

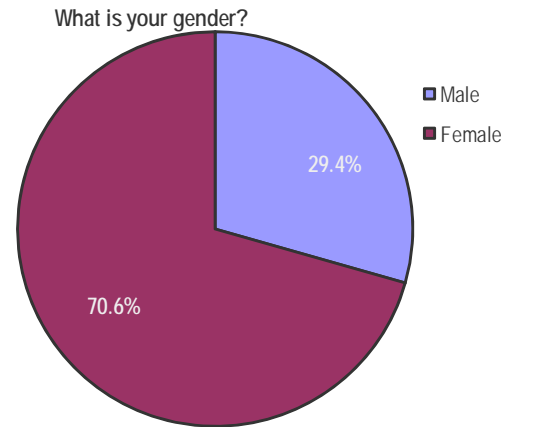
# Classified Staff Technology Survey 2010-2011

## (Preliminary Draft – Charts & Graphs)

### Question 1

What is your gender?

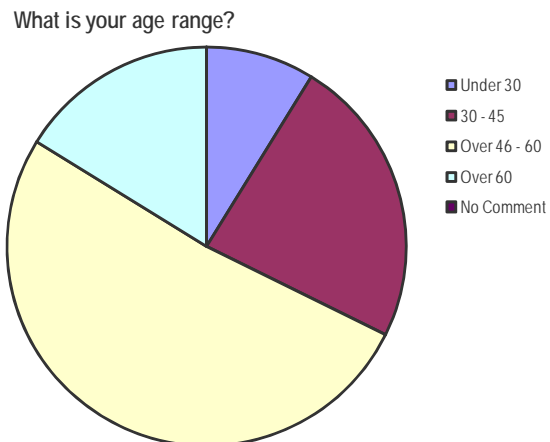
Answer Options	Response Percent	Response Count
Male	29.4%	20
Female	70.6%	48
<i>answered question</i>		68
<i>skipped question</i>		0



### Question 2

What is your age range?

Answer Options	Response Percent	Response Count
Under 30	8.8%	6
30 - 45	23.5%	16
Over 46 - 60	51.5%	35
Over 60	16.2%	11
No Comment	0.0%	0
<i>answered question</i>		68
<i>skipped question</i>		0

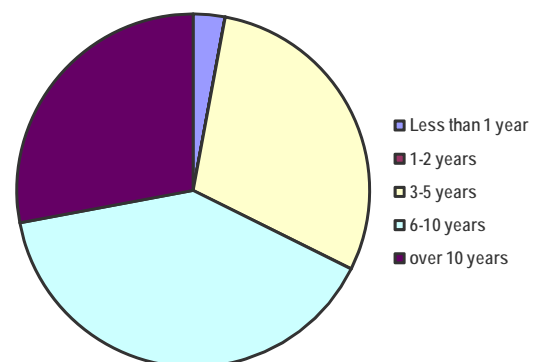


### Question 3

How many years have you worked at Coastline Community College?

Answer Options	Response Percent	Response Count
Less than 1 year	2.9%	2
1-2 years	0.0%	0
3-5 years	29.4%	20
6-10 years	39.7%	27
over 10 years	27.9%	19
<i>answered question</i>		68
<i>skipped question</i>		0

How many years have you worked at Coastline Community College?

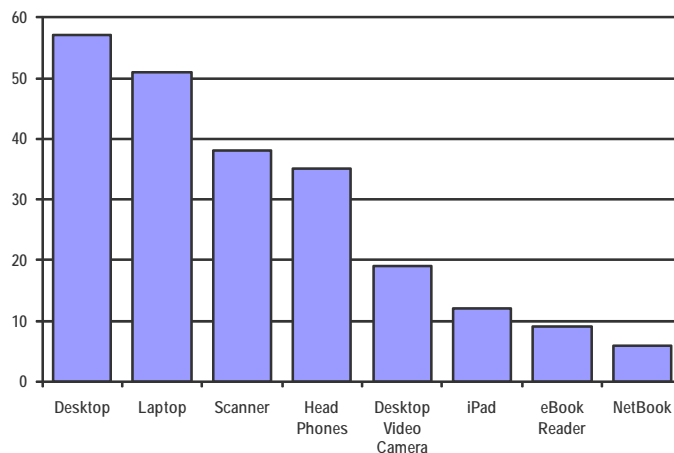


### Question 4

What type of computer/s and peripherals do you use at home (select all that apply or skip if none)?

Answer Options	Response Percent	Response Count
Desktop	85.1%	57
Laptop	76.1%	51
Scanner	56.7%	38
Head Phones	52.2%	35
Desktop Video Camera	28.4%	19
iPad	17.9%	12
eBook Reader	13.4%	9
NetBook	9.0%	6
<i>answered question</i>		<b>67</b>
<i>skipped question</i>		<b>1</b>

What type of computer/s and peripherals do you use at home?

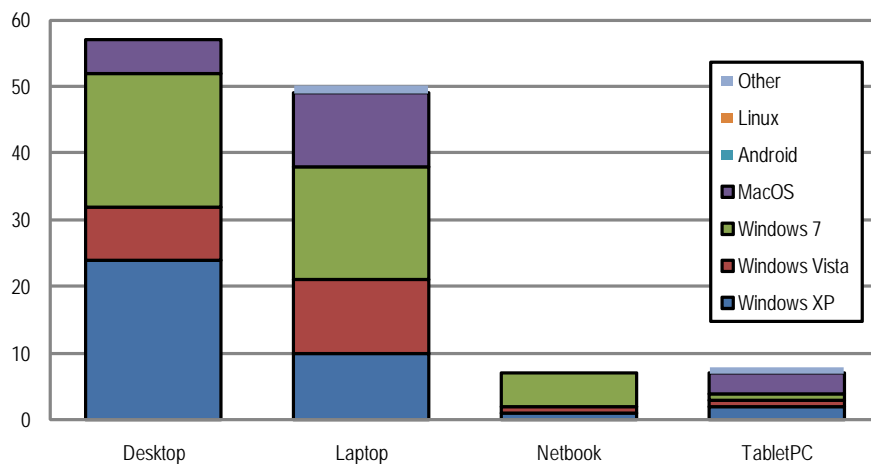


### Question 5

What operating system/s do you use at home (select appropriate answer for each drop-down box or skip if none)?

Answer Options	Windows XP	Windows Vista	Windows 7	MacOS	Android	Linux	Other	Don't know	NA	Response Count
Desktop	24	8	20	5	0	0	0	1	0	58
Laptop	10	11	17	11	0	0	1	2	2	54
Netbook	1	1	5	0	0	0	0	0	9	16
TabletPC	2	1	1	3	0	0	1	0	9	17
<i>answered question</i>										<b>67</b>
<i>skipped question</i>										<b>1</b>

What operating system/s do you use at home?

