**2020 BC Employee Technology Survey for ISIT: Summary of Results**

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**Synopsis:**

The 2020 Employee ISIT survey had been conducted prior to the pandemic. This survey concludes that most faculty and staff seem to use BC-provided laptops or desktops but far fewer use classroom technology. This may result from a blend of classified and faculty responses. Should ISIT consider separate surveys for faculty and classified? Most employees rely heavily on BC-provided hardware, especially for in-class instruction and printing. The most often used personal hardware is the personal laptop. Nearly 54% of employees bring a personal laptop, and a significant portion of these, 23%, use their personal laptop for me than 30 hours a week. Nearly 45% of respondents using their personal laptop for 10 or more hours a week.

Zoom should be included on the next questionnaire, as it is predicted that its’ use would be high. We should continue to find methods to support our highly used software. Employees would like training with Sharepoint, Canvas Plug-ins, Camtasia, and Adobe Creative Cloud with less than 15% answering they would like to use with training. That percentage is not based on the total participants (202), but total answers for the topic potentially skewing the data to demonstrate a higher use than what is actually used. Most employees (>70%) feel confident in their use of technology, using technology to achieve course SLOs, that technology is an essential tool for their job function, and that what they use is up-to-date. A large percentage of employees do not know, or potentially do not know how to check if their technology is accessible. Due to this finding, there needs to be education or resources (perhaps identify a specific person) employees can be directed to, to assist them with achieving this. Lastly, per the narrative comments, our IT team is essential to Bakersfield College and greatly appreciated for the work they do. However, there is the perception, that the team is too small and too busy to meet the needs of the campus. This data was collected pre-pandemic, so employee perceptions may be different as they are working from home and most likely using their own personal technology for campus purposes.

Finally, the most respondents when asked what technology is needed most often – response is laptops and docking stations for their offices. Respondents were equally distributed on using Camtasia, screen capture, video creation, Adobe Acrobat Pro, and Paperless systems for content prep. As for use in the classroom, most respondents wanted new projectors or display devices. The final question gave well over 44% of positive feedback to the IT staff for their support of the campus infrastructure.

**Synopsis by Question:**

**Analysis of Question 1. What BC-provided hardware do you use (select all that apply)?**

SUMMARY: Of the 202 respondents, nearly 77%, or 155, use desktop computers provided by BC. Another 46%, or 92 respondents, use a BC-provided laptop, illustrating some faculty/staff use both BC-provided desktops and laptops. Only 6%, 13 respondents, utilize BC-provided tablet. A smaller number of faculty/staff employ in-class technology with only 38%, or 77 respondents, using the projector, 21%, or 43 respondents, using the document camera, 7%, or 14, using the short-throw projector, and 9%, or 19 using a TV. The lower percentage of respondent usage of in-class technology may derive from a large proportion of classified staff respondents to the survey. Roughly 58%, 118 respondents, use a BC-provided printer/copy machine/scanner. It is important to note that it is difficult to determine what percentage of respondents do not use any BC-provided hardware because overlap exists between desktops, laptops, and tablets.

* Desktop Computer 76.73%
* Laptop Computer 45.54%
* Tablet 6.44%
* Printer/Copy Machine/Scanner 58.42%   
  Presentation Technology
* Projector 38.12%
* Document Camera 21.29%
* Interactive Projector/Short Throw 6.93%
* TV 9.41%   
    
  NARRATIVE ANSWERS: Twenty-six respondents left other comments. Four respondents indicated that they either did not use BC hardware at all or use personal hardware. Two individuals mentioned their use of the clicker system. One individual uses the “computer on wheels,” and a few respondents reference use of computer speakers, webcams, computer keyboards, etc.     
    
    **Analysis of Question 2. What personal hardware do you bring from home to use in your classroom or office? And how many hours per week do you use the technology?**  
    
   Of the 183 respondents to this portion of the question, nearly 45% do not use their personal laptop at work; the remaining 45% of respondents use their laptop at work to varying degrees. Employees using their personal laptop less than nine hours a week totaled 11%, or 18 employees. Sixteen respondents, or 10%, use their personal laptops at work between 10-19 hours per week. Seventeen employees, or 10%, use theirs between 20-29 hours, and thirty-nine employees, or 24%, use their personal laptop at work more than thirty hours a week.    
    
  A significantly higher number of respondents do not use their personal tablets/iPads at work, totaling eighty-three respondents, or 62%. Twenty-four people, 18%, indicated that they use their tablets/iPads less than nine hours a week. A smaller portion, 15, or 11%, use their tablet/iPad between 10-19 hours. Whereas 5% and 4% or respondents use their personal tablets/iPads between 20-29 hours and 30 or more hours, respectively.    
    
  A large proportion of those responding, 66% (86 individuals) do not use a personal printer at work. Twenty-nine individuals, or 22%, use a personal printer less than nine hours a week, and 5%, or 6 respondents, use a personal printer between 10-19 hours a week. Five people, or 4%, use their personal printer between 20-29 hours, and 4, or 3%, use theirs more than 30 hours a week.    
    
