

Follow-up Survey Responses

1. In my OFFICE, the equipment, software, and network connections used to support teaching and office work are adequate and well maintained.		Create Chart	Download
		Response Percent	Response Count
Strongly Agree		26.6%	17
Agree		48.4%	31
Disagree		17.2%	11
Strongly Disagree		7.8%	5
If you Disagree or Strongly Disagree, please explain in more detail. Show Responses			25
answered question			64
skipped question			3

Responses to Question #1:

The practice of giving faculty the slow , abused, and beaten computer lab rejects is appalling. It would be better to allow faculty to bring in our own up-to-date computers if we want something more capable than the outdated lab machines. That said, the machines and the programs are maintained wonderfully. They certainly make the best out of very tired equipment.

1/28/2012 8:32 AM

The adjunct office for English instructors has ONE computer that is extremely old and slow. We need additional computers that aren't antiquated.

1/27/2012 4:25 AM

Staff are usually very quick at resolving problems in my office.

1/25/2012 2:41 AM

am unable to use a computer. It kept locking me out.

1/24/2012 9:17 AM

I have always had prompt support with all technology issues in my office! I would appreciate an updated telephone with a speaker if possible :) But really no complaints at all! Carla Gard

1/24/2012 8:43 AM

1) The equipment in my office is very old, slow and crashes often. 2) Internet use is also extremely slow, it is more efficient for me to bring my own laptop to work.

1/24/2012 6:56 AM

NA. I am an adjunct professor, and as such, I don't have an office, equipment, software, or internet access, adequate or otherwise.

1/24/2012 5:32 AM

The computer in my office is slow and out of date. When I have serious work to do I do it at home. I still have an ancient energy-guzzling screen rather than an energy-efficient flat screen. This probably isn't part of the survey but: When will faculty email accounts be upgraded to gmail as the student accounts have been? Our faculty accounts are inappropriate due to size restrictions and inability to archive email forever. On several occasions I have resolved student, departmental and contractual issues because I work through gmail rather than my bc email. As a result I can easily search my mail archive for information that has been stored for years...especially vital when you end up with 3 different deans over the course of as many years.

1/24/2012 11:49 AM

But I wish they matched the software I teach with in H52 (Windows 7 and Word 2010). I can manage fine, but it would be easier to have them the same.

1/19/2012 10:08 AM

My equipment in my office in the Allied Health buiding is well maintained.

1/18/2012 7:49 AM

The equipment, in my estimation, is barely adequate. In fact, I've pretty much abandoned the Gateway desktop in my office for my own MacBook that I bring in every day and attach to the network. I find that the Gateway is slow, which is a waste of time.

1/18/2012 6:55 AM

In my office, the technology is fine; although my BC-issued laptop is quite old and very slow, so using it is problematic.

1/17/2012 6:35 AM

A new monitor would be nice. I have a dinosaur that takes up half the space on my desk.

1/17/2012 5:30 AM

I cannot update any software and I get tired of my computer asking me to do so. Why Can't I allow updates to my office computer?????

1/17/2012 5:08 AM

I just received a new computer. I requested it and the request was approved in July, so it did take some time before action occurred. I do appreciate my new equipment, but felt discouraged about the amount of time between approval of request and installation.

1/17/2012 3:25 AM

I am in Allied Health and the equipment/software support of Justine is great.

1/17/2012 1:02 AM

Once I install software, it is impossible to uninstall it or upgrade it without simply adding on more and more versions to the system. This makes no sense. If I have the ability to install, the other two should be allowed as well.

1/17/2012 12:56 AM

Massive CRT monitor no local printer but the one I bought and maintain no scanner for the department overzealous malware software blocks innocent sites In total I border on Agree/disagree - I don't feel too strongly.

1/17/2012 12:49 AM

The computers are horribly outdated.

1/17/2012 12:25 AM

Nothing has been set up in my office besides the computer. I could use a mounted television to watch film. A DVD burner for sending out films of our game. A telephone that shows who has called, and if I have a message or not. Faster speed computer.

1/17/2012 12:22 AM

This is a two point question. The maintenance is great but the equipment is not the best. Faculty seem to get the hand me downs.

1/17/2012 12:07 AM

I use wireless in H35 for my laptop. The wireless works most of the time but not all. (The Internet connection for the office is clear across the room, so I can't use the direct connection easily.)

1/17/2012 11:37 AM

A bit old and slow. What happened to the duplicate fiber line and infrastructure equipment that was purchased and scheduled for installation in the Business Education building last summer? I've inquired about it several times.

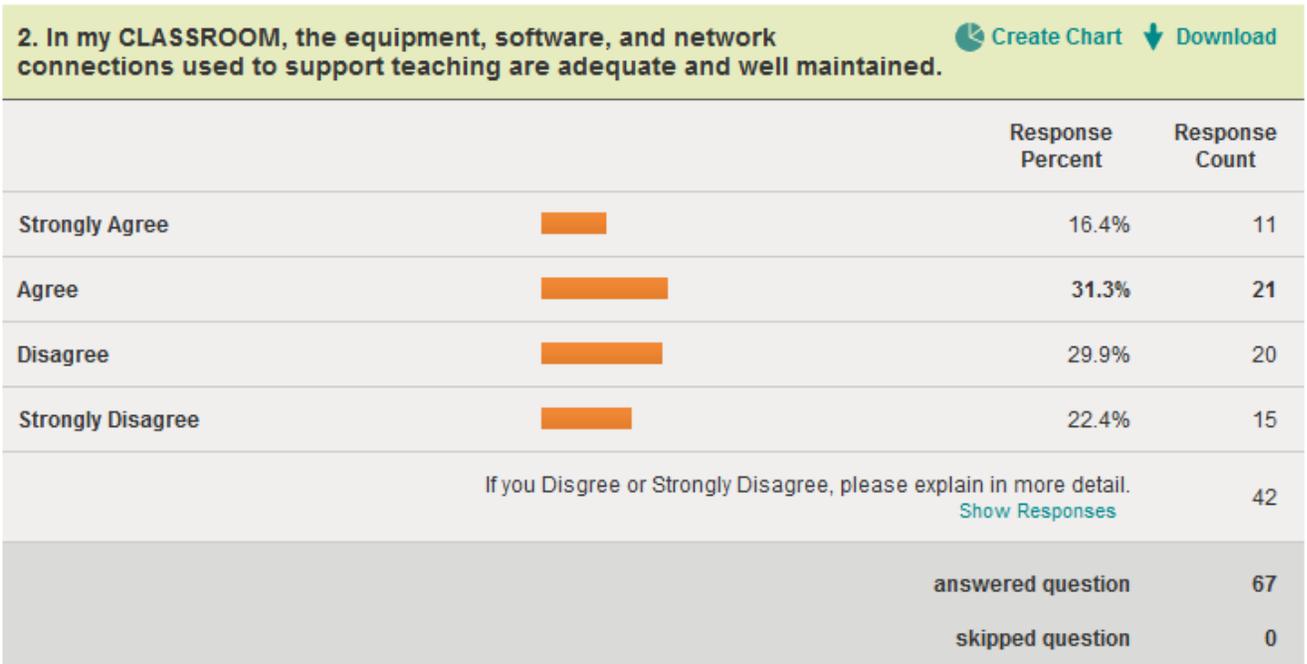
1/17/2012 11:32 AM

The computer in general is very slow, especially the internet.

1/17/2012 11:18 AM

Hardware and software needs to be updated but works fine.

1/17/2012 11:16 AM



Responses to Question #2:

All classrooms should have COWS or multimedia available

1/30/2012 1:23 AM

Response is excellent and, once again, yeoman effort is given to keeping tired and often abused equipment up and running.

1/28/2012 8:32 AM

Although the tv/computer flat screens are nice, they are too small for some students to see. We should be able to project the computer onto the white screen instead of having to make transparencies and use the overhead.

1/27/2012 4:25 AM

Im aware this is really an economic issue, but many classrooms(i.e. LA) are not as up-to-date as opposed to say the big lecture halls i.e. SE building

1/26/2012 1:54 AM

Staff are usually very quick at resolving problems in my classroom and lab room.

1/25/2012 2:41 AM

We teach our class at the Weill and the computer is very old. Microsoft office 2003. only one of the thumb drive slots work. The dvd player doesn't connect to the projector. there isn't a cord for the computer to be connected to the speaker. Brought my own last semester and it is now gone for this semester. We waste a good amount of time fighting with the technology at the weill. These issues have been reported on multiple occasions and have never been addressed. We are always promised they will be but they haven't. We also spend a lot of time fixing things its like a gremlin comes at night and messed with the cords and computer.

1/25/2012 11:45 AM

In my experience, the computers and televisions in the Humanities Building are often poorly maintained and/or difficult to use. To be fair, some of the blame belongs to faculty who do not use the equipment properly or who do not return to the proper settings when finished. Also, some faculty fail to turn off the equipment. However, the equipment needs to be checked by technicians or maintenance on a regular basis, and repairs need to be performed in a timely manner.

1/25/2012 10:31 AM

the projector is not appropriate for my class. it needs to be hooked up to the ceiling. computer desk should be closer to the wall, allowing instructor to be visible to all students while using sign language.

1/24/2012 9:17 AM

I teach in both 107C and L149. I do feel that the equipment has been maintained and updated routinely. Any troubles / concerns I have had I know you all are just a call away, and you have always been available to solve my tech problems... thank you ... Carla Gard

1/24/2012 8:43 AM

Most of the time the equipment in H-51 does not work properly. The remote for the LCD has not worked correctly for the past year. The video works one week and the does not work the next.

1/24/2012 7:35 AM

1) The wireless network connection NON-EXISTANT in MS 24 where I really need it. 2) The computer WAS slow but it is now functioning great. I do have to say that yesterday I had a lot of problems with my computer in the laboratory MS 24, and Bryan took care of the several issues. Thank you Bryan! In the

classroom (SE 48) the internet and computer are very slow and the equipment does not always cooperate.

1/24/2012 6:56 AM

Some of the equipment is old and outdated: computers, projectors/TV's, etc, I have NOT experienced problems with the internet connection (Thanks!). I have only called tech support once to report a problem with equipment. The problem was addressed and solved right away.

1/24/2012 5:32 AM

There is no computer in SS 128.

1/21/2012 8:06 AM

The equipment is very old, and there is just a cart (no computer or TV attached), an overhead projector (the old kind), and a smaller TV on a separate cart. These items get used, but they take up much-needed space in the front of the classroom (LA 204). We have to bring a laptop and connect it to the wires in the cart to be able to use the LCD projector, which is only on loan (the other one was stolen). AV does a good job on maintenance of these old items, but we need modernization (which I assume is far off because of the budget).

1/19/2012 11:07 AM

I wish we had longer cables or wireless for the keyboard and mouse in H5 (probably all the Humanities classrooms). It's hard to use the keyboard and see the screen/monitor at the same time.

1/19/2012 10:08 AM

My requests for Altirus Vision since last semester have yet to be carried out in SE7

1/18/2012 1:24 AM

I teach in H-4; the television used for screen purposes is difficult for some students to see and is a pretty small screen. Having a projector with a full size screen would be much better.

1/18/2012 1:20 AM

I teach in the Humanities building, where we have monitors and computers in some, not all, of the classrooms. While I appreciate this very much, trying to use the equipment is extremely awkward. The positioning of the computer underneath the monitor means that I am limited by the cords on the keyboard and the mouse. This means that I'm usually talking with my back to the students if I try to use the computer while teaching. Again, I've resorted to taking my MacBook into the classroom. Of course, I can only do this in the classrooms that are equipped with a PC/Laptop switch. Not all classrooms with monitors are configured in this way. In a perfect world, we would have similar technology to what is available in the classrooms in Delano. ELMOs, adequate computers, etc. Of course, that's a perfect

world. I do want to say though that I've always been able to count on Media Services for support when I've needed it with any of the existing equipment in our classrooms.

1/18/2012 6:55 AM

In LA 222, there is no wi-fi, no projector, no computer. I have to bring my computer and a cart with a projector in there every day, and hook up everything with a million cables. The internet cable comes undone frequently, so I lose my connection mid-presentation. It's very time-wasting and frustrating. Please outfit this room with updated media. The only electronics in that room is a DVD/TV.

1/17/2012 8:11 AM

There is NO equipment in many of the classrooms I have taught in or currently teach in: LA 222, LA 110, LA 202, LA 114. Other classrooms have a projector yet NO computer: FACE 20, LA 204. And although I do have a BC-issued laptop, it is quite old and slow and often hooking it up to a projector is problematic/tiresome. Any chance these classrooms could be updated? |

1/17/2012 6:35 AM

Right now in LA 204, the hardline ethernet connection has been totally dismantled. I tried to use the wireless connection, but it was too slow and didn't allow me to access Moodle. The main computer on the front desk of LA 225 is out of service. We can't log on to it. Also, the Sanako system software is not working properly. I used to be able to monitor everyone's computer from the front computer using Sanako, and I'd like to be able to do that again.

1/17/2012 5:30 AM

I teach in ASL. I need a L A R G E image for 30 people to see, so I use a projector. I'm so weary of wheeling carts around. I wish we could mount projectors to the ceilings of our classrooms and just have a computer in the room ready to go. I recognize that this entails some expense, but because we use a computer/projector for every class meeting, I think it's worth it. Additionally, the internet connection is down more than it should be.