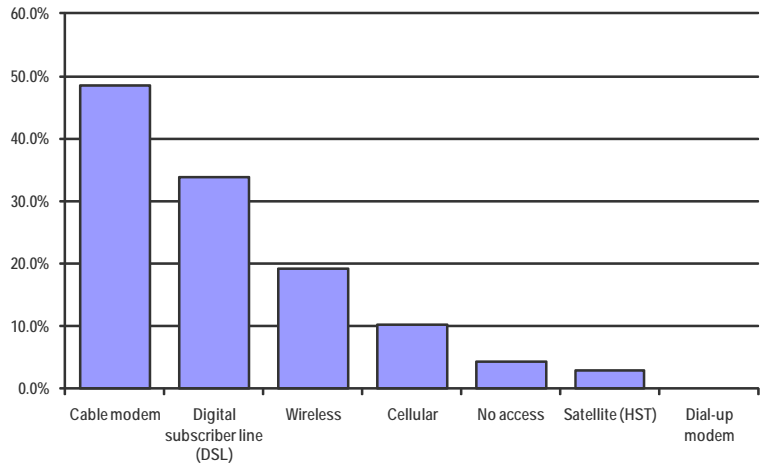


### Question 6

What type of internet service do you use at home (if none select no access, if you use more than one service select as many answers as appropriate)?

Answer Options	Response Percent	Response Count
Cable modem	48.5%	33
Digital subscriber line (DSL)	33.8%	23
Wireless	19.1%	13
Cellular	10.3%	7
No access	4.4%	3
Satellite (HST)	2.9%	2
Dial-up modem	0.0%	0
<i>answered question</i>		<b>68</b>
<i>skipped question</i>		<b>0</b>

What type of internet service do you use at home?

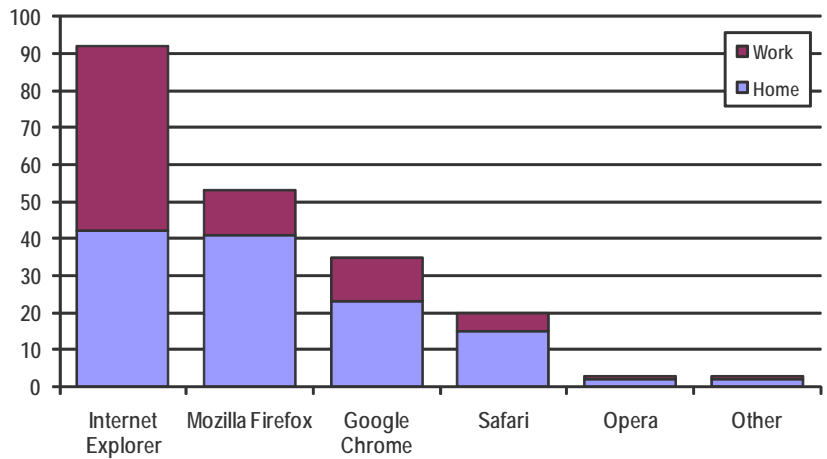


### Question 7

What Internet browser/s do you use at home and work (select as many answers as appropriate from each column or skip if none)?

Answer Options	Home	Work	Response Count
Explorer	42	50	57
Mozilla	41	12	26
Google	23	12	43
Safari	15	5	2
Opera	2	1	17
Other	2	1	2
<i>answered question</i>			<b>66</b>
<i>skipped question</i>			<b>2</b>

What Internet browser/s do you use at home and work?



## Question 8

What dedicated hand-held multimedia players do you use? Do you use them for work, entertainment and/or learning? (please indicate the best answer for each drop-down box)

### Use for Work

Answer Options	Yes	No	What is it?	Response Count
iPod (Shuffle, Touch, Nano, etc.) to	4	26	0	30
eBook Reader (Kindle, Sony, Barnes and Noble, etc.)	0	29	1	30
Palm PDA (non-phone) Pocket PC Windows PDA (non-phone)	3	27	1	31
MP3/MP4 Player (Sansa, WalkMan, Zune, etc.)	1	28	1	30
MP3/MP4 Recorder (Zune, Samsung, etc.)	0	29	1	30
Internet Tablet (Archos)	1	24	6	31
Satellite Radio (Sirius or XM)	2	28	1	31

### Use for Entertainment

Answer Options	Yes	No	What is it?	Response Count
iPod (Shuffle, Touch, Nano, etc.) to	36	10	0	46
eBook Reader (Kindle, Sony, Barnes and Noble, etc.)	14	21	1	36
Palm PDA (non-phone) Pocket PC Windows PDA (non-phone)	3	27	1	31
MP3/MP4 Player (Sansa, WalkMan, Zune, etc.)	15	18	1	34
MP3/MP4 Recorder (Zune, Samsung, etc.)	7	25	1	33
Internet Tablet (Archos)	1	24	6	31
Satellite Radio (Sirius or XM)	12	21	1	34

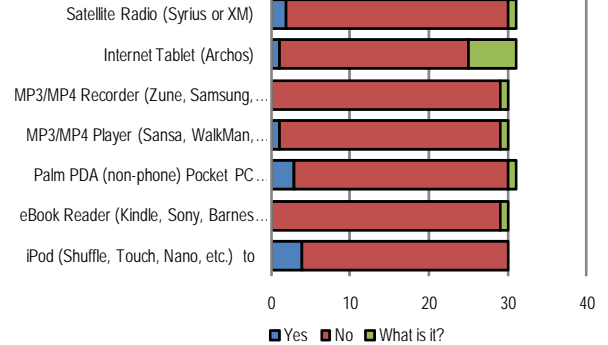
### Use for Learning

Answer Options	Yes	No	What is it?	Response Count
iPod (Shuffle, Touch, Nano, etc.) to	11	22	0	33
eBook Reader (Kindle, Sony, Barnes and Noble, etc.)	8	22	1	31
Palm PDA (non-phone) Pocket PC Windows PDA (non-phone)	2	27	2	31
MP3/MP4 Player (Sansa, WalkMan, Zune, etc.)	7	22	1	30
MP3/MP4 Recorder (Zune, Samsung, etc.)	4	25	1	30
Internet Tablet (Archos)	1	23	6	30
Satellite Radio (Sirius or XM)	2	28	1	31

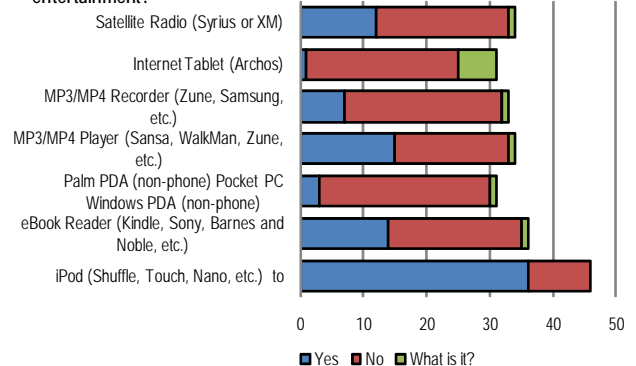
*answered question* 54

*skipped question* 14

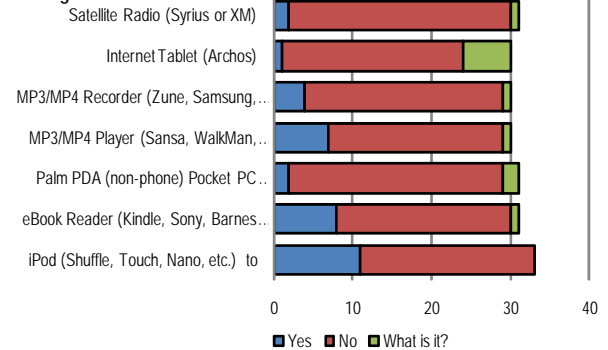
### What dedicated hand-held multimedia players do you use for work?