  Almost no employees bring a personal projector to work with 86% or 100 respondents indicating this. Only 3 responses indicated that employees use personal projectors more than 30 hours a week. Roughly 9% of respondents use a personal projector between 0 and 19 hours a week with 8 out of 10 indicating that they use theirs less than 9 hours a week.  Nearly 46% of 146 respondents bring a personal clicker to use at work. Six of these individuals, 4%, use their clicker more than 30 hours a week. Eight employees, 5%, use their personal clicker between 20-29 hours a week, and 23 individuals, 16%, use theirs between 10-19 hours a week. Nearly 21% of the 146 respondents to this question use their personal clicker 0-9 hours a week.
* 45% of 163 respondents do not use a personal laptop computer at BC.
* 24% of those using a personal laptop use theirs more than 30 hours a week.
* 62% of 133 respondents indicated they do not use a personal tablet/iPad.
* 4% of those using a personal tablet/iPad use theirs more than 30 hours a week.
* 66% of 130 respondents do not use a personal printer at work.
* 3% of those using a personal printer use theirs more than 30 hours a week.
* 89% of 113 respondents do not use a personal projector at work.
* 3% of those using a personal projector at work use theirs more than 30 hours a week.
* 54% of 146 respondents do not use a personal remote clicker at work.
* 4% of those using a personal use theirs more than 30 hours a week.

Narrative responses to this survey question indicates faculty transition to remote, online teaching and use of personal hardware at home. Other responses emphasize the use of cameras, microphones, headphones, etc. all in the transition to online teaching.  

Analysis of Question 3. What software do you use?

Software used by  > 60% of BC employees

* Adobe Reader (87.65%)
* Adobe Acrobat (78.72%)
* Banner (73.38%)
* Banweb (93.26%)
* Canvas (80.59%)
* eLumen (66%)
* Microsoft Outlook (97.94%)
* Microsoft Word (98.99%)
* Microsoft Excel (94.09%)
* Microsoft PowerPoint (95.79%)
* Microsoft OneDrive (68.59%)
* Starfish (75.31%)

Software used by < 20% of BC employees

* Camtasia (13.91%)
* DegreeWorks (17.6%)
* New Support School (16.1)
* Online transcripts (15.7%)
* Schedule Plus (18.55%)
* Smart Notebook (4.31)

Other commonly used software used per narrative comments

* Google Docs (4 responses)
* Zoom/ConferZoom (5 responses)

Question 4. How much to you agree or disagree with the following statements?

* 96.52% of BC employees feel confident in the technology they use.
* 74.5% of BC Employees know how to use technology to achieve course SLOS, 22.82% felt neutral.
* 73.5% reported technology they use is currently up-to-date and well-maintain, while 17% were neutral, and 9.5% disagreed or strongly disagreed.
* 96.5% reported technology is imperative to their job function, and no one reported disagreeing with this statement.
* 18.18% of employees reported they did not know how to request new technology; 18.69% were neutral.
* 88% reported they knew how to request new technology.
* 87.37% reported they received technology support when requested and 87.5% receive it when needed.
* 30.3% know how to check if their technology is accessible and 30.81 were neutral.

Narrative comments demonstrated an appreciation of the IT staff. In addition to the appreciation, there were comments that the IT staff is “short-staffed” and requested more employees as “wait times for support can be long.” There were multiple comments about delayed response time or that staff was “too busy.”

