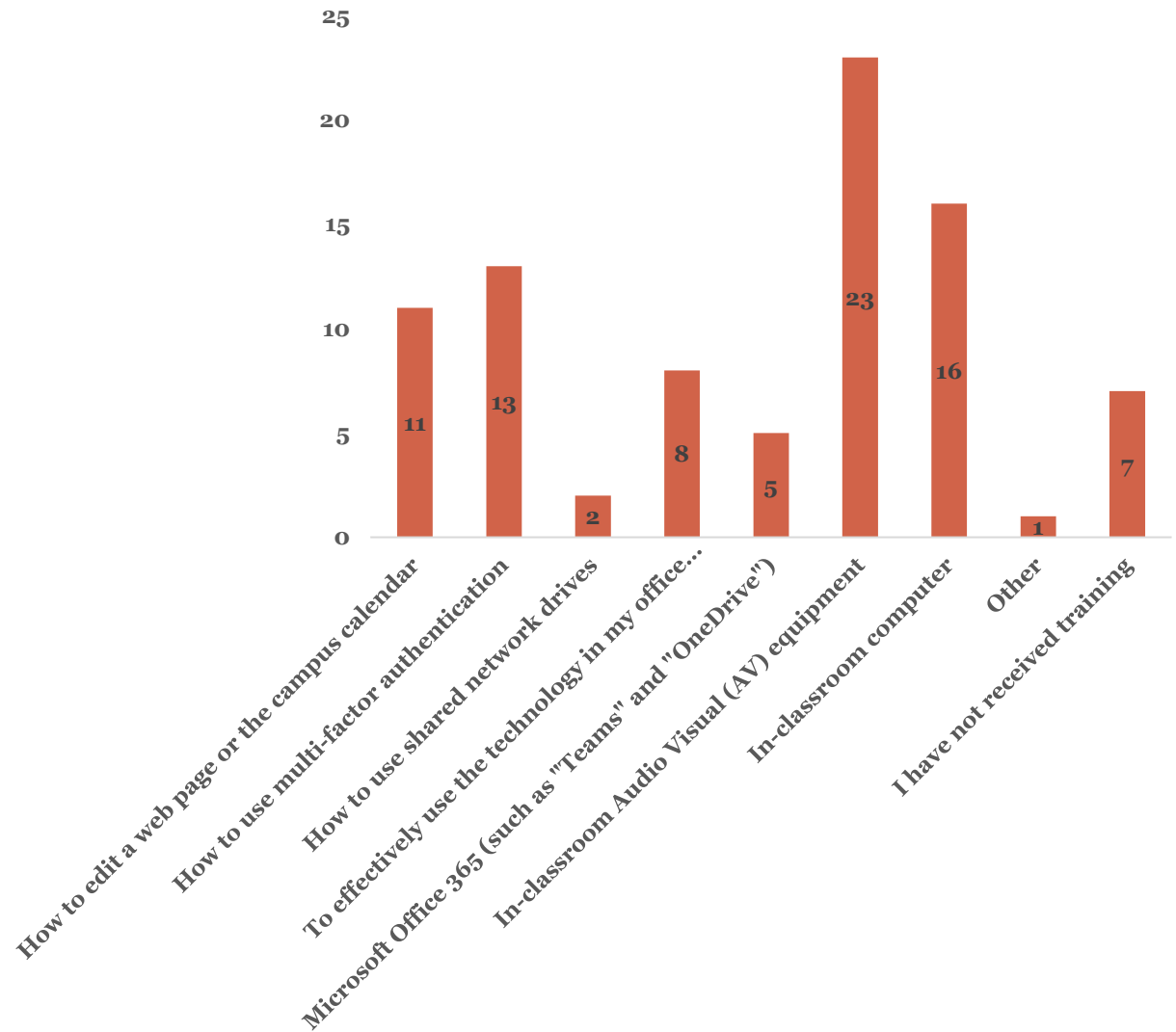
Total Respondents: 38

23 (74%) identified “In class AV equipment” training

16 (42%) identified “In class computer” training

13 (34%) identified “How to use multi-factor authentication”

7 (18%) of 38 respondents reported that they have not received any form of training.



Q7: Based on your experience with the IT, AV, and software training at Miramar College, rate your agreement with the following statements:

1. It is easy to find or receive training
2. Tutorial videos have been helpful
3. In-Person tutorials have been helpful

Total Respondents: 31

For all three statements, the data was skewed more toward agreeing with the statements. Although most are neutral to the training/tutorial videos/in-person tutorials, a fair number agreed or strongly agreed that the training was either easy or helpful

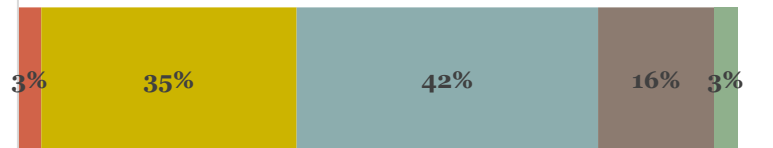
In-Person tutorials have been helpful



Tutorial videos have been helpful



It is easy to find or receive training



0% 20% 40% 60% 80% 100%

Strongly Agree Agree Neutral Disagree Strongly Disagree

(Q8) What type of training are you interested in receiving that the college does not offer or you may not be aware of?

Total Response: 11



- ❖ 4 described desire for software training:
 - Office 365, Teams, OneDrive
 - Canvas training for when Canvas gets updated
 - Microsoft: Adobe Express, Forms, etc.
 - Transferring canvas class to new semester
- ❖ 4 described desire for hardware training:
 - IT training described as bad and needs updates
 - AV training described as useful
 - General hardware training especially due to lack of hardware (how to navigate this)
 - Training to workaround lack of HDMI cables
- ❖ 1 described desire for institutional training:
 - Training revolved around lack of support by administration

(Q8) What type of training are you interested in receiving that the college does not offer or you may not be aware of?

Spotlight



A respondent described detailed desire for changes to planning processes:

“I think the District offers many different types of tech trainings. My concerns are when admin/managers do not support faculty (or classified professionals) attending these trainings. The District had several trainings on Microsoft Office 365, which I attended before working at Miramar. Since starting at Miramar, I have tried to attend some, and this was not supported. “

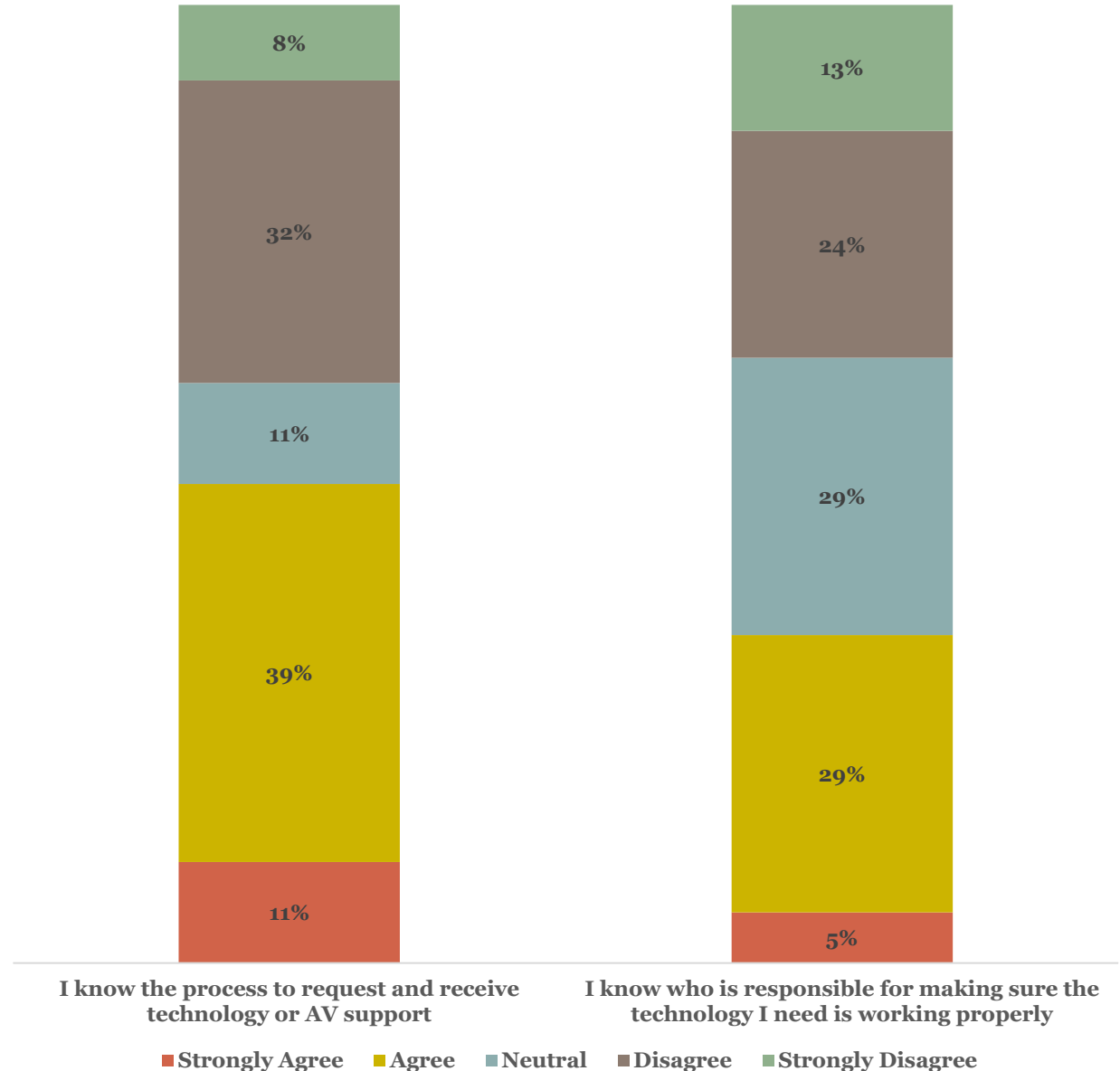
Q9: Rate your agreement with the following statements:

1. I know the process to request and receive technology or AV support
2. I know who is responsible for making sure the technology I need is working properly

Total Respondents: 38

Very few respondents either strongly agree or strongly disagree to the statements.

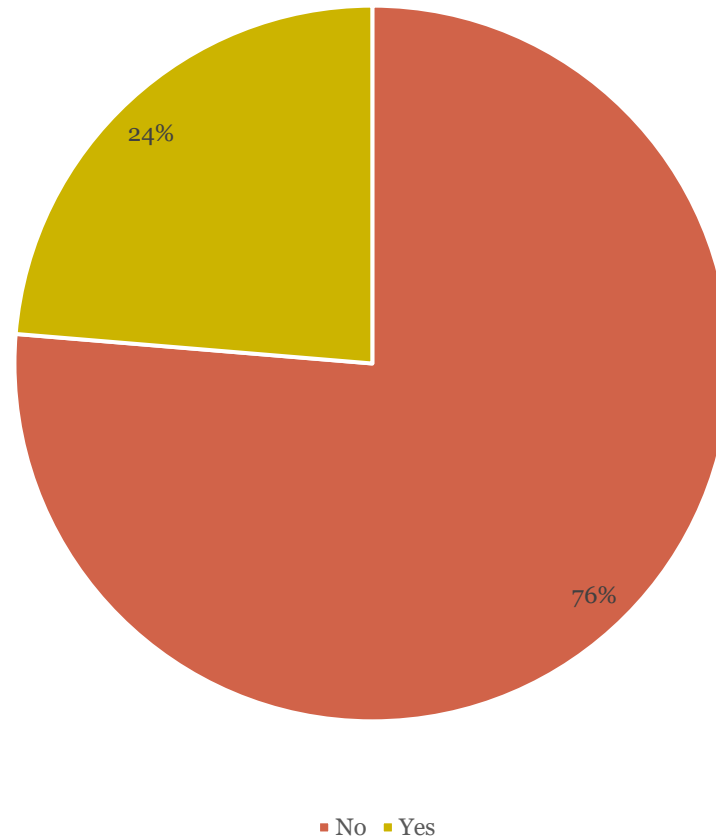
Most respondents are roughly evenly split between knowing the process to request and receive technology or AV support and who is responsible for making sure technology is working properly.



Q10: Have you ever taught or hosted a meeting in a Hyflex or Hybrid format (where attendees join in-person and remotely at the same time)?

Total responses: 38

Most respondents (76%) have not taught or hosted any meetings in a Hyflex or Hybrid format



Q11. Describe your experience presenting in a Hyflex or Hybrid format

Total Respondents: 7



❖ General descriptions:

- OWL AV Problematic (5 respondents)
- OWL is easy to use (2 respondents)
- Audio Issues (3 respondents)
- Owl is fine (2 respondents)
- Visual Issues (1 respondent)

Q12. Do you have anything else to share regarding technology at Miramar College (hardware, software, support, negative/positive experiences)?

Total Respondents: 16



- ❖ 2 described tech support needs/suggestions:
 - One respondent describes IT support as quick
 - Another respondent describes IT support as slow to respond
- ❖ 5 described hardware needs/suggestions:
 - Hardware is aging/old
 - Proper equipment is lacking
 - Personal devices and podium integration issues
 - Lack of cables and adaptors
- ❖ 3 described software needs/suggestions:
 - Lacking in funding
 - Lacking in support
 - Old software
- ❖ 1 respondent described institutional difficulties:
 - Chain of command issues/processes (more in high lighted section)

Q12. Do you have anything else to share regarding technology at Miramar College (hardware, software, support, negative/positive experiences)?

Spotlight



A respondent described detailed desire for changes to planning processes:

“I stopped using office hardware because it was so outdated. I am very satisfied with using my own computer with access to the web-based software provided by the district. Also, my understanding is that hybrid and hyflex are two very different things.... Hybrid means a combination of synchronous and asynchronous instruction. Hyflex means in-person instruction that is also available real-time over Zoom. “