**TECHNOLOGY SUMMARY   
2018 Annual Employee Technology Needs Survey**

1) 83% of faculty responded that everything or most of their day-to-day job activities relies on technology.

2) Of the types of hardware that BC provides, the percentage using:

* Desktop computers - 92%
* Laptop computers - 36%
* Tablets - 7%
* Projector - 54%
* Document camera - 30%
* Interactive Brightlink - 4%
* TV (LED or other) - 23%

3) Personal hardware that is brought from home to use in your classroom or office includes

* Laptop Computer - 47% don't use, 14% less than 10 hours per wk, 39% more than 10 hours/wk
* Tablet/iPad - 62% don't use, 25% less than 10 hours per wk, 13% more than 10 hours/wk
* Printer - 60% don’t use, 31% less than 10 hours per wk, 9% more than 10 hours/wk
* Projector - 81% don't use, 8% less than 10 hours per wk, 11% more than 10 hours/wk
* Remote clicker - 47% don't use, 25% less than 10 hours per wk, 28% more than 10 hours/wk

4) Software that faculty and staff use includes:

* Use of Microsoft Word dominated the list at 98% followed by Excel at 87%
* Banner followed at 74% utilization
* Canvas utilization is slightly over 50% and about 20% use a plug-in with Canvas
* Adobe Acrobat and Adobe Reader are used by nearly 2/3 of BC employees
* Other software that was used by less than half of BC employees included Sharepoint, Degreeworks, and SARS Alert

5) Faculty overwhelmingly prefer using a projector (79%) over a TV (21%) for presentations in the classroom

6) Faculty and staff assess their confidence and aptitude in using technology as:

* Only 2% of faculty are not confident in their ability to use technology
* About 9% are challenged in using technology to achieve SLO’s
* Three quarters of respondents felt the technology they use is up-to-date and well maintained
* 97% regard technology as imperative to being able to perform their duties
* 74% felt they could achieve better outcomes if they had new or improved technology
* About 4 out of 10 respondents indicated they do not know how to request new technology
* Nearly 90% feel they know how to request support
* 87% of faculty and staff indicated they receive support they need when they request it

7) Technology that would be beneficial in your position as faculty or staff includes:

This question elicits individualized answers, many of which reflected specific needs more commonly requested via tech support or through program review, including update requests for particular classrooms, labs, computers, TVs, etc. While most of the suggestions mentioned personal needs, several reflected broader institutional need and effectiveness with significant impact on students. A number of respondents emphasized the importance of making mobile devices, most especially tablets with the requisite software, available to faculty and staff, including adjunct, in order to enhance presentations, access to files, electronic record keeping, etc.; along these lines, a number of participants mentioned providing access to all faculty and staff to fillable, signable, and electronic record keeping, as well as to more efficient software. In order to facilitate the ever-increasing demand for electronic reports, etc., as well as to enhance efficiency, administrative staff should all have large monitors and, in most cases two monitors. This could likely apply to most faculty as well. Numerous respondents requested the availability of clickers for the computer in all rooms. One respondent highlighted the need to use technology funds to help support access to electronic data bases provided via the library, especially JSTOR, improving student access to research materials. Despite the installation of additional WIFI points in the Humanities, a few people highlighted the continued lack of access in the offices and in particular classrooms, as well as slow speed when it is accessible. Several employees mentioned the slow speed of desktops. A few responses thanked the tech staff for their responsiveness and hard work.

8) If you think BC as a whole would benefit from new technology, please explain. (Please be specific:

what technology do you think should be obtained? How would that technology help BCC achieve its

goals? How is it different from technology currently in use?)

Responses to question 8 duplicated those to question 7, additionally emphasizing WIFI,

bandwidth, scanners, slow office PCs, and improved scheduling software for administrative

staff. One commenter conveyed a sentiment suggested in many others; as an institution increasingly known for transformative education and innovations, BC falls woefully behind in technology, including outdated, slow hardware and software, as well as an absence of the technology, such as smartboards, that pervades even local K-12 schools. Some requests along the same lines, highlighted the need for Events Software, Camtasia, etc.

9) If you have another concern about technology used at Bakersfield College that needs further

explanation, please explain in the provided space.

Several responses emphasized the need to provide more support to both tech and software

teams who work tirelessly to support an ever-growing number of students and staff. Others

mentioned providing increased transcription services for videos and videos of lectures, as well

as the ability in all classrooms to either livestream and/or record and caption lectures in order

to increase accessibility (combination of responses to questions 7-9 here) to prison, online, and

disadvantaged students. A number of individuals in questions 7-9 also mentioned the quality of

projector displays from lighting to issues with using the uncleaned whiteboards. One

respondent emphasized support for increased funding to our technology budget, so our

students can compete in the 21st-century. Others expressed concerned about the security of our

WIFI, software, etc. A consistent theme to these three questions, emphasized the need for

consistent set-ups from room-to-room on campus, illustrating the inconsistency of working

volume, displays, etc. from location-to-location. And, lastly, a few responses highlighted the

need for a list of site licenses. (I’ve combined some of the responses from questions 7-9 here

because, while they only appeared once or twice in the answer to one question, they appeared

several times between all three questions. )