### Question 5 – What additional technology would you like to see available to help you or your students be successful?

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| **Faculty & Staff Tech Needs – Office/Home** | **Respondent #** | **# of Responses** |
|  | | |
| **Hardware** | | |
| Laptops & docking stations | 3, 11, 42, 50 | 4 |
| Updated/New office computers | 56 | 1 |
| Printer/scanner | 6, 30 | 2 |
| Webcam | 37, 56 | 2 |
| iPad/tablet | 3, 52, 56 | 3 |
| TV in lobby for announcements (digital signage) | 64 | 1 |
| Scanning stations | 69 | 1 |
| Dual monitors | 23, 24 | 2 |
| Reliable wifi | 3, 21 | 2 |
|  |  |  |
| **Faculty & Staff Software/Web Resources Needs** | | |
| Camtasia/Screen capture/Video creation | 15, 16, 34 | 3 |
| Auto captioning | 16 | 1 |
| SPSS | 15 | 1 |
| Adobe Photoshop | 31 | 1 |
| Adobe Premier | 42, 47 | 2 |
| Adobe Acrobat Pro | 47, 54, 55 | 3 |
| Paperless system/Digital file management system | 13, 54, 70 | 3 |
| File Express needs to upload more than 1 file at a time | 13 | 1 |
| We need to use Microsoft Teams | 36 | 1 |
| Remote access & Banner need to last longer instead of timing out so quickly | 42 | 1 |
| Cognos reporting capabilities need to improve | 42 | 1 |
| ChemDraw & site subscription to SciFinder for students | 47 | 1 |
| Screen writing or ‘Reflector’ program to project iPad screen on classroom computer/projector | 20, 48 | 2 |
| Integrate Starfish into Canvas | 51 | 1 |
| MathType | 58 | 1 |
| TI emulators on classroom computers | 58 | 1 |
| Accessibility converter | 63 | 1 |
| Simulation programs in skill lab | 65 | 1 |
| Texting | 5 | 1 |
| Increase Cloud Storage | 6 | 1 |
| Course Arc program (to create interactive activities) | 7 | 1 |
| Training/Professional Development | 14, 54, 62 | 3 |
| Expand the # of Banner fields and give access to more Banner functions | 32 | 1 |
| Effective scheduling software | 70 | 1 |
| Voice Thread | 34 | 1 |
| Flip Grid | 34 | 1 |
| Unreal Engines 4 (links gaming and education) | 18 | 1 |
| Testing security for online testing | 26 | 1 |
| Scanning stations | 69 | 1 |
| Assistive Software | 31 | 1 |
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| **Faculty Tech Needs - Classroom** | **Respondent #** | **# of Responses** |
| Tablets or laptops for students/computer lab | 58, 59, 66 | 3 |
| New projectors/large-screen TVs | 4, 17, 19, 22, 35, 60, 43 | 7 |
| Updated/new teacher computers | 4, 43 | 2 |
| Better assessment capabilities in Canvas | 8 | 1 |
| Cameras inside classrooms and software to record what is on the instructor’ screen and to record instructor “…movement around the classroom so we can save our content for future course development.” | 36 | 1 |
| Better wifi in the classrooms | 3, 21, 43 | 3 |
| SmartBoards | 17, 19, 45 | 3 |
| iClickers | 53 | 1 |
| Updated electronic musical instruments & PA system | 57 | 1 |
| Working DVD player in FA47 | 71 | 1 |
| Projector remotes | 23 | 1 |
| Sound amplification/Microphones in ceiling/Video conferencing | 72 | 1 |
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| **Student Tech Needs – Remote & On Campus** | **Respondent #** | **# of Responses** |
| Chromebooks/Laptops | 3, 10, 58, 66 | 4 |
| Reliable Wi-Fi | 3, 10, 21, 25 | 4 |
| Basic computer skill training | 41 | 1 |
| More computers in library to run SPSS | 15 | 1 |
| Cell phone data plans | 25 | 1 |
| Charging stations for laptops and mobile devices | 64 | 1 |
| Adobe Photoshop | 31 | 1 |
| Adobe Premier | 31 | 1 |
| PDF editing | 31, 58 | 2 |
| Assistive software | 31 | 1 |
| Math Type | 58 | 1 |
| TI Emulator | 58 | 1 |
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### **Question 6: Do you have additional feedback about the technology used at Bakersfield College?**

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| **Responses** | **Respondent #** | **# of Responses** |
| Kudos and “Thank You”s to IT | 1, 2, 7, 10, 12, 13, 17, 18, 20, 21, 22, 24, 25, 28, 33, 34, 37, 42, 43, 44, 47, 52, 55, 56, 59, 61, 62, 64, 66, 67, 70, 72 | 32  (44% of all respondents) |
| MS Outlook is a dumpster fire. | 3 | 1 |
| Is there an automatic way to keep all campus computers updated? | 4 | 1 |
| The instructor’s office computer is outdated. | 5 | 1 |
| The instructor’s classroom computer is outdated. | 5, 50 | 2 |
| The equipment in the language lab needs to be updated. | 6 | 1 |
| Provide basic computer skills workshops to students. | 9 | 1 |
| The students do not all have the same technology available to them. | 14 | 1 |
| Better follow through on IT tickets is needed. | 15 | 1 |
| Laptops would be much better for faculty and staff. | 16 | 1 |
| Laptop carts to be used in classes. | 16 | 1 |
| BC needs to provide laptop rentals for students. | 16 | 1 |
| Instructor needs better technology at home if we stay working remotely. | 19 | 1 |
| The classrooms need the technology to be arranged more efficiently. | 23 | 1 |
| Need written instructions on how to connect/disconnect tech devices to classroom projector. | 23 | 1 |
| More training for creating accessible documents. | 29 | 1 |
| Needs a new digital “exam table” for medical courses. | 30 | 1 |
| Make using Zoom more secure. | 39 | 1 |
| Malfunctioning equipment happens often and turnaround time for fixes is inconsistent. | 41 | 1 |
| Needs help on learning how to record lectures. | 48 | 1 |
| The desktops in the classrooms are outdated. | 51, 69 | 2 |
| High quality audio/video recording capability needed. | 54 | 1 |
| More technology training for faculty and staff is needed. | 58 | 1 |
| Need to approve the use of Apple computers. | 60 | 1 |
| Need projector at Arvin classroom. | 63 | 1 |
| Wants to use Camtasia | 63 | 1 |
| Schedule Plus is too slow working from home | 64 | 1 |
| We need budgets for technology purchases like 3-D printing | 71 | 1 |