1/17/2012 5:20 AM

One computer doesn't seem to work in the balance room between SE12 and SE17.

1/17/2012 5:08 AM

MS-26 is not set up well to use any technology. There is no room for an overhead projector, and no walking space to get across the room when the screen is down for the videoprojector or any other projector.

1/17/2012 4:11 AM

If I am not assigned a classroom with network/equipment then it's a hassle. Are there any plans to have computer access in every classroom on the main campus?

1/17/2012 4:04 AM

I usually teach in MS 109, which has a chalkboard (yes, chalk) and an overhead projector. I am teaching in SE 45 this semester which is quite well equipped with all amenities.

1/17/2012 3:25 AM

Really need an overhead computer/projector set-up. So many students are packed in a classroom that doing anything on a television screen leaves a lot of students straining to see.

1/17/2012 1:53 AM

At this time, I need to disagree, but my department chair has assured us that starting Fall 2012, we will be slowly implementing SmartBoards or something equivalent into our classrooms. That will be a tremendous help.

1/17/2012 1:17 AM

I also teach at the Weill and the Nursing Cart at the Weill is not consistent. We went from one semester with the equipment great to the next where things had been taken, an outdated laptop used to replace the updated one and at times cords missing. It was just "okay" last semester, we made it work.

1/17/2012 1:02 AM

Wifi access is limited and sporadic at our end of the SE building. We are working on upgrading the laptop we use between classes.

1/17/2012 12:56 AM

Classroom is too small and the Media Cart is very difficult to operate and not all the students are able to view the monitor.

1/17/2012 12:54 AM

Something is broken in one of my classrooms at least once a week. Today a projector would not turn off. Other problems have been broken mouse, keyboard, no volume, inoperable connections, etc. I feel strongly about this.

1/17/2012 12:49 AM

The connections between the computer and monitor often break down. There is no solid explanation of how to maintain these connections and so someone must come out

1/17/2012 12:31 AM

Computer set up in Forum 101 and 102 is bulky and uncomfortable to use, ie screen hard to see because of angle it is set at. Can we change the set up for easier access and better ergonomics for the user? Thanks for asking.

1/17/2012 12:25 AM

Most of the classrooms that I use do not have computers or reliable wireless internet access.

1/17/2012 12:25 AM

Majority of classes in LA building have no projectors. I have to bring my own computer and projector to teach class. COWS in these classrooms are too small for classes to see information. Rooms should have mounted projectors and computer up front so that is easier to teach the student. All CC's I have worked at have these already set up in classrooms.

1/17/2012 12:22 AM

Again, a two point question. Maintenance is excellent but I do not have a dedicated projector or Elmo. It is necessary to set up and take down each time I use my computer.

1/17/2012 12:07 AM

I teach in Humanities, so that may explain my response. In H23 and in some other Humanities classrooms, I can't use a laptop. Now why do I want to use a laptop? Because you have to be a bit of a contortionist to use the class computer for any length of time. To use the class computer keyboard, I have to look directly up at the TV screen since the keyboard and mouse only can be brought out a few inches from the cabinet due to the cable lengths on both.. This means I balance the keyboard precariously on the B52 bomber of an overhead projector that has been in the class for decades. The overhead is my "desk" for the keyboard, and it is directly under the TV monitor. Meanwhile, my back is to my students if I use the computer, which is not an ideal situation. All the Humanities classes have this set-up, but some allow you to bring in laptops. In H2, I can use a laptop but the speakers do not work with my laptop, so I must bring in my own speakers. There is no ipod setup in H2, so when I use an ipod, I bring in an ipod speaker. Between all the speakers and the laptop, I often feel loaded down just trying to get to class and set everything up. In H52, the computer lab, the software program Vision has not worked in a couple of years. I have put in work orders and techs have tried to fix this. This program helps me monitor students' computer use, especially during essay assignments. Why can't we have it back?

1/17/2012 11:37 AM

Laptops and wireless system in SS-3 are old and affect instructional activities. The support team has been quite responsive; it's the hardware that is the problem. Several classrooms in the Learning Center need a computer at the instructor's station (not all instructors have their own laptops): SS-117, SS-122, SS-128. Thanks for considering this additional equipment.

1/17/2012 11:23 AM

This is even slower when using the internet. I would like to have an Elmo instead of the outdated overhead machines.

1/17/2012 11:18 AM

What equipment?? Also, the wireless connection is very spotty in the MS building; some classrooms get access while others do not.

1/17/2012 11:16 AM

There are some great resources available, some rooms more than others.

1/17/2012 11:10 AM