### What dedicated hand-held multimedia players do you use for entertainment?



### What dedicated hand-held multimedia players do you use for learning?

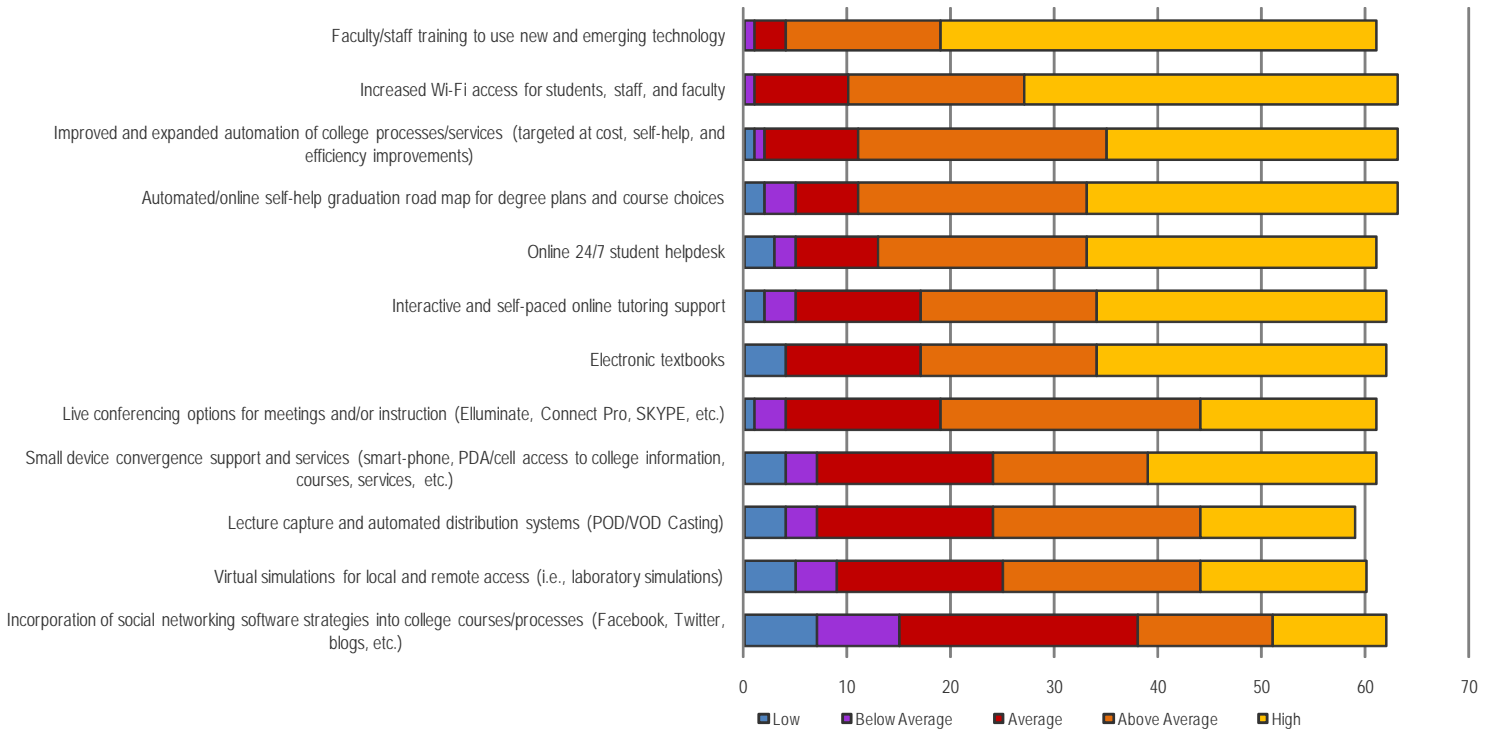


## Question 9

Rank the importance of the following technology initiatives the college should address over the next 5 years.

Answer Options	Low	Below Average	Average	Above Average	High	N/A	Rating Average	Response Count
Incorporation of social networking software strategies into college courses/processes (Facebook, Twitter,	7	8	23	13	11	1	3.21	63
Virtual simulations for local and remote access (i.e., laboratory simulations)	5	4	16	19	16	3	3.62	63
Lecture capture and automated distribution systems (POD/MOD Casting)	4	3	17	20	15	4	3.66	63
Small device convergence support and services (smart-phone, PDA/cell access to college information,	4	3	17	15	22	2	3.79	63
Live conferencing options for meetings and/or instruction (Elluminate, Connect Pro, SKYPE, etc.)	1	3	15	25	17	2	3.89	63
Electronic textbooks	4	0	13	17	28	1	4.05	63
Interactive and self-paced online tutoring support	2	3	12	17	28	1	4.06	63
Online 24/7 student helpdesk	3	2	8	20	28	2	4.11	63
Automated/online self-help graduation road map for degree plans and course choices	2	3	6	22	30	0	4.19	63
Improved and expanded automation of college processes/services (targeted at cost, self-help, and efficiency	1	1	9	24	28	0	4.22	63
Increased Wi-Fi access for students, staff, and faculty	0	1	9	17	36	0	4.40	63
Faculty/staff training to use new and emerging technology	0	1	3	15	42	2	4.61	63
Other (please specify)							0.00	5
							<i>answered question</i>	63
							<i>skipped question</i>	5

Rank the importance of the following technology initiatives the college should address over the next 5 years.

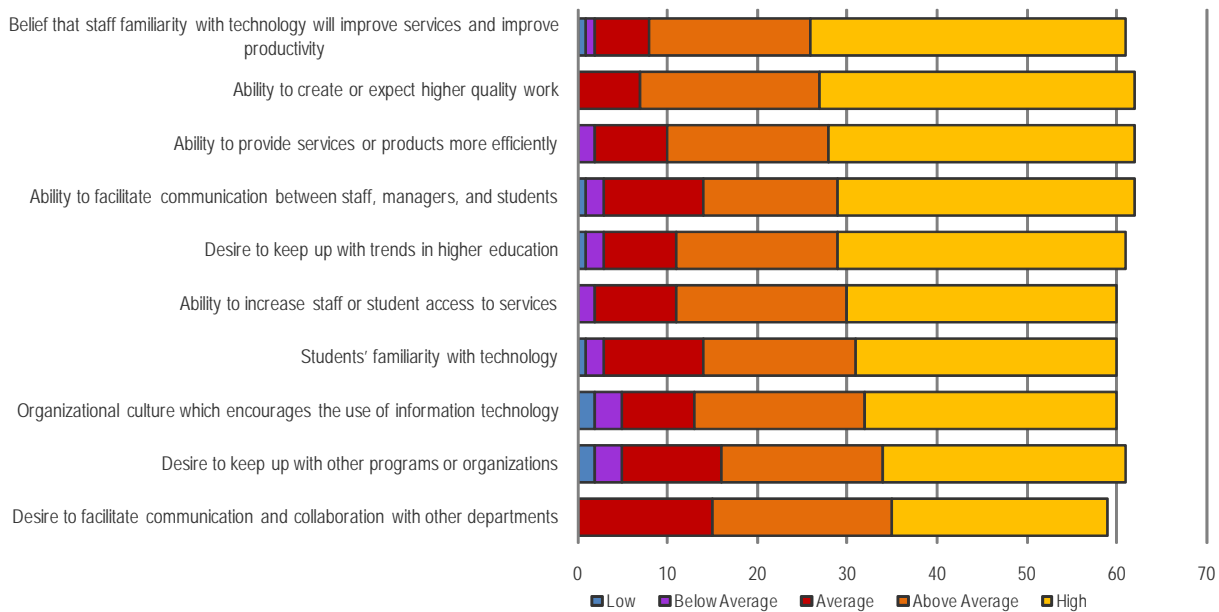


## Question 10

To what degree do the following factors influence your use of technology in your department's activities?

Answer Options	Low	Below Average	Average	Above Average	High	N/A	Rating Average	Response Count
Desire to facilitate communication and collaboration with other departments	0	0	15	20	24	4	4.15	63
Desire to keep up with other programs or organizations	2	3	11	18	27	2	4.07	63
Organizational culture which encourages the use of information technology	2	3	8	19	28	3	4.13	63
Students' familiarity with technology	1	2	11	17	29	3	4.18	63
Ability to increase staff or student access to services	0	2	9	19	30	3	4.28	63
Desire to keep up with trends in higher education	1	2	8	18	32	2	4.28	63
Ability to facilitate communication between staff, managers, and students	1	2	11	15	33	1	4.24	63
Ability to provide services or products more efficiently	0	2	8	18	34	1	4.35	63
Ability to create or expect higher quality work	0	0	7	20	35	1	4.45	63
Belief that staff familiarity with technology will improve services and improve productivity	1	1	6	18	35	2	4.39	63
<i>answered question</i>								63
<i>skipped question</i>								5

To what degree do the following factors influence your use of technology in your department's activities?

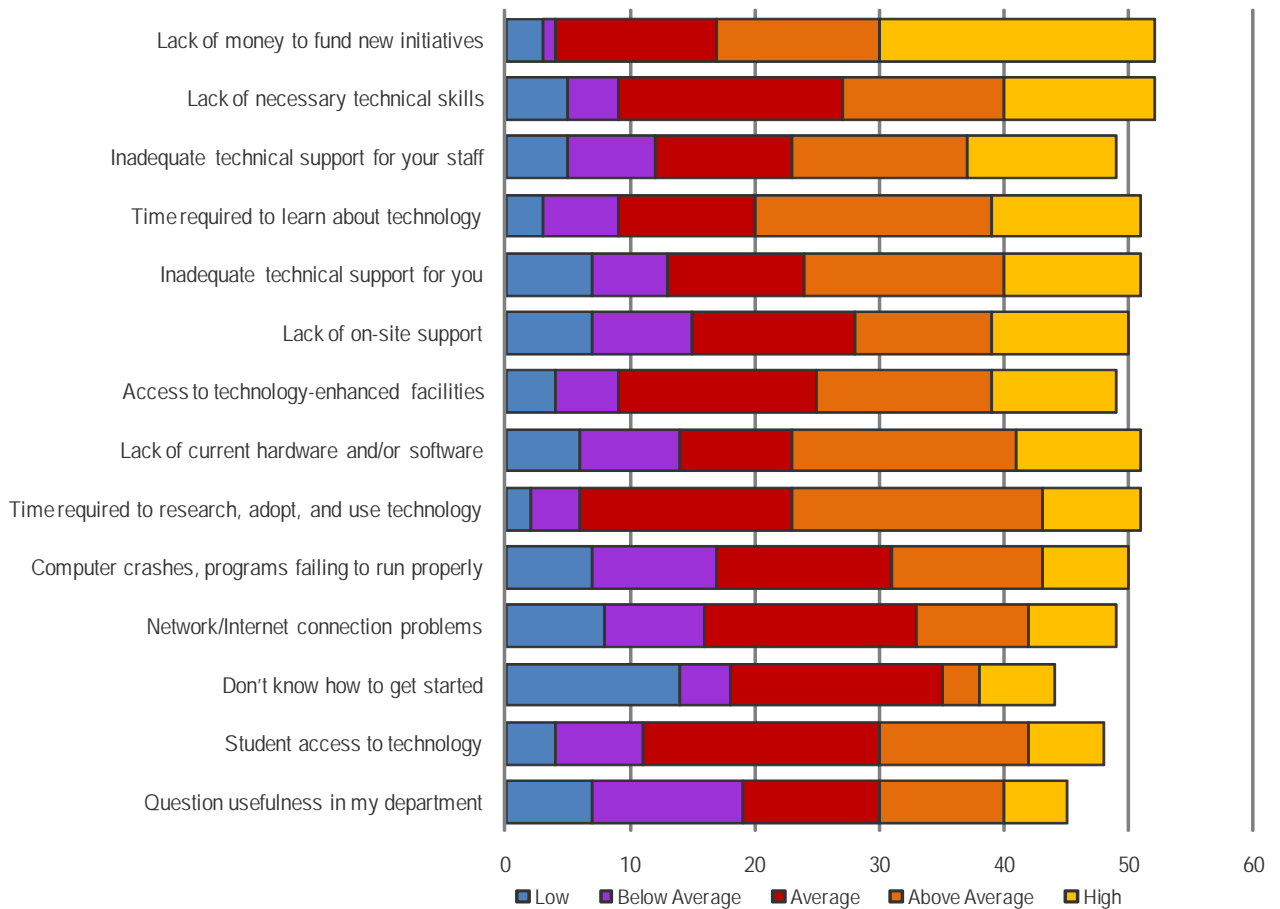


### Question 11

How much of a barrier are the following to your department's use of technology?

Answer Options	Low	Below Average	Average	Above Average	High	N/A	Rating Average	Response Count
Question usefulness in my department	7	12	11	10	5	2	3.61	53
Student access to technology	4	7	19	12	6	2	3.55	53
Don't know how to get started	14	4	17	3	6	4	2.98	53
Network/Internet connection problems	8	8	17	9	7	3	3.04	53
Computer crashes, programs failing to run properly	7	10	14	12	7	2	3.35	53
Time required to research, adopt, and use technology	2	4	17	20	8	3	3.22	53
Lack of current hardware and/or software	6	8	9	18	10	4	3.43	53
Access to technology-enhanced facilities	4	5	16	14	10	5	3.19	53
Lack of on-site support	7	8	13	11	11	4	3.43	53
Inadequate technical support for you	7	6	11	16	11	2	3.35	53
Time required to learn about technology	3	6	11	19	12	1	3.96	53
Inadequate technical support for your staff	5	7	11	14	12	1	3.44	53
Lack of necessary technical skills	5	4	18	13	12	8	2.87	53
Lack of money to fund new initiatives	3	1	13	13	22	9	2.61	53
<i>answered question</i>								53
<i>skipped question</i>								15

How much of a barrier are the following to your department's use of technology?



## Question 12

How important are the following technologies (hardware, software, infrastructure, systems, and support) to you and your department and how prepared is your department to use them when?

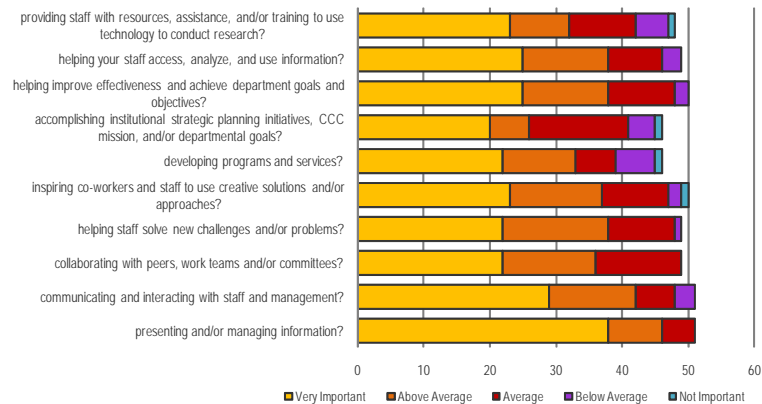
### Importance

Answer Options	Very Important	Above Average	Average	Below Average	Not Important	No Opinion	Response Count
presenting and/or managing information?	38	8	5	0	0	2	53
communicating and interacting with staff and management?	29	13	6	3	0	2	53
collaborating with peers, work teams and/or committees?	22	14	13	0	0	4	53
helping staff solve new challenges and/or problems?	22	16	10	1	0	4	53
inspiring co-workers and staff to use creative solutions and/or approaches?	23	14	10	2	1	3	53
developing programs and services?	22	11	6	6	1	7	53
accomplishing institutional strategic planning initiatives, CCC mission, and/or departmental goals?	20	6	15	4	1	7	53
helping improve effectiveness and achieve department goals and objectives?	25	13	10	2	0	3	53
helping your staff access, analyze, and use information?	25	13	8	3	0	4	53
providing staff with resources, assistance, and/or training to use technology to conduct research?	23	9	10	5	1	5	53

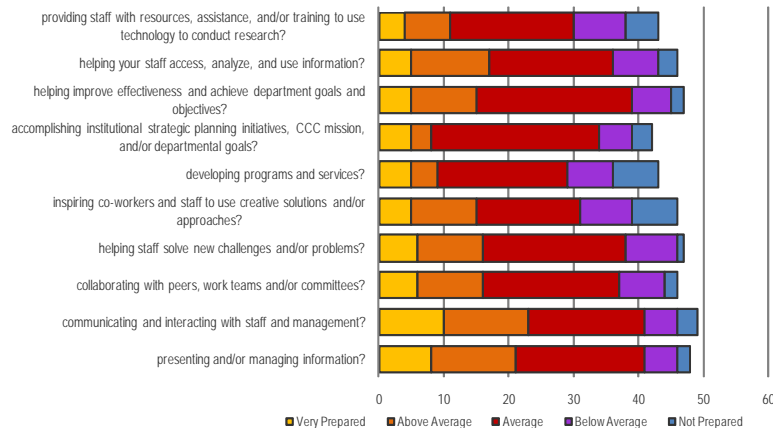
### Preparedness

Answer Options	Very Prepared	Above Average	Average	Below Average	Not Prepared	No Opinion	Response Count
presenting and/or managing information?	8	13	20	5	2	5	53
communicating and interacting with staff and management?	10	13	18	5	3	4	53
collaborating with peers, work teams and/or committees?	6	10	21	7	2	7	53
helping staff solve new challenges and/or problems?	6	10	22	8	1	6	53
inspiring co-workers and staff to use creative solutions and/or approaches?	5	10	16	8	7	7	53
developing programs and services?	5	4	20	7	7	10	53
accomplishing institutional strategic planning initiatives, CCC mission, and/or departmental goals?	5	3	26	5	3	11	53
helping improve effectiveness and achieve department goals and objectives?	5	10	24	6	2	6	53
helping your staff access, analyze, and use information?	5	12	19	7	3	7	53
providing staff with resources, assistance, and/or training to use technology to conduct research?	4	7	19	8	5	10	53
						<i>answered question</i>	53
						<i>skipped question</i>	15

How important are the following technologies to you and your department ?



How prepared is your department to use the following technologies?



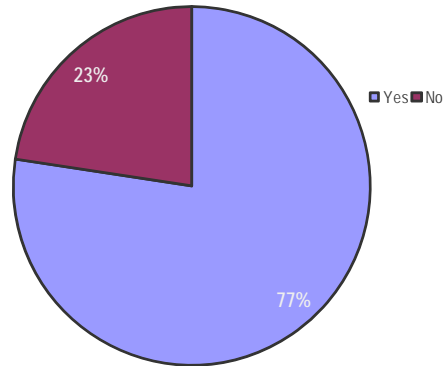


### Question 13

Are you familiar with Seaport's purpose and function?

Answer Options	Response Percent	Response Count
Yes	77.4%	41
No	22.6%	12
<i>answered question</i>		53
<i>skipped question</i>		15

Are you familiar with Seaport's purpose and function?



### Question 14

Rate the importance of the following for Face-to-Face Classes, Hybrid Classes, and Online Classes using Seaport (select an answer for each drop-down box). Skip this question and the next question if you are not involved in faculty or student support.

Face-to-Face Classes

Answer Options	Very important	Average importance	Unimportant	No Opinion	Response Count
Online syllabus	21	9	1	4	35
Online grading metric	18	8	4	4	34
Instructor introduction	16	11	4	3	34
Video lectures/demonstrations	10	15	4	5	34
Interactive applets	6	13	8	7	34
Discussion forum	11	13	6	4	34
Presentations/lectures	20	9	1	4	34
Audio resources	4	23	3	4	34
Simulations	7	14	2	11	34

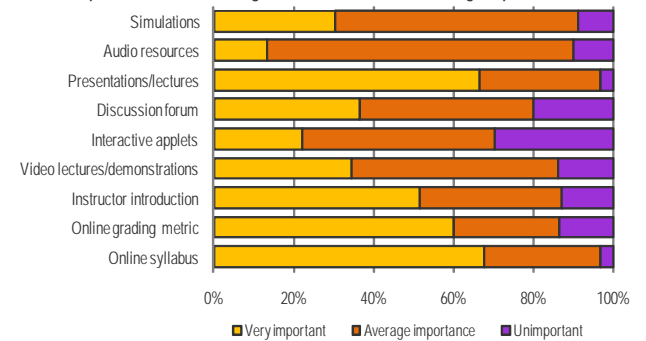
Hybrid Classes

Answer Options	Very important	Average importance	Unimportant	No Opinion	Response Count
Online syllabus	24	4	1	5	34
Online grading metric	22	4	2	5	33
Instructor introduction	19	9	0	5	33
Video lectures/demonstrations	13	13	1	6	33
Interactive applets	9	12	2	10	33
Discussion forum	16	10	1	5	32
Presentations/lectures	19	6	2	6	33
Audio resources	8	18	2	5	33
Simulations	9	11	1	12	33

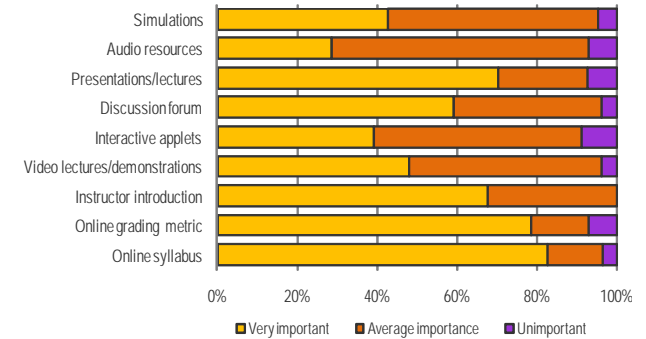
Online Classes

Answer Options	Very important	Average importance	Unimportant	No Opinion	Response Count
Online syllabus	28	2	0	3	33
Online grading metric	25	3	1	4	33
Instructor introduction	21	9	0	3	33
Video lectures/demonstrations	17	9	1	6	33
Interactive applets	14	8	2	9	33
Discussion forum	23	5	0	5	33
Presentations/lectures	20	6	2	5	33
Audio resources	12	12	3	6	33
Simulations	12	10	1	10	33
<i>answered question</i>					35
<i>skipped question</i>					33

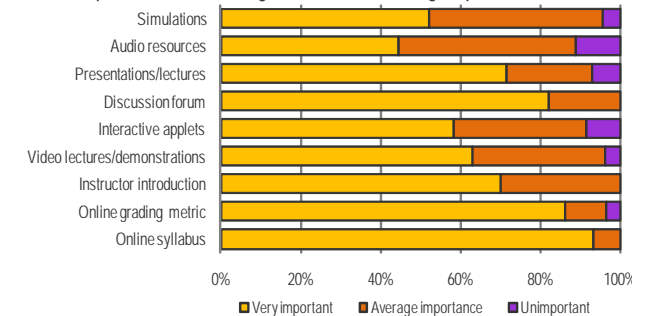
Rate the importance of the following for Face-to-Face Classes using Seaport



Rate the importance of the following for Hybrid Classes using Seaport.



Rate the importance of the following for Online Classes using Seaport.

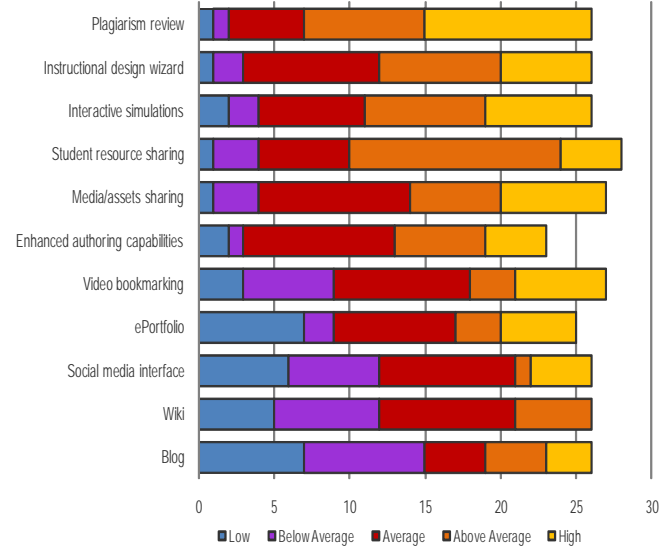


## Question 15

What additional components and/or activities would you like to see in Seaport (rank the importance of each item)?

Answer Options	Low	Below Average	Average	Above Average	High	N/A	Rating Average	Response Count
Blog	7	8	4	4	3	7	2.54	33
Wiki	5	7	9	5	0	7	2.54	33
Social media interface	6	6	9	1	4	7	2.65	33
ePortfolio	7	2	8	3	5	8	2.88	33
Video bookmarking	3	6	9	3	6	7	3.11	34
Enhanced authoring capabilities	2	1	10	6	4	10	3.39	33
Media/assets sharing	1	3	10	6	7	7	3.56	34
Student resource sharing	1	3	6	14	4	6	3.61	34
Interactive simulations	2	2	7	8	7	6	3.62	32
Instructional design wizard	1	2	9	8	6	7	3.62	33
Plagiarism review	1	1	5	8	11	7	4.04	33
Other (please specify)								2
<i>answered question</i>								34
<i>skipped question</i>								34

What additional components and/or activities would you like to see in Seaport (rank the importance of each item)?



## Question 16

Rank the importance of the following items with regard to the college and your department (e.g., 1 highest and 9 lowest)

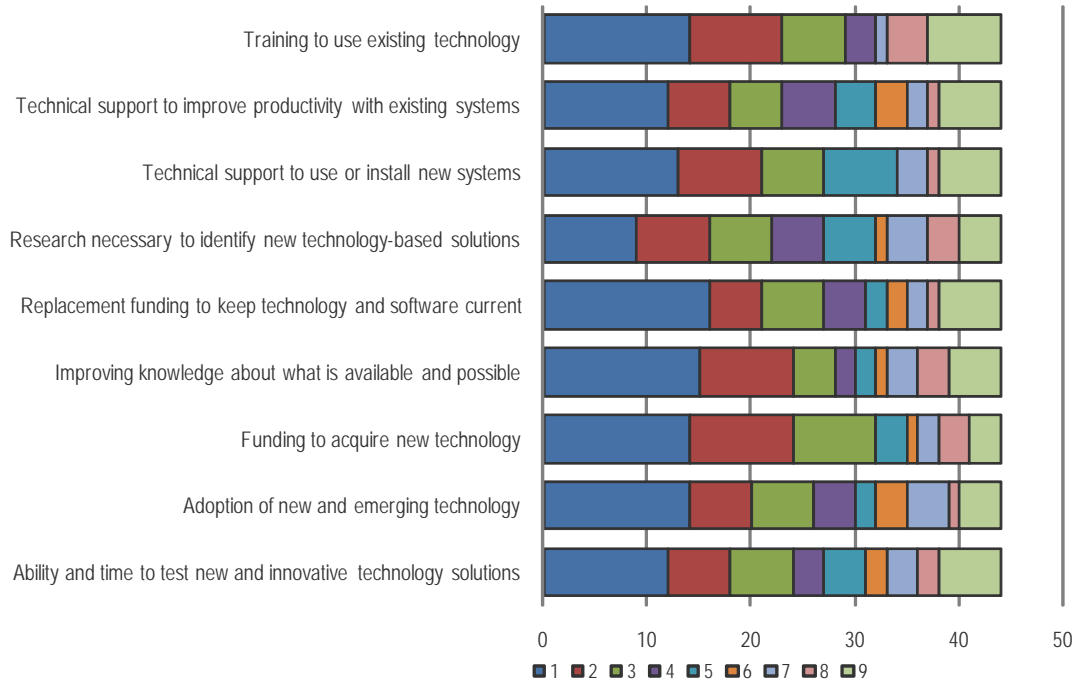
College

Answer Options	1	2	3	4	5	6	7	8	9	Response Count
Ability and time to test new and innovative technology solutions	12	6	6	3	4	2	3	2	6	44
Adoption of new and emerging technology	14	6	6	4	2	3	4	1	4	44
Funding to acquire new technology	14	10	8	0	3	1	2	3	3	44
Improving knowledge about what is available and possible	15	9	4	2	2	1	3	3	5	44
Replacement funding to keep technology and software current	16	5	6	4	2	2	2	1	6	44
Research necessary to identify new technology-based solutions	9	7	6	5	5	1	4	3	4	44
Technical support to use or install new systems	13	8	6	0	7	0	3	1	6	44
Technical support to improve productivity with existing systems	12	6	5	5	4	3	2	1	6	44
Training to use existing technology	14	9	6	3	0	0	1	4	7	44

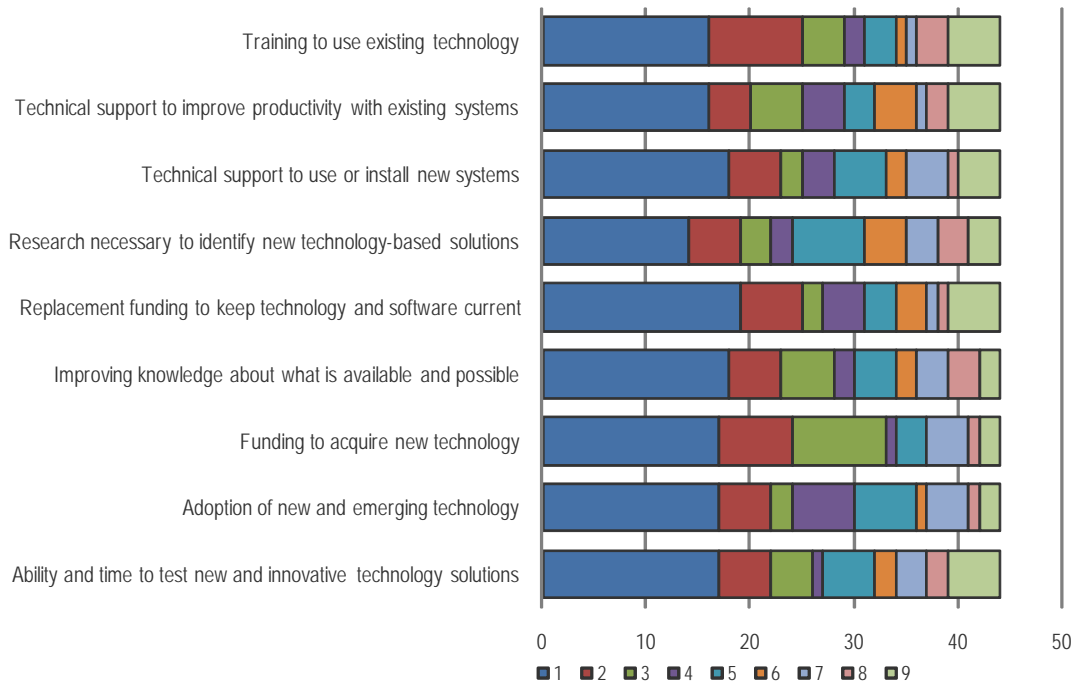
Department

Answer Options	1	2	3	4	5	6	7	8	9	Response
Ability and time to test new and innovative technology solutions	17	5	4	1	5	2	3	2	5	44
Adoption of new and emerging technology	17	5	2	6	6	1	4	1	2	44
Funding to acquire new technology	17	7	9	1	3	0	4	1	2	44
Improving knowledge about what is available and possible	18	5	5	2	4	2	3	3	2	44
Replacement funding to keep technology and software current	19	6	2	4	3	3	1	1	5	44
Research necessary to identify new technology-based solutions	14	5	3	2	7	4	3	3	3	44
Technical support to use or install new systems	18	5	2	3	5	2	4	1	4	44
Technical support to improve productivity with existing systems	16	4	5	4	3	4	1	2	5	44
Training to use existing technology	16	9	4	2	3	1	1	3	5	44
<i>answered question</i>										44
<i>skipped question</i>										24

Rank the importance of the following items with regard to the college (e.g., 1 highest and 9 lowest)



Rank the importance of the following items with regard to your department (e.g., 1 highest and 9 lowest)



## Classified Staff Comments

### Question 17: What opportunities and challenges do you see for improving quality in your department using technology solutions (please explain)?

1. (1) Make all information about my class on the internet and using e-mail to communicate with students to save paper and printing costs. (2) Develop Student database for tracking their (a) needs, (b) achievements, (c) notifying students the new opportunities that our college is offering them.
2. Faculty unwilling to adapt to change and to adapt new technology
3. Financial issues. Willingness of staff to participate.
4. I have found the Board of Directors to be a challenge in using technology solutions as they can be a barrier to entering into agreements with 3rd party companies.
5. Instructors are not using Seaport for quizzes, grading and discussion groups. I have found these to be very important. I would like to have easy access to upload video snippets to enhance learning for students that need focused additional instruction, to supplement lectures or drill-down into difficult topics.
6. We can better utilize our existing technology. We have part-time employees that need training on the basic use of a computer. Many do not know how to change their home page inside of IE. Many do not know how to change a printer to make it the default printer.
7. I would like to see us using an online filing system for student files that are in Archives. Some files are 8 inches thick. We MUST have access to instructor syllabuses in order to support students that need test proctoring. Under the current system, the students tell us when the exams are and they are not always truthful. Give us the authorization to better serve our disabled population. Give us timely responses from our technology people, communication with them is reprehensible- because we are not at the main office- we are discounted.
8. Challenge is in overloading staff with new technology before they are capable of using the old technology. We have more than enough technology, but the staff doesn't know it's capability so they are constantly looking for new & more magic toys to solve small problems. Many of which are solved by technology we already have in place but they don't know how to use.
9. The opportunities I see are that staff will be more productive in less time using new technology.
10. Helping or training faculty, staff and administrators with current technology or newer technology.
11. Scheduled upgrades of software and hardware. A three-year rotation of hardware can be planned into a budget and will keep the college and departments up-to-date
12. Until the Coastline technology (including Banner) works correctly, we cannot address interoffice improvements.
13. Better orientations for online students. Many of our students do not read and comprehend written instructions. It would be very helpful to have an automated reminder system to keep students on target and to get them started before the course is half over.
14. Training, training, training. I understand the I.T. staff hasn't been trained on new and emerging technologies for years. How can they assist us if they aren't adequately trained? Someone is definitely NOT in-charge of I.T.
15. A recurring challenge I see is that people, normally faculty, "don't know what they don't know". This means they 'think' they're proficient in using an application or a device, when in reality they don't have a clue. Getting them to 'self-identify' and be willing to learn more is the issue. As a result, lots of time and money is spent on people who don't know how to use something, and never use the 'benefit' to its greatest extent. Given that the college is 'the' technology college, why are new hires measured for

technology knowledge, and then trained where needed? Security - I've lost count of the number of times I've seen people's computers are 'unlocked', because they've stepped away, etc. I firmly think more (re)training is needed, such as Peter's "ASAP" seminar at a Summer Train. Inst. a few years ago.

16. Admissions and Records can always use any new and innovative way to streamline processes; however, some of our desktops are slow and our MyCoast system isn't the most student friendly system to use.
17. Limited and unqualified computer services director and an aging technology committee. Outdated administrators with no knowledge of the direction coastline needs to head in.

### Question 18: How would you like to use technology to improve your department, programs, and personal effectiveness?

1. Streamline educational plans, streamline the advising process to truly help students, access student information in a more effective and efficient manner
2. Sharing of information such as documents, large publications, proofs via shared electronic "page".
3. Depends on kind of technology
4. I would like podcast/vodcast ability. I need to learn more about how to integrate social media in communicating with students (use email, but that is fast becoming an 'old' technology, and is fairly limited by discrete recipients, and not viewable by subsequent students who may have a similar question. I would like to be able to retain discussion group postings (selected, not all) to share them with subsequent/other sections. I would like to be able to upload to Squid from word/text documents (not by cutting and pasting each question, but in bulk). This might require an interface. I would also like documents I upload to Seaport for one semester, to be viewable when I am determining what to post/use in a subsequent semester and/or entirely different class. Finally, I would like to explore using twitter to update class events or notices.
5. Remote Desktop Gateway: so I don't have to always drive to the other sites to provide tech support. A gateway is any computer that connects two networks that use different network protocols. A gateway reformats information from one network so that it's compatible with the other network. A Remote Desktop Gateway (RD Gateway) server is a type of gateway that enables authorized users to connect to remote computers on a corporate network from any computer with an Internet connection. RD Gateway uses the Remote Desktop Protocol (RDP) along with the HTTPS protocol to help create a more secure, encrypted connection. In earlier versions of Remote Desktop Connection, people couldn't connect to remote computers across firewalls and network address translators because port 3389—the port used for Remote Desktop connections—is typically blocked to enhance network security. However, an RD Gateway server uses port 443, which transmits data through a Secure Sockets Layer (SSL) tunnel. An RD Gateway server provides these benefits: Enables Remote Desktop connections to a corporate network from the Internet without having to set up virtual private network (VPN) connections. Enables connections to remote computers across firewalls.
6. I want to see where we should best put our limited resources.
7. We don't need NEW technology. We need people, training and support to handle the existing technology.
8. I would love it!!!
9. Helping or training faculty, staff and administrators how to use current technology. Have taken classes on my own to learn additional information, but would like to learn more. I am not aware of some of the current updated technology and would like to learn more of what is out there and how to use it.
10. Make more processes automated which helps in time management and statistical gathering

11. Centralize information so that all who need it can access it, in order to improve efficiency and avoid duplication of effort.
12. Improve communication within departments and communication within the college
13. By organizing responsibilities and assisting students.
14. Introductions of green energy programs such as solar, wind, etc. More emphasis on cloud computing and online offsite record storage.
15. In every way possible. Dedicated staff, knowledge and technology is the power that drives an organization.
16. I would like to use technology to make communicating information between staff more efficient. Sometimes email isn't quick enough.
17. Our new manager is implementing a new portal to make out department more efficient. Enrollment growth and service expected.

**Question 19: Given unlimited resources, what would be your vision of technology for your department/program and the college?**

1. have electronic educational plans, have more current and new articulation agreements, have more resources to search for college programs degree majors for students to transfer to,
2. Elimination of basic paperwork such as work orders and invoices -- should all be electronic. Also, peer training.
3. To keep up with innovations.
4. to have the website be more user friendly, to both students and staff. to allow for the development of solutions for individual departmental needs.
5. All class resources available online, and viewable on all devices from smartphone, Ipod, tablet to desktop. I would have podcasts and vodcasts of lectures, and make those the primary teaching platform, with class time used to provide individualized student assistance and/or group projects. I would have a library of mini-lectures on appropriate topics. The media would be downloadable to PDAs, etc. so they would be portable (to be listened/watched whenever time allows, without the need to connect to the internet. The pod/vod casts would be bookmarkable, so a student to stop/start as needed, without having to waste time finding where he left off the last time. A student's pace would be adaptable to the student's abilities, depth of interest, etc, so that if extra time is needed to absorb a topic, the student isn't forced to leave that topic take on a new topic, just because that's what the syllabus calendar requires. With on-demand assistance, and 24/7 access to lectures, I believe I could provide an enhanced educational experience to my students.
6. No "desktop computers". End users connected to our internal private, redundant cloud at the district. Getting away from expensive Micro\$oft desktop software. For students: course content and student feedback via podcasts and iTunes. Encrypted & authenticated Wi-Fi for students and employees behind a firewall.
7. virtualization of student computers
8. Access to instructor syllabus'. Digital records for Archives. Technology staff that is appropriately responsive to the importance of the jobs that we do and does not discount us. Training to use the programs we already have- with limited staff training is not possible.
9. A staff of AT LEAST 20 IT people dedicated for software support, training and helpdesk, this excludes software development of SEAPORT.
10. To have the new technology in our dept in the next couple of years.
11. Skype for long distance conference calls. How to use newer equipment and learning what is out there.

12. Several dedicated computer labs for our academic program. Instructor paid computer lab time where students can come in and work with instructor
13. I would have online training sessions for our clients and a better online system to help case managers
14. The CS team would be certified and well-trained to support hardware, network, and web for Coastline employees. They would be part of the leadership team that plans the IT side of the college growth and sustainability.
15. Banner/MyCCC that works all the time, Seaport rules that do not change without notice.
16. Expand the Medical program to include electronic medical records; medical database management using the equipment that doctors, hospitals, and medical professional are using not just simulations. HIPA programs.
17. To be advised and trained on technologies that are available. Currently, all the departments fend for themselves and there is no cohesive technology roadmap.
18. I think a better question might be, "If you had (a specific dollar amount/# of personnel), what would be your vision...?" When questions are stated in a 'wishful thinking' context, most people are unable to respond because they need the parameters first. However, to answer the question my answer is simple: Apples for everyone! I don't say that because I'm a 'fanboy'; I say it because I 'have' to use a PC at work but I prefer to use a Mac at home.
19. Given unlimited resources, staff members should be equipped with the necessary tools required to effectively and efficiently do their jobs, whether it be faster computers, video conferences, a student portal that is easy to navigate and user friendly. As a distance learning college supposedly at the forefront of technology, we need to look the part.
20. Do these resources include better administrators and support in computer service? if leadership is missing, which it is, it makes no sense is investing in new technology.

**20. What are the most interesting developments in information and education technology that you are aware of (either available now or coming in the future) that Coastline Community College and its instructors should consider?**

1. There are tons of websites that students can go and get help.
2. Counseling equivalency tools among universities and colleges, technology that allows program/degree comparison requirements among universities, secure and efficient methods for Admissions and records procedures
3. Chat, iConferencing and intense week-long peer training.
4. The use of Ipads and ereaders
5. I'm not aware of any specific change in educational technology. But, I am aware that my students are increasingly 'wired natives', and I'm new to what they know. E.g., email is becoming passé, vs. twitter and texting. I would like to see how I can adapt my teaching to reach students using the 'everyday technology' of their lives.
6. Open Learning Initiative <http://oli.web.cmu.edu/openlearning/initiative>
7. Virtualization
8. E-textbooks.
9. EMAIL and internet security!!!
10. Smart Boards, IPads, e-readers, etc.
11. Creating Gaming applications for topics is very time consuming but crucial
12. Smart Phones and iPad type technology to learn by
13. Don't know. Just want what we have to work first.

14. Wider use of collaborative departments such as accounting, economics, business, and information technology. Much of the content could be combined in much more robust classes that deal with real world issues. While many instructors dwell in the past teaching theory while in reality they should be teaching more practical applications that engage students and excite their interest.
15. Technology is emerging rapidly (i.e. Android web-based tablets). The college should exploit these web-based technologies to assist the college and the students with efficient, cost-effective systems needed for brick-n-mortar and online education. Currently, the college lacks a cohesive direction for global, integrated technology. The ol' adage of publish or perish holds true for the institution - adapt and innovate or become obsolete.
16. I'm not answering this question but I'm making a comment: I avoid Microsoft products whenever possible including hardware, such as Zune and/or MS-based phones.
17. As a student myself, who attends both traditional and online classes, I love having my textbooks available via e-readers. I've used Seaport, Blackboard, and Desire2Learn. I have yet to see or use a system that will allow for a real-time interaction with the instructor via video conference or chat. I'm not particularly fond of discussion boards because they don't really offer instant feedback which is what most student find important.
18. Mobile applications, the iTunes store and service for smart phones and tablets. I am aware of a partnership between CCC and OCC to develop mobile apps.