



TECHNOLOGY PLAN | 2017-2020





TABLE OF CONTENTS

De Anza College Mission Statement	i
Technology Committee Membership	iii
Preface from the President	v
Introduction	1
Equity Focus of Technology Plan/Support for Other College Plans	
College and District Roles and Responsibilities	
Technology Committee Re-visioning	
Technology Plan Development Timeline	
Technology Plan Survey	4
Technology Plan	6
I. Strategic Capabilities	
II. Three-Year Goals and Objectives	
III. One-Year Implementation Plan (revised annually)	
IV. Evaluation	
V. Alignment with Accreditation Standards	
Appendix	14
Technology Survey Analysis	
List of Figures	
Fig. 1 Technology Resources Functional Map	2
Fig. 2 Technology Committee Cross-Communication	3
Fig. 3 Technology Plan Development Timeline	4
Fig. 4 Strategic Capabilities Workshop Feedback	6
Fig. 5–8 One-Year Implementation Plan Goals	8–9
Fig. 9–12 Evaluation Goals	10–11

Photography

David Wakely—Outside covers
Gino DeGrandis—All other photos



DE ANZA COLLEGE MISSION STATEMENT

De Anza College provides an academically rich, multicultural learning environment that challenges students of every background to develop their intellect, character and abilities; to realize their goals; and to be socially responsible leaders in their communities, the nation and the world. The college engages students in creative work that demonstrates the knowledge, skills and attitudes contained within the college's Institutional Core Competencies:

- Communication and expression
- Information literacy
- Physical/mental wellness and personal responsibility
- Civic capacity for global, cultural, social and environmental justice
- Critical thinking





COMMITTEE MEMBERS

Susan Cheu*—Finance & College Operations Planning & Budget Team (FCOPBT)/Educational Technology Services (ETS) Project Scheduling Committee
Vice President, Finance and College Operations

Gaeir Dietrich—Accessibility Expert
Director, High Tech Center Training Unit

Brandon Gainer—At-Large
Faculty

Rich Hansen—Faculty Association
Faculty

Alex Harrell*—Staff Technology Expert
Senior Web Coordinator

Jose Hernandez—Banner Student Committee
Supervisor, Enrollment Services

Cecilia Hui—Library
Librarian

Shagundeep Kaur—At-Large
Faculty, Department of Speech Communications

Heidi King*—Online Education/
Staff Technology Expert
Instructional Designer

Sharon Luciw—Educational Technology Services (ETS)
Director, Networks & Client Services

Joe Moreau—Educational Technology Services (ETS)
Vice Chancellor, Technology

Cheryl Owiesny—At-Large
Faculty, Physical Education & Athletics

Mary Pape* (co-chair)—Academic Senate
Faculty, Computer Science

Lorrie Ranck*—Online Education/
Instructional Planning & Budget Team (IPBT)
Dean, Learning Resources

Jerry Rosenberg—At-Large
Dean, Physical Sciences, Mathematics & Engineering

Dennis Shannakian—Classified Senate
Office Coordinator, College Life

Stacey Shears—Student Services
Planning & Budget Team (SSPBT)
Dean, Disabled Students Programs & Services

Marisa Spatafore* (co-chair)—Senior Staff
Associate Vice President, Communications & External Relations

Carolyn Wilkins-Greene—At-Large
Dean, Social Sciences & Humanities

Faris Waiteasa—De Anza Associated
Student Body (DASB)

Tamica Ward—At-Large
Dean, Enrollment Services

In Progress—Equity Action Council

At-Large attendance welcomed

*Technology Plan Workgroup member



PREFACE FROM THE PRESIDENT

As students, faculty and staff work, play and socialize daily, on multiple devices, I find myself constantly mulling this phenomenon, and how we live today. As hard as our Millennial and Generation Z students find it to believe—digital natives that they are—it was not that long ago when we used typewriters for school papers and office documents, and what is now so quaintly called a “house phone” (rotary, mind you). Thumbing a smart phone was beyond our imagination as our forefingers circled that dial. While even these devices were themselves far beyond the quill and vellum, the string telephone and telegraph, that were their predecessors, today’s technology—and our absorption in it—is pervasive and often total. What, then, have we gained, and what have we lost?

We have gained a tremendous amount, there is no doubt. Information at our fingertips, ranging from simple facts to the weather forecast; word definitions to news to entire books; a text message about dinner to a video of a child’s first birthday party to be emailed to doting, absent grandparents. We can reconnect through various social media with those with whom we have lost touch. We can participate in supportive online communities. We can have video calls and meetings. We can take and teach online classes. There is much more.

And yet, there has indeed been loss. The subjection of us all to a workday far longer than eight hours, and time away from our families or the risk of intense fatigue with little time for renewal. The loss of in-person conversation, where we can perceive subtleties of expression and engagement, of comprehension and clarity, agreement or disagreement. The very real potential for loss of community. Oddly, the retreat from each other under the guise of ubiquitous connectivity.

These contradictions are played out every day in education. While technology is a tremendous asset, it is also incumbent on us to mitigate what can be its tendency to increase distance in our daily work of teaching and learning, particularly in online courses and degrees. Improving the success rates of students engaged in online learning is critical. And while our own surveys demonstrate that most students have smartphones and either tablets or laptops, it is also crucial for us to recognize the digital divide that remains—a true equity issue. We address this in part through the provision of well-equipped labs, and in initiating the distribution of tablets in some cohorts and classes. This Technology Plan, following the lead of the Educational Master Plan, intentionally focuses on equity issues, as detailed throughout.

Brian Murphy, President



INTRODUCTION

Equity Focus of Technology Plan/ Support for Other College Plans

As noted in the president's preface, equity served as a guidepost in the development of this Technology Plan, modeling on the equity focus in the Educational Master Plan (EMP) 2015-2020, which provides overarching direction for all campus planning.

The Technology Committee recognizes that the cost of technology, in particular, can be a barrier to student technology access, a key issue which can be mitigated in part by providing, in addition to access to computer labs, open educational resources in place of textbooks and the thoughtful purchase and deployment of technology tools in classrooms or learning communities as feasible and appropriate. Moreover, the college's provision of technology training to faculty and staff, and the willing engagement of those employees in the training process, also becomes an equity issue in terms of knowledgeable instruction and services fostering student success.

The equity focus in the Educational Master Plan 2015-2020 encouraged the campus community to infuse equity into all planning and activities, a consideration in the development of the Facilities Master Plan. The college has long supported equity planning, aimed at reducing the achievement gap, in academic divisions. Recent state-mandated development of college Equity plans, with accompanying categorical funding, has also brought equity to the forefront. So, too, has the similarly state-mandated Student Success and Support Programs (SSSP) planning, categorical funding and activities.

Ultimately all plans—the EMP, the Technology Plan, the state Equity Plan with the merging SSSP Plan—share the common goal of student equity.

The three-year span of the Technology Plan reflects the campus' understanding that technology needs and capabilities are constantly changing and require regular review to offer the most effective services to students, faculty and staff. The period also allows the campus to regularly assess the implications of the goals and adjust future planning needs to meet changing technology needs and trends.

The college Technology Plan, together with that of sister college Foothill, will inform the development of the District Technology Plan, which will respond to the goals and needs of the colleges providing instruction and services to students.





College and District Roles and Responsibilities

District Educational Technology Services (ETS) also contributes to student success through its provision of critical technology infrastructure. Interrelated and discrete technology responsibilities of the district and college are represented below in the adapted excerpt of the district functional map for the Accrediting Commission for Community and Junior Colleges' (ACCJC) Standard III, Technology Resources.

Technology Resources Functional Map

ACCJC Standard III.C		College	District
III.C1	Technology services, professional support, facilities, hardware, and software are appropriate and adequate to support the institution's management and operational functions, academic programs, teaching and learning, and support services.	Shared	Shared
III.C2	The institution continuously plans for, updates and replaces technology to ensure its technological infrastructure, quality and capacity are adequate to support its mission, operations, programs, and services.	Shared	Shared
III.C3	The institution assures that technology resources at all locations where it offers courses, programs, and services are implemented and maintained to assure reliable access, safety, and security.	Secondary	Primary
III.C4	The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of technology and technology systems related to its programs, services, and institutional operations.	Primary	Primary
III.C5	The institution has policies and procedures that guide the appropriate use of technology in the teaching and learning processes.	Shared	Shared

Fig. 1

Technology Committee Re-visioning

In order to ensure the group could best serve the college, the former Technology Task Force in spring 2015 underwent a comprehensive re-visioning and review process. Discussion centered upon topics including the evolved district technology project approval process; the need for technology training; the committee as a venue for information sharing; the committee's relationship to the accreditation process and technology planning; and the relationship of the task force to other college and district committees. In fall 2015, the task force reviewed and modified proposals brought forward.

Final proposals included a name change to the Technology Committee to demonstrate the permanent status of this advisory group to College Council. The existing vision statement, detailed charge and enumerated activities with a mission statement:

The Technology Committee advises on technology proposals and training needs in support of equity and student success. TC is the clearinghouse for technology-related projects and initiatives, disseminating information through representative, expert membership, and serving as both the technology planning and relevant accreditation committees.

For the first time, designated committee membership was established to ensure collegewide participation and interrelationships with other areas, committees, and governance and constituency groups: Academic and Classified senates; DASB; each of the three Planning and Budget teams; Faculty Association; ETS; Banner Student Committee; the informal Technology Prioritization Committee, now the ETS Project Scheduling Committee; Online Education; the Library; expert classified professionals; and an expert on accessibility. At-large faculty members, classified and professionals and other attendees would be encouraged and welcomed.

The redefined Technology Committee was envisioned as a body that would develop the college's technology plan; serve as the Accreditation Standard III.C Committee; advise and provide feedback on proposed technology projects first brought to the appropriate PBT; offer feedback on training needs to the college technology trainer and manager; and provide a venue for the centralizing of all technology-related information, including the Educational Technology Advisory Committee (ETAC); Banner Student and Core committees; Online Education Advisory Committee; ETS; and the Online Education Initiative (OEI).

College Council approved the recommendations of the Technology Committee on Jan. 15, 2016. Development of the Technology Plan commenced within the committee shortly thereafter.

Technology Committee Cross-Communication

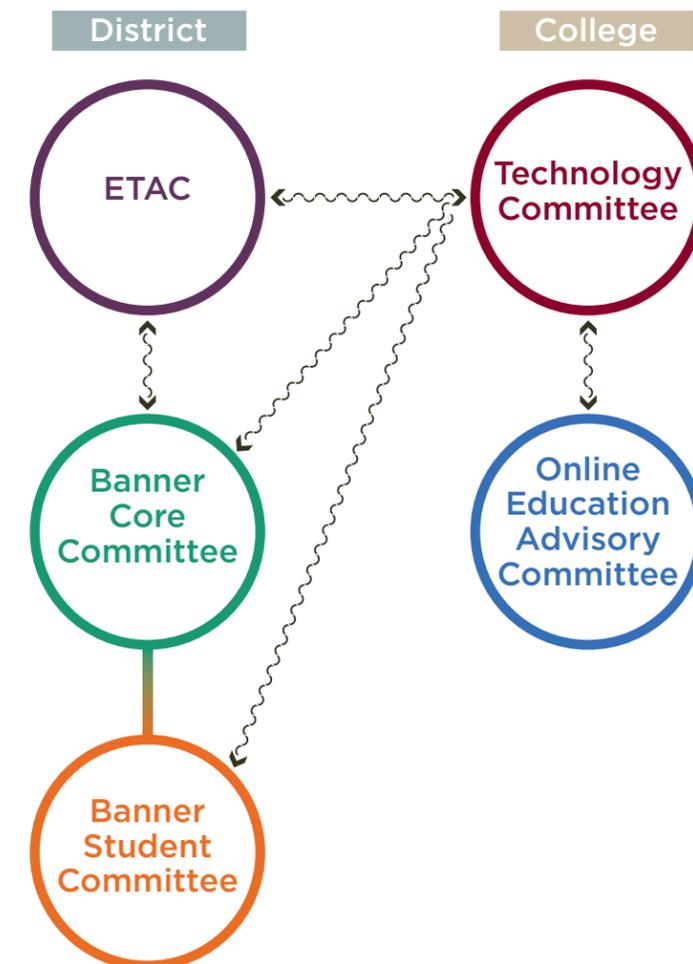


Fig. 2



Technology Plan Development Timeline

Activity	Participants	Date
Strategic Capabilities workshop	District and Colleges' administrative and technology leadership	April 2015
General technology plan discussion	Marisa Spatafore, De Anza Associate Vice President of Communications Joe Moreau, District Vice Chancellor of Technology Judy Baker, Foothill Dean of Online Education	September 2015
Technology Survey	De Anza staff and faculty	Spring 2016
Technology Plan discussions	Technology Committee	Spring 2016
Technology Plan workgroup appointment	Technology Committee	June 2016
Workgroup meetings and document drafting	Technology Committee	June–October 2016
Review of draft Technology Plan, committee discussion; recommendations subsequently incorporated	Technology Committee	Meeting of Nov. 4, 2016
Presentation draft to governance groups	Technology Committee co-chairs/ Technology Plan workgroup members	November–December 2016
Request for College Council approval	Technology Committee co-chairs	Dec. 8, 2016

Fig. 3

TECHNOLOGY PLAN SURVEY

In order to inform the college's Technology Plan, the Technology Committee in spring 2016 sent a comprehensive survey to all De Anza College employees. Highlights include:

- Of all respondents, 35% listed their job classification as part-time faculty, followed by 30% classified professional, 29% full-time faculty and 9% administrator.
- When asked to rank the most important items in prioritizing major educational technology initiatives and projects at De Anza, respondents listed "Positive Impact" at the top, followed by "Security," "Compliance," and "Cost Savings."
- Of respondents, 92% stated they use Microsoft Office the most in their role at the college, followed by Outlook/OWA (72%) and Banner (44%).
- The training that respondents said would be most helpful in their daily work was Microsoft Excel (42%) followed by instructional video production (27%), Microsoft PowerPoint (26%) and Acrobat Pro (25%).
- Forty-one percent of respondents stated they use Catalyst. Of these, 87% are very satisfied or satisfied with Catalyst overall.
- Ninety-nine percent of respondents said their computer hardware needs are being met.

Technology Plan Survey Excerpt

6. Rank 1-5 the importance of each criterion below : -> First

Mean: 4

Response	Value	Frequency	Percent	Graph
Safety	1	16	10	
Security	2	43	27	
Compliance	3	10	6	
Cost Savings	4	3	2	
Positive impact	5	85	54	
Total Valid		157	100	

8. What kind of software training would help you most in your daily work? (Select up to 4)

Mean: -

Response	Value	Frequency	Percent	Graph
Microsoft Word	1	27	20	
Microsoft Excel	2	56	42	
Microsoft PowerPoint	3	34	26	
Outlook/OWA	4	21	16	
Office 365	5	32	24	
Instructional Video Production	6	36	27	
iMovie	7	12	9	
Acrobat Pro	8	33	25	
Photoshop	9	20	15	
Illustrator	10	13	10	
InDesign	11	7	5	
Course Studio	12	17	13	
Catalyst	13	21	16	
OmniUpdate	14	28	21	
Banner	15	32	24	
Other:	16	1	1	
Total Valid		133	100	

14. Are your computer hardware (e.g. desktop, laptop, monitor) needs being met?

Mean: 1

Response	Value	Frequency	Percent	Graph
Yes	1	104	99	
No Please explain	2	1	1	
Total Valid		105	100	

See all survey results in the Appendix.



TECHNOLOGY PLAN

I. Strategic Capabilities

The college in April 2015 participated in the technology strategic capabilities workshop sponsored by the district vice chancellor of technology and Educational Technology Services (ETS). Most De Anza senior staff members, including the president, were in attendance, as was the dean of Learning Resources, who oversees Online Education.

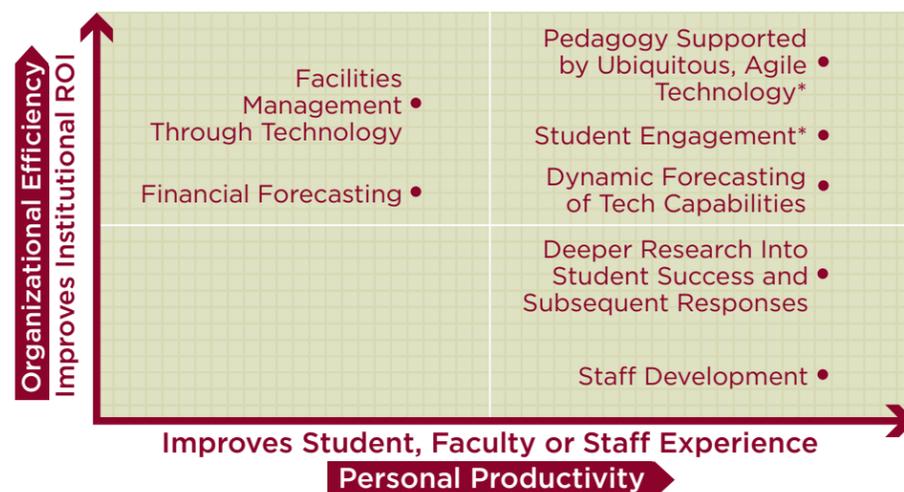
College leadership established strategic capabilities (a “set of capacities, resources and skills”) and goals for De Anza as they relate to technology. The high-level goals include those which, as structured within the workshop framework (see fig.4 below), are in the category of “improv[ing] student, faculty or staff experience.”

1. Ubiquitous, agile technology across the campus community
2. Teaching, learning and student engagement
3. Deeper research into student success and subsequent responses (i.e. actions taken to facilitate improvement)
4. Professional development

It is worthwhile to note that the college technology survey conducted in May 2016 (report pp. 20–22, question 4; see Appendix) found clear support for prioritizing technology initiatives that make a positive impact on students, as do each of the above, versus projects designed to increase security, ensure compliance or achieve cost savings.

Another strategic capability is dynamic forecasting of tech capabilities, i.e., predicting, analyzing and taking advantage of innovations and trends in educational technology, rather than being a late adopter. Others include facilities management through technology and financial forecasting.

As conducted within the workshop exercise and as graphically represented below, these goals “improve institutional ROI” and “organizational efficiency.” As such, and given joint responsibilities and the remove from educational technology and students, these could be discussed as eventual goals with district ETS and Business Services, but will not be addressed in this plan focused on primary goals.



Adapted from Strategic Capabilities Workshop document

*Top priorities

Fig. 4

II. Three-Year Goals and Objectives (reviewed/revised annually)

Goal 1: Support ubiquitous, agile technology across the campus community

The Technology Committee will promote the consolidation of technology functions that will yield economies of scale and/or foster better communication and advance equitable outcomes for students.

- Standardize frequently requested technology tools and services as appropriate, e.g. preferred mechanism for online surveys, online forms
- Consistent collection of syllabi from across the college
- Consistent design for division/departmental level websites

To support improving online and hybrid course learning experiences, and therefore equity and success, the Technology Committee will assist with the transition of the course management system from Catalyst to Canvas over the next two years. This action also responds to findings in technology survey questions 3–5, 13 and 15.

The Technology Committee will create a map for technology support at De Anza. This map will direct faculty, staff and students to the appropriate resources for technical support. In addition, the committee will filter requests and recommendations for tools that improve experiences with existing campuswide applications, such as Banner, Office 365 and the Student Inquiry Tool.

Goal 2: Teaching, learning and student engagement

The Technology Committee will foster student access and equity by collaborating with Academic Senate and other key partners in the development and promotion of open educational resources. Such resources, especially when replacing costly textbooks and course materials, serve a significant role in advancing student equity.

In a similar vein and also with a goal of equity, the Technology Committee will assist as affordable and feasible in the organized provision of tablets and similar devices in classrooms and programs.

The committee will also guide the continual growth of course management system functionality to foster meaningful student-instructor and student-to-student communication and will support increasing the use of the Canvas CMS in hybrid and face-to-face classes to improve student engagement and multiple modalities in accessing course material.

The Technology Committee will collaborate with its accessibility expert and Disability Support Programs and Services (DSPS) to continually evaluate accessibility and Americans with Disabilities Act (ADA) compliance across the website, learning management system and student information systems. Meeting accessibility needs, a clearly equity-based goal, was noted in questions 3, 5 and 15 of the spring technology survey.



In addition, the committee will improve student access to services via technology, including the implementation of responsive web pages, focused application development, supporting technology and applications through the college website, and the leveraging of social media to enhance education.

Goal 3: Deeper research into student success and subsequent responses (i.e. actions taken to facilitate improvement)

The committee will continually collect and analyze data to guide the enrichment of the student experience through technology.

The committee will also research and implement as appropriate emerging device-independent technologies that improve student access to services and explore the integration of such technologies through the website, research and work to implement device-independent technologies that improve student access and equity, faculty and staff email and the course management system.

Goal 4: Professional Development

Notably, technology training was one of the most requested services in the recent technology survey and a theme in questions 4, 5, 8, 15 and 17. The Technology Committee will cultivate a culture in which technology training is seen as beneficial for all employees, supporting and endorsing regular onsite staff and faculty training opportunities that are equity-focused, support student success and improve workflow efficiencies. Feedback on training needs and sessions will be provided by the committee. Topics will include a focus on accessibility with particular attention to online and written documents, videos and other learning tools.

III. One-Year Implementation Plan

Goal 1: Support ubiquitous, agile technology across the campus community

Objective	Implementation Activities
Promote the consolidation of technology functions to yield economies of scale and/or foster better communication	<ul style="list-style-type: none"> • Gather data on systems used and desired by divisions, departments and offices • Research consolidation tools • Recommend solutions (may instead be a Year 2 activity)
Assist with the transition of the course management system from Catalyst to Canvas	Promote Canvas through multiple channels to encourage faculty use
Create a map for technology support	Initiate development of map

Fig. 5

Goal 2: Teaching, learning and student engagement

Objective	Implementation Activities
Collaborate with Academic Senate, other partners on the development of open educational resources	Initiate discussions and initial planning opportunities
Assist as affordable and feasible in the organized provision of tablets and similar devices in classrooms and programs	Initiate conversations with Instructional and Student Services PBTs
Guide the continual growth of course management system functionality to foster meaningful student-instructor and student-to-student communication.	<ul style="list-style-type: none"> • Perform faculty/student needs assessment • Evaluate possible solutions
Collaborate with its accessibility expert and Disability Support Programs and Services (DSPS) to continually evaluate accessibility and Americans with Disabilities Act (ADA) compliance across the website, learning management system and student information systems	<ul style="list-style-type: none"> • Ensure routine attentiveness within key workgroups • Add standing agenda item at TC meetings for discussion of accessibility needs, opportunities and compliance
Improve access to student and academic services via technology	Regular input from TC members to ETAC and Banner on key topics

Fig. 6

Goal 3: Deeper research into student success and subsequent responses

Objective	Implementation Activities
Collect and analyze data to guide the enrichment of the student experience through technology.	Assess help request tickets, website analytics; continue to conduct regular technology surveys; utilize results for improvements
Research and work to implement device-independent technologies that improve student access and equity	Work collaboratively with ETAC and Banner committees to improve student access and services by maintaining membership on each committee and providing input

Fig. 7

Goal 4: Professional development

Objective	Implementation Activities
Cultivate a culture in which technology training is understood to be beneficial for all employees	Communicate opportunities through multiple channels
Evaluate technology training needs and priorities	Utilize technology survey results, participation data, qualitative assessment; incorporate training for new tools

Fig. 8



IV. Evaluation

Goal 1: Support ubiquitous, agile technology across the campus community

Objective	Evaluation
Promote the consolidation of technology functions to yield economies of scale and/or foster better communication	Demonstrable consolidations
Assist with the transition of the course management system from Catalyst to Canvas	Documented student and faculty satisfaction, e.g. through surveys
Create a map for technology support	Documented awareness of map and usage of resources, e.g. through surveys, website usage

Fig. 9

Goal 2: Teaching, learning and student engagement

Objective	Evaluation
Collaborate with Academic Senate, other partners on the development of open educational resources	Creation and use of open educational resources
Assist as affordable and feasible in the organized provision of tablets and similar devices in classrooms and programs	Documented conversations; procurement and use as able
Guide the continual growth of course management system functionality to foster meaningful student-instructor and student-to-student communication	Documented student and faculty satisfaction, e.g. through surveys
Collaborate with its member accessibility expert and Disability Support Programs and Services (DSPPS) to continually evaluate accessibility and Americans with Disabilities Act (ADA) compliance across the website, learning management system and student information systems	Demonstrated accessibility and compliance, e.g. through testing
Improve access to student and academic services via technology	Demonstrated increased usage, e.g. through website analytics, and/or student satisfaction, e.g. through surveys

Fig. 10

Goal 3: Deeper research into student success and subsequent responses

Objective	Evaluation
Collect and analyze data to guide the enrichment of the student experience through technology	Increased satisfaction as indicated by number and nature of Online Education help request tickets, website analytics; responses to regular technology surveys
Implement device-independent technologies that improve student access and equity	Successful implementation of research; student satisfaction surveys

Fig. 11

Goal 4: Professional development

Objective	Evaluation
Cultivate a culture in which technology training is understood to be beneficial for all employees	Demonstrable participation
Evaluate technology training needs and priorities	Ongoing additions and adjustments based on feedback from technology survey results, participation data, qualitative assessment; incorporation of training in new tools

Fig. 12

V. Alignment with Accreditation Standards

Standard III.C, Technology Resources, is core to the Technology Plan:

Technology resources are used to support student learning programs and services and to improve institutional effectiveness. Technology planning is integrated with institutional planning.

Since the re-visioning of the Technology Committee, recounted on page 9, the group now formally includes representation from all governance groups and position classifications. Needs throughout campus are brought to the table for discussion and action. This aligns with Accrediting Commission for Community and Junior College's (ACCJC) Standard I.B, Improving Institutional Effectiveness, ensuring collegewide dialogue for constant improvement in student success based on equity. Disparate issues of academic freedom, financial aid, and available learning resources as they relate to online education can be collectively discussed in support of Standard II.C regarding Learning Resources.

The Technology Committee's commitment, articulated in its new mission statement, to advising on technology proposals and training needs in support of equity and student success, and the content of the preceding plan, aligns with the entirety of Standard II,



Student Learning Programs and Services. Related specifically to II.A and II.C, the Technology Committee provides support for Online Education. Innovative ways to ensure the same level of online support to students as in face-to-face classes, and further advancing regular and substantive interaction between instructor and students, are ongoing discussions of the Technology Committee.

Importantly, the dean of Learning Resources and an instructional designer serve as key members of the Technology Committee. This link enables the Technology Committee, with its broad membership, to be the clearinghouse for information about the college's Online Education program.

Through surveys and by offering feedback from attendees at the college's technology professional development trainings, the committee will collaborate in the types and content of such trainings. Professional development is addressed in Standard IV. In addition, ongoing evaluation and efforts toward continuous improvement are addressed in Standard IB.

The Technology Plan also addresses Standard III.C through its support of ubiquitous, agile technology across the campus community. The migration from the Catalyst to Canvas learning management system is one such example. In addition to providing the students with a superior experience, the use of Canvas positions instructors to offer courses under the statewide Online Education Initiative (OEI), hosted at the Foothill-De Anza Community College District. All instructors will have the option to use Canvas for their on-campus, hybrid and online classes. Moreover, the plan's establishment of a technology map will ensure that students, faculty, staff and administrators will have access to reliable technology, with software that protects their security, and support in using it.





APPENDIX

Technology Survey Analysis

Question 3:
What technology, software, or equipment would improve the effectiveness of your department?

Responses	Primary Responsibility	ETS	Online Education	Instructional / Training	Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
A good phone system. Dragon natural speak to be standard. I write a lot of reports and evaluations	ETS	x							\$\$\$	Phone System	Speech-to-text	In Progress
1) Something similar to Google Forms, 2) SARS tied to MyPortal/Banner/Active Division, 3) Dragon speak-to-write software, 4) Face to face online tutoring	ETS	x				x			\$	System Integrations	Speech-to-text	
1. Multimedia support (e.g. filming, developing on demand lectures) 2. Learning management platform such as BlackBoard or Canvas. Moodle (Catalyst) is good but we need more storage space. 3. Google drive subscription	OE		x						\$\$	Canvas/Catalyst upgrades	Instructional Design support	In Progress
a better system than Catalyst. Also, a tool like Skype for Business, GoToMeeting, WebEx, ..., etc. Would help implementing new live classes for more remote students.	OE		x						\$\$	Canvas/Catalyst upgrades	Remote Meetings	In Progress
A copier that scans documents, too.	FAC						x		\$	Office Equipment Upgrades		
A Degree Works with no glitches. Printers in each office that function. More access to techs from ETS.	ETS	x							\$	System stability	Office Equipment Upgrades	
a designated computer lab for social science and humanities students; additional open source materials for a broad range of political science classes (ideally some with a critical, historical perspective); professional development training in the new Canvas system; to name just a few items. on behalf of VIDA, additional computers in our office...	ETS	x	x	x			x		\$\$\$	New Computers/Lab	Canvas/Catalyst training	
A more advanced site to post documents to students. Also, a system that I can access from home, for some reason myportal never works from my home computer.	OE	x	x						\$	Teacher/Student digital interaction	MyPortal	
A more up to date copy machine, the Toshiba's are getting OLD.	FAC						x		\$	Office Equipment Upgrades		
A new PC	ETS	x							\$	Office Equipment Upgrades		
A Powerpoint clicker with laser pointer would be a handy tool to have during lesson.	ETS	x		x					\$	Classroom Equipment		
A video server	OE		x						\$\$	Digital Video Distribution		Available to Users
access to InDesign, along with tutorials about how to use it.	ETS	x		x					\$	Software	Software Training	Available to Users
adjustable computer tables; better print stations - too many problems with print station breaking down; slowness	ETS	x					x		\$\$	Office Equipment Upgrades	Office Furniture	
An online course management system like Canvas.	OE		x						\$\$	Canvas/Catalyst upgrades		In Progress
Another copy machine (we have 2, sometimes both are not working). A printer that is not 3 buildings away from my office would be great (I've put this in every technology survey I have done - is anyone reading this? I'm in the S7 building)	ETS	x					x		\$	Office Equipment Upgrades		
apple computer in all lecture room, laser pointer, recording facilities, microphone, free access to Survey monkey.	ETS	x		x					\$\$\$	Classroom Equipment	Online Services	
Better laptops, division IT support, ability to order specialized software by dept. members rather than site licenses	ETS	x							\$\$	Computer Upgrades	Software	
better phone system - which is coming	ETS	x							\$\$\$	Phone System		In Progress
better projectors	ETS	x							\$	Classroom Equipment		
Better sound systems in classrooms.	ETS	x							\$	Classroom Equipment		
Better sounds systems in classrooms	ETS	x							\$	Classroom Equipment		
better Wi-Fi	ETS	x							\$\$	WiFi		In Progress
better Wi-Fi in student services building	ETS	x							\$\$	WiFi		In Progress
Canvas as a course management system, smart boards, apple TV in all classrooms, iPads for students	OE	x	x						\$\$	Canvas/Catalyst upgrades	Classroom Equipment	In Progress
Canvas learning management system	OE		x						\$\$	Canvas/Catalyst upgrades		In Progress
Catalyst is good, but not my entire dept uses it.	OE		x						\$\$	Canvas/Catalyst upgrades		In Progress
Chem Draw (chemical structure drawing program) updated overhead projectors in Chemistry labs per ongoing plan Tools/training necessary to record short lectures on complex topics with graphics (a la Khan academy)	ETS	x		x					\$	Software	Classroom Equipment	
Classrooms need upgraded computers, TV monitor in strategic locations with capacity to link to Wi-Fi/computer	ETS	x							\$\$	Classroom Equipment		
collaboration sites	ETS	x				x			\$	Online Collaboration Tools		In Progress
Colored printer or copier	ETS	x							\$	Office Equipment Upgrades		
computers that are properly maintained so they can correctly run the software I use in my classes	ETS	x							\$	Computer Maintenance		
Continued improvements in Clockworks.	ETS	x							\$	Software		
Create a first generation college student app - highlighting services on campus, student stories, resources like department book vouchers, recycled computer program, courses to help them boast their success their first year, AB540 services and support, highlight special community graduations like Black Grad, Latin@ Ceremony, API celebrations, LGBTQ, highlight faculty who were also first generation college students once upon a time	WEB				x	x			\$\$	Custom App		
Data Base software support.	I			x					\$	Software Training		
document cameras and computers in each classroom.	ETS	x							\$\$\$	Classroom Equipment		
Eliminate JAVA and/or find a common browser.	ETS	x							\$	Software configuration		



Question 3: (continued)

What technology, software, or equipment would improve the effectiveness of your department?

Responses	Primary Responsibility	ETS	Online Education	Instructional / Training	Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
Faculty are requesting "clickers" that are used in the classroom and provide the ability for the instructor to get immediate feedback on concepts, theories, etc. that are being taught.	I	x		x			x		\$\$	Classroom Equipment		
faster wi fi	ETS	x							\$\$	WiFi		In Progress
Film/TV equipment management and checkout software; renew licenses of existing software (Avid Media Composer, Avid Pro Tools); purchase licenses for new software (full version of DaVinci Resolve; Red Giant Magic Bullet Suite; Red Giant Plural Eyes; Biologic Brush); upgrade the recording studio's mixing board and sound-processing system; 30 iPads with Final Draft software	I	x		x					\$\$\$	Classroom Equipment	Software	
Functionality would be my biggest focus...	N/A											
GradesFirst, Student Athlete tracking software.	ETS	x							\$	Software		
greater usage of banner applications in student services	SS	x			x				\$	Software Implementation and use		
high speed scanning, color printer, student printing system that takes cash and is simple to use	ETS	x							\$\$	Printing Upgrades		
I am a new part-time mathematics instructor. This may or may not be appropriate. Software development in industry requires versions of software be maintained under source code control, according to standards established by the company. I think it would be useful to have a similar repository for class records, including grades on exams, homework, quizzes, etc. so the college does not rely on individuals keeping such records. I did the same for presentation materials in industry, so others could easily copy all or selected parts when developing presentations for new customers or research proposals. These materials includes slides as well as artwork developed by the pubs department. If such a repository already exists please notify me.	ETS	x							\$	Banner modifications		
I believe all technology needs are being met right now. Perhaps the use of Adobe Connect for some meetings would be helpful.	I	x		x					\$	Remote conferencing		
I feel that I have the technology that I need for my office.	N/A											
I feel we are behind in terms of having reports available to administrators to do their jobs.	ETS	x							\$	Reporting		
I think we currently have what we need.	N/A											
I would like to have my lectures recorded. Students would then have the ability to review components of the lecture in which they need clarity. In addition, I believe that each classroom should be equipped with white boards. Chalk dust ruins the technology in the classroom.	I			x			x		\$\$	Lecture Recording	Whiteboards	
Identity verification software and cheating prevention for online testing for online courses. (i.e. Respondus or similar package)	OE		x						\$\$			
Improved mobile access	ETS	x				x				Mobile Access		
Improved SARS system and ability to inform/have drop-down menus for students through electronic appointments so they choose appropriate staff for their needs & ability to txt or email students reminders of their appts with advisors/counselors	ETS	x							\$	Systems Integration and Improvement		
In-class interactive tools, like the clickers	I	x		x			x		\$\$	Classroom Equipment		
internet, scanners, poster printer, (we have them) .. a digital camera for my area would be awesome. Getting my paying members in the computer system (from Community Ed) would be fantastic if they could use my system for check in/out. Especially in emergencies I would know exactly how many people I need to aware of keeping safe. Needing tv's and media players in the team room and athletic training area.	ETS	x							\$\$	Classroom Equipment	Software	
laptops for staff, training	ETS	x		x					\$\$	Office Equipment	Training	
learning how to scan documents into banner	ETS	x							\$	Banner training		
make all user interfaces more transparent and intuitive ----once you find the ones that work well for the user, don't change it. Bring in voice recognition as soon as you can.	UNC	x		x		x		x		UI Design	Speech-to-text	
Maybe if we could get an automatic check in and check out with SID to log tutoring hours.	ETS	x			x				\$\$	Software		
Measurement automation. Minitap SPC Software.	I	x		x					\$	Software		
media storage, captioning and podcast abilities	I	x		x					\$\$	Digital Media solutions	File Storage	Available to Users
More computer classrooms.	ETS	x					x		\$\$\$	Computer Equipment and space		
more computers for students to use and ipads	ETS	x							\$\$\$	Computer Equipment	Tablets	
More resources for printing assignments, handouts, and tests.	ETS	x							\$	Printing		
more updated PC-s	ETS	x							\$	Computer Upgrades		
More up-to-date projectors and doc readers in laboratories, better spaces that facilitate engagement (spaces other than auditorium stule).	ETS	x					x		\$\$\$	Classroom Equipment		
More whiteboards on the classroom walls	FAC						x		\$\$	Whiteboards		
More Wi-Fi for PE areas and athletic fields. This would include capability to stream in high definition	ETS	x							\$\$	WiFi		In Progress
My classroom does not have a projector to display text or music in front of the class (A29). It would also be helpful to have a CD player	ETS	x							\$	Classroom Equipment		
Need faster desktop computer in office. Long cycles for upgrades is my biggest issue.	ETS	x							\$	Computer Upgrades		
Network printing	ETS	x							\$	Printing		
New computers	ETS	x							\$\$	Computer Upgrades		
New phone headsets Additional scanners for staff	ETS	x		x					\$	Phone System Upgrades	Scanners	In Progress
Office 365 could be more inclusive - particularly showing media with a shorter upload time. Helping instructors to be more aware of the use of Office 365.	ETS	x		x		x			\$	O365 optimizations	O365 Training	



Question 3: (continued)

What technology, software, or equipment would improve the effectiveness of your department?

Responses	Primary Responsibility	ETS	Online Education	Instructional / Training	Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
Our English Department uses a Yahoo Groups list-serve to communicate everything from official announcements, to unofficial announcements, to questions about campus resources for the faculty, to links to interesting articles. I would like to see an OFFICIAL, INTERNAL, De Anza-owned list-serve/communication tool instead of using a private, for-profit product like Yahoo Groups. I would also like this INTERNAL list-serve tool to include clear protocol on what is and is not appropriate work communication. This protocol would come from the District Office of Human Resources. I would also like to see an update of the Open Media Lab located in the basement level of LCW building. That lab absorbs so many of our Language Arts Students, as well as the rest of the campus. They need a bright, updated, accessible computer lab. I do not think a campus of our caliber should be sending students down to a basement to use these computers. They should have prime real estate. They should be in the MLC building. I do want to share that I am very happy and grateful for our two Language Arts computer labs in ATC 307 and 306??. Please keep funding these two rooms. We do use them, and it is a great resource for having students write/type an assignment during a class session. I would like to see free printing again; however, I know that is a big wish. I would like to see the current E-Print It kiosk be easier to use.	WEB	x				x			\$	ListServ	Updated lab computers	
Phones that only ring campus numbers, for student and casual passing staff use. Sort of like "white courtesy phones". Would also be useful to have kiosks that can play "how-to" videos to answer common student questions; "how do I add a class" or "how do I find my student ID?".	FAC	x			x	x	x		\$\$\$	Courtesy phones	Student Support Videos	
Phones, computers, Banner, monitors, scanners, printers, web pages.	ETS	x			x				\$\$	Phone System Upgrades	Office Equipment	In Progress
Photoshop software	I	x		x					\$	Software		Available to Users
Printers linked to the Dactronic scoreboard and timing system	ETS	x							\$\$	Printer integration		
Projector	ETS	x							\$	Classroom Equipment		
projector, excel	ETS	x							\$	Classroom Equipment	Software	
Regular upgrades for software and licensing; ability to use apps like Doceri that use wireless connections from iPad to computer.	ETS	x							\$	Software		
Server for file sharing, storing, and archiving a lot of data; and updates on some of the software	ETS	x							\$\$	Storage	Software	Available to Users
skype, zoom	ETS	x							\$	Video Conferencing		Available to Users
Software: Any software outside of our current resources that allows for a more timely and accurate processing of captioned content. Equipment: Any that supports the recording and archival of virtual presentations and meetings.	ACC	x		x				x	\$\$	Software/captioning	Screen/presentation capturing	
Technology for use in lab classes, and technology for demonstrations in science lectures.	ETS	x		x					\$	Classroom Equipment	Instructional materials	
The ability to electronically check students in and track what services they are here to receive. We use SARS to schedule appointments for students in EOPS and I wish we could situate things for them to check in when they are here for their appointment.	ETS	x							\$	Systems Integration and Improvement		
timely updates for software, faculty doesn't have administrator password	ETS	x							\$	Software updates		
Up dated, newer computers with complete directions for their basic use in each classroom.	ETS	x							\$\$	Classroom equipment	training	
up to date software and operating system	ETS	x							\$	Software updates		
update computer (at least IOS in computer) in MQ-2A - all classrooms should have most updated major software	ETS	x							\$	Software updates		
Update software (i.e. Office) and applications (i.e. Flash Player) frequently on classroom computers. Dual projectors that enable simultaneous computer and overhead-projector display.	ETS	x							\$\$	Software updates	Classroom equipment	
Updated computers with fast, reliable internet. IPADs for data collection	ETS	x							\$\$\$	Classroom Equipment	Tablets	
Updating the electrical systems to projectors etc. Winter term I could get 15 minutes out of a system before it overheated. The math instructor before me had the same issue.	ETS	x							\$\$	Classroom Equipment		
Upgrade all macs in SC1 for part-time. Improve Wi-Fi in same area. It almost never works. I have asked for it to be fixed often and nothing has changed.	ETS	x							\$\$\$	Computer Upgrades	WiFi	
Upgraded personal computer's operating system. Most software use is limited by the installed OS. All computers in my department are still running on Windows XP.	ETS	x							\$	Software updates		
VeivisIQ slide "stitching" for our clinical courses Keeping computers updated with the new software.	ETS	x							\$	Software updates		
Video conferencing so we don't have to use Google chat. None of us have used zoom yet, and some of our computers do not have webcams.	ETS	x							\$	Video Conferencing	training	Available to Users
VM operating system in our Lab and extending to faculty computers. Hopefully this would mean faster login time and quicker opening of applications such as Visual Studio. We know it would allow more flexibility in updating software between quarters.	ETS	x							\$\$	Virtual Machines	Software Updates	
Voicemail that I can check through my outlook email.	ETS	x							\$\$\$	Phone System Upgrades		In Progress
We do not have enough computers in our Baldwin Winery offices.	ETS	x							\$\$	Office Computers		
We don't need more or new technology. We need more education in using what we have.	I			x					\$	training		Available to Users
Wi-Fi in all of our teaching facilities including: PE 21, and Outdoor Fields Big Screen T.V. with DVD and Computer capabilities - on a Cart to bring into PE 1 and PE 2 Something other than Banner.	ETS	x							\$\$\$	WiFi	Classroom Equipment	
Word, Excel, Clockwork's	ETS	x							\$	Software		In Progress Available to Users



Question 4:
What new initiatives requiring technology do you/your department wish to implement over the next three years?

Responses	Primary Responsibility	ETS	Online Education	Instructional/ Training	Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
A program for loaning technology when staff or faculty needs it for a limited period. For example loan of a laptop for a single quarter to a staffer who has to work away from their desk temporarily.	I	x		x					\$	Loaner Equipment		
additional online sources,	UNC											
Adoption of open source online text books in house publishing of student lab manual for organic chemistry	I			x					\$	Online Textbooks		
Again. The English Department should not be using a Yahoo Groups list-serv, from a private, for-profit company, to conduct official business and official business communication. What would also prove useful is a De Anza-owned, INTERNAL tool that allows instructors to share and post documents to one another. Currently, some official document-sharing is taking place on WORDPRESS.com. De Anza needs its own, INTERNAL, version of something like WORDPRESS. I would also like to see what the new CANVAS platform is going to look like, and I hope there will be many training workshops available.	WEB	x	x			x			\$	Listserv	Intranet	Available to Users
an easy to generate report that picks up student-athletes attending tutoring. This requires Banner and SARS to speak to each other. Currently an ETS staff member must do this manually every week.	ETS	x							\$	Banner/Reporting		
Automated attendance taking using DASB ID card readers.	ETS	x			x				\$\$	Attendance system		
Better communication between Clockwork and all of our other systems (Banner, Outlook, Degree Works)	ETS	x							\$\$	Systems Integration		
Better telephone system, with easier to use phone set-up	ETS	x							\$\$\$	Telephone Upgrades		In Progress
Canvas as a course management system, smart boards, apple TV in all classrooms, iPads for students	ETS	x	x	x			x		\$\$\$	Classroom equipment	Canvas	In Progress
CMM Software simulation	I			x					\$	Software		
Do not know exactly long range plans for my division. I know that we will be getting high-def for the tv's installed.	FAC						x		\$	Equipment Installation		
electronic signatures from students in clockwork	ETS	x							\$	System improvements		
Everyone should be required to use some kind of college-wide technology platform, such as Catalyst and/or Canvas.	OE		x						\$\$			
Extra key boards or Tablets to have the students log in to their portal.	SS	x			x				\$	Computer Equipment		
Frequent, in-class quizzing.	I			x					\$	Clickers???		
giving workshops online	I		x						\$	Video Conferencing		Available to Users
Grades First or a product like it that would help us link faculty, students and staff	ETS	x							\$	Software		
Hybrid classes	I		x	x					\$\$	Hybrid Classes		
Hybrid classrooms is the new buzz word. Access to teaching on-line courses for adjunct faculty	I		x	x					\$\$	Online Classes		
I am not sure about my department, but I am taking a course to learn to integrate on-line teaching into my skills package.	OE		x	x						Training for Onlin Ed		
I think a high percentage of online courses should be required; this would alleviate the problem where rooms are unavailable too	I		x	x					\$\$	Required online classes		
I would like to have the department require graphing calculators for students in Math 114.	I			x					\$	Calculators		
I would like to personally see configured all instructor workstations configured with Powerpoint as is done in industry. The powerpoint speaker notes should be visible on the instructor screen along with slide. This allows instructor to view their notes at same time as viewing slides to provide a superior presentation. The only way currently to have this capability is to lug a laptop to class each time I teach. After a while, I gave up... Too much work because I only get about 5 minutes to setup for my class and setting up a laptop takes about 5-8 minutes. this causes extra pressure for instructor and time precision.	ETS	x							\$	Classroom Equipment configuration		Available to Users
I would like to see more social media training and webinars.	WEB			x		x			\$	Training on Social Media/Webinars		
If we had a better computer system, we will be all using Adobe Reader Pro, MS Excel spreadsheets with macros, and running reports more often.	ETS	x							\$	Computer Upgrades		Available to Users
Increase use of technology to flip classes and manage learning.	I			x					\$	Curriculum/Instructional training		
increased resources for classroom use: films, etc.	I			x					\$\$	Instructional content		
Information Literacy hybrid course	I		x	x					\$	Online course creation		
Initiatives to allow for virtual meetings and presentations. We do have access to Zoom, so that is a good first step.	ETS	x							\$	Web conferencing		Available to Users
instructional videos, i pad learning, web conferencing	ETS	x		x					\$	Tablets	Web conferencing	Available to Users
iPads in the classroom	I			x					\$\$\$	Tablets		
Java for Banner is always saying there is updates but it doesn't seem to get updated See above	ETS	x							\$	Banner upgrades		
Learning how to extract data to generate reports is something that is much needed for EOPS. Currently we monitor student units and GPA manually and that is very time consuming. A database that is more up to date and user friendly would help. This would be a good beginning.	ETS	x							\$	Banner/Reports		
Maybe an Ipad initiative for students to use in the classroom?	I			x					\$\$\$	Tablets	1-to-1 initiative	
Microphone for large lecture classrooms.	ETS	x							\$	Classroom Audio Equipment		
More mobile technology. Classrooms having consistent technological set-up. Removal of old equipment.	ETS	x							\$	Mobile integration/equipment	Consistent equipment in classrooms	



Question 4: (continued)

What new initiatives requiring technology do you/your department wish to implement over the next three years?

Responses	Primary Responsibility	ETS	Online Education	Instructional/ Training	Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
more scanning stations available for student use, authentication with CWID when students use the study room reservation system in the Library, online bill pay for Library fines	ETS	x							\$\$	Scanning equipment	Systems integration with banner	
On deck computers and printers for attendance and record keeping	I	x		x					\$\$	Classroom Equipment		
Our department is in the process of developing our courses into Hybrid courses where a certain amount of course material would be developed, implemented and assessed on-line. Perhaps a new registration and ticketing system	OE		x						\$	Online course creation		
Purchase of Solar Lighting units for college and athletic fields. Cabrillo College just bought 30.	FAC						x		\$\$\$	Solar		
SAS or R	ETS	x							\$	Software		
Smart boards to assist student note-taking.	ETS	x		x			x		\$\$	SMART Boards		
Strong interest in open source materials	I			x					\$	Access to open source materials		
Tablet or website use but with a touchscreen, for each student.	ETS	x							\$\$\$	1-to-1 initiative		
the shift to Canvas (should it occur);	I			x					\$\$	Canvas		In Progress
The World Language faculty are discussing the need for a computer accessible "language lab", which would be an updated version of the "old days" when you went to the lab, put on the head phones and repeated/practiced with the cassette tapes (dating myself here). The world language textbook publishers provide programs that not all students can access, and the listening/speaking component of language acquisition is vital/critical for completely learning the language.	ETS	x					x		\$\$\$	Creating new lab		
Too many crucial actions for students (registering, financial aid, applying for all kinds of things) are technology-dependent with woefully inadequate human support if something goes wrong. We probably miss enrolling lots of students who give up because they reach a point where they can't go further and can't get answers to their questions	ETS	x			x					Help with Banner navigability and ease of use		
Tracking of job placements for program graduates.	IR								\$	Graduate tracking		
use of ipads for student organizing more desktops for students to use in our office	I			x					\$\$	Tablets	Office equipment	
Use of technology with STEM curriculum	I			x					\$	Curriculum alignment/integration w/ STEM		
Useing BDMS for documents, Office 365 for shared documents.	ETS	x							\$	Document managemnt policies		
Voice recognition	ETS	x							\$	speech-to-text		
We might like to use electronic "clickers" for polling during class, and it would be great if De Anza could standardize on a particular clicker system - and if faculty and students could do testing, to figure out which system works best in class!	I	x		x			x		\$\$	Classroom polling		
Zoom/On-line Advising tools	ETS	x			x				\$	Videoconferencing for counselors		Available to Users

Question 5:

In what specific ways can De Anza make better use of technology to support learning and teaching?

Responses	Primary Responsibility	ETS	Online Education	Instructional/ Training	Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
Again, start moving stuff completely online.	UNC									Online course creation		
APPLE in every lab and lecture room	ETS	x							\$\$\$	Classroom equipment		
Apps to improve admin, such as "auto-attendance" based on presence of a student's mobile device. I'm not sure if that exists but I an dream!	ETS	x							\$\$	Automated attendance system		
Assure commonality between organizations.	ETS	x							\$\$\$	Common classroom equipment		
Banner training for new employees, and refresher training, especially for Banner Student.	ETS	x							\$	Banner Training		
be sure that accessible products are purchased and divisions understand how they will accommodate a student with a disability if the product is not accessible. Also, ensure that faculty use library resources to show captioned internet clips	ACC	x		x	x			x	\$\$	Accessible products	Accessibility training	
Better sound system and in large classrooms have a microphone.	ETS	x							\$	Classroom sound		
better wifi	ETS	x							\$\$	WiFi		In Progress
buying new software for disabled students at the library	ETS	x						x	\$	Accessible software		
Compared to when I started at De Anza, the improvements are huge and all the classes I teach in are smart classrooms. However, in spite of the technology many rooms still use CHALK boards which mess up the computer screens with dust. Why cannot we just change the boards to white boards?	FAC						x		\$\$	Whiteboards		
Continue to improve wifi access for all students on campus.	ETS	x							\$\$	WiFi		In Progress
Create some apps for student's that are enrolled to be able to orient themselves to how their Portal functions and how to use Degree Works to help them plan. Most students have cell phones that they use more than home computers so having apps can be handy.	SS				x	x			\$\$	Training for Students on MyPortal/etc		



Question 5: (continued)

In what specific ways can De Anza make better use of technology to support learning and teaching?

Responses	Primary Responsibility	ETS	Online Education	Instructional /Training	Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
De Anza needs a modern, functional website. We should be using the site to provide instructional resources for specific classes, and many of these resources should be visible to prospective students -- not only to those enrolled in a class. Students should be able to see what a course entails before they enroll, and a syllabus doesn't give a good preview. A good course site can serve as an advertisement, pulling students in. It can help build a program's reputation. Building a truly useful course website is a big job, but it should be a shared responsibility for faculty members and support staff. Unfortunately, the web tools provided by De Anza do not seem to support the development of good sites. Aside from the course information, which is generally lacking, De Anza's current site is a morass of recursive clicking. Each page seems to consist mainly of menus and links, with only isolated bits of useful information. It's not a satisfying experience, and it doesn't make De Anza look good.	WEB					x			\$\$\$	New Website	In Progress	In Progress
De Anza needs to figure out a way to prevent someone else (other than the registered student) from submitting another's work on line but under the name of the registered student, i.e. plagiarism and cheating.	OE	x	x						\$\$	Student Fraud Prevention online		
Don't employ systems that move the students away from the human interaction with the faculty and administration	UNC									More human interaction		
Emphasize and/or more training in Universal Design.	ACC			x				x	\$	UD training		
Examine greater incorporation of social media and messaging tools to connect with students and communicate course content and assignments	I		x	x	x	x			\$	Social media for student interaction with professors		
Have more cables available in the classroom or on loan at the bookstore or division office to have better connection with equipment. Have more players that work better with captioned videos, etc....	ETS	x							\$	Classroom equipment		
Have more people on hand to help answer questions when technology doesn't work or people are confused	ETS	x							\$\$\$	Staffing		
Having Javier in the PSME division to help immediately was great (PSME uses a lot of non-district-standard software). This support position for PSME needs to be filled ASAP. Smart classrooms with 2 screens and 2 document cameras.	ETS	x		x					\$\$\$	Staffing	Classroom equipment	
Having more instructional courses for use of specific program.	I	x		x					\$	Software Training		
having similar platforms. I now have around \$300 of dongles to attach my laptop & iPad Pro to various systems.	ETS	x							\$\$	Common Classroom equipment		
HDMI ports in every classroom. :) The new blu-ray players do not automatically show captions on discs that DHHS has already captioned. More print kiosks for students, and an easier way to upload money or more print stations that accept cash.	ETS	x							\$\$	Classroom equipment	Printing	
how about having division IT experts that are focused on the hardware and software needs of their assigned division?	I			x					\$\$\$	Staffing		
If the portal would allow teachers to email students from their phone, that would be the single greatest thing that could happen for world peace. When an instructor is running late, to be able to stop for two minutes and fire off an email to warn students...that would be friggin' awesome.	ETS	x							\$	MyPortal enhancements		
Instructors should have access to previous courses.	UNC								\$			
invest not only in the technology but also the need for championing, supporting and troubleshooting the technology in an ongoing way	ETS	x		x					\$	Buy-in		
Is there a way to have the student body card have more features available so we can use it to have students check in to areas they're looking to receive services from? I'm hoping that our new phone system will have texting capabilities attached to it as more and more students are asking for that.	ETS	x							\$\$	Systems Integration	Phone upgrades	
Keep things up to date.	ETS	x							\$	Refresh cycle		
Methods for understanding what materials exist and easy ways to share.	I			x					\$	List of Instructional Materials available		
More access to in class computers or computer labs to help teach students research techniques.	ETS	x		x					\$	Classroom equipment		
More distance learning instead of classes to times when nobody can take classes.	OE		x	x					\$\$	More courses online		
more faculty support for training in new software more classified professionals to meet instructional media needs	ETS	x	x	x					\$	Training	Staffing	
More features on Catalyst (the moodle version we are using is so stripped down and doesnt provide instructors with options to provide more engaging experience for students). More reliable and faster wifi (internet connection). Get rid of chalk board in S34/35 etc and provide white boards (not a technology suggestion, but a useful one). More training for faculty to use interactive, engaging teaching tools in classroom. Oppourtunities for faculty/staff to showcase what they are doing in the classroom, through technology workshops.	OE		x	x			x		\$\$\$	Canvas/Catalyst upgrades	Whiteboards	In Progress
More Ipad Carts for students to use in specific LINC programs.	ETS	x							\$\$\$	Tablets		
More support.	ETS	x							\$\$	Staffing		
More videos for troubleshooting audio-visual issues in the classrooms; videos that help you learn about HDMI, DVI and different types of equipment. A kit one can purchase at the bookstore (discount for teachers!) with all the cables and connectors one might need to avoid calls to ets when a classroom emergency arises. More clearly written knowledge base that are easy to access by staff to avoid calls to ets. Support for using mobile devices in catalyst. Marketing PDF files one can email to prospective students, family and friends that showcase benefits of De Anza. An easier process for faculty to create their own De Anza hosted websites so they won't all use disparate methods for putting up sites.	ETS	x	x			x			\$\$	Training on room equipment	Digital marketing materials	
More ways to embed video in our website, in our departmental webpages.	WEB					x			\$	Video embeds		In Progress
My opinion is that Ipads could be used in classrooms if all student's and instructors had them and were taught how to use hem efficiently.	I			x					\$\$\$	Tablets		



Question 5: (continued)

In what specific ways can De Anza make better use of technology to support learning and teaching?

Responses	Primary Responsibility	ETS	Online Education	Instructional /Training	Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
Not let us beg to things done. Be truly up to date with tools available to us.	ETS	x							\$	Equipment upgrades		
Offer an online course management system that is easy to use and widely available. Eliminate the need for training to use the platform.	OE		x						\$\$	Canvas		
Possibly a different course management system--the current one is good, but limited at times.	OE		x	x					\$\$	Canvas		In Progress
Provide a more visible, more amazing, Open Media Lab (Campus Computer Lab), and have sections of it devoted to students who are enrolled in on-line education/hybrid courses. More aggressively push, maintain, and market the recycled computer giveaway program for students in financial need. Provide necessary software on these computers and offer a training session. Partner with private sector tech companies to provide a "job incubator" program on De Anza campus, and at the same time, create an AS or AA degree in coding or other tech-related job field. Or, a "Skills Certificate" in this area. Aggressively recruit students from under-represented backgrounds to this incubation program. I would also say update the campus website and the on-line admissions process, but that is already being done--thank you! Create a portion of the campus website that allows students to interact with one another to create car pools. Create a FaceBook or social media platform to link our graduating/transferring students to one another. For example, if my student is transferring to SF State, she should be able to use De Anza resources to be socially connected to another De Anza student also transferring to SF State. This builds community, and academic peer support, amongst our graduating class. It also forms a stronger alumni network--which benefits our college in the long term. Also, continue to feature "smart classrooms." The students really benefit from the classroom computer; internet access; and especially the document camera and projection screen. It is magnificent to have the projection screen in all of the classrooms.	ETS	x			x	x		\$\$\$	Computer Lab	Student Engagement		
Provide more instructional seminars and tutoring on a flexible basis.	I			x	x				\$	Flexibility in learning		
provide smartphones and connectivity for instructors	ETS	x		x					\$\$\$	Smartphones		
Provide wi-fi service in faculty buildings. When students have questions about assignments posted on Catalyst or about Turnitin submissions, they need to use my ethernet cable to use internet (if they have mac books), or we have to go outside of the faculty building to use the College Wifi.	ETS	x	x						\$\$	WiFi	Canvas/Catalyst upgrades	In Progress
Providing increased support and training on new technology. The college is already making an effort with Heidi King (who is wonderful), but it is not enough to simply have technology: Faculty that are engaged with technology will take the initiative to train themselves, but that is often a small percentage of the overall college. Training to allow faculty to see the benefit of, as well as different ways to implement it in the classroom will ease a lot of the anxiety surrounding it, I believe. Additionally, technology training centered around accessibility and making sure that it is ADA compliant will be enormously helpful.	ETS	x						x	\$	Training	Accessibility training	
Receiving more timely responses to emails and phone calls	ETS	x							\$	Responsiveness		
Reduce reliance on printed documents.	ETS	x							\$	Digitize processes and forms		
remote controls for computer so that instructor isn't tied to front desk during lectures; each instructor should get a remote or instructed how to download app to use personal phone as a remote	ETS	x		x					\$\$	Classroom equipment		
See number 4. More training for instructors of the technology in their classrooms.	ETS	x							\$\$	Classroom equipment training		
signage and responsive controls in the MLC classrooms -- major delays in responsiveness - slows down learning process	ETS	x							\$\$	Digital signage	Classroom equipment	
Simple things first. up-to-date laptop and up-to-date desktop computers. Shorter upgrade cycles! That would make a major improvement. Now, I have to buy my own computers now as I am reminded of the upgrade policy. I teach computers so I can't be using slow computers.	ETS	x							\$\$	Refresh cycle		
-student response tools ("clickers") -computer language lab for world languages	ETS	x		x					\$\$	Clickers	Lab	
Students need to learn to use tech so that they are prepared for the workforce and/or campuses they are transitioning.	SS				x				\$	Training for students		
students with jobs during the day have a hard time picking up their student ID cards and resulting problems with inability to print.	SS	x			x				\$			
Team up with DSPS to for training on accessibility for faculty and administrative staff.	ACC							x	\$	Accessibility training		
Text books on line student tracking on line, electronic feedback of student progress	OE	x	x		x				\$\$	Digitized textbooks	Student tracking and communication	
The only system I know anything about is clickers. I haven't used them much, but some teachers of introductory general-ed science (like me) at other universities swear by them.	ETS	x							\$\$	Clickers		
the revised webpage is a start; tracking and communication with the Alumni network through social media and other technologies...	WEB					x			\$	Website	Social Media w/alums	In Progress
training at times when part timers can come	I			x					\$	Training/convenient times		
Update and manage classroom computers	ETS	x							\$	Classroom Equipment		
Use of Adobe Connect or similar software for college-wide webinars, workshops, etc.	ETS	x							\$	Web conferencing		Available to Users
we need more training - especially if/when Canvas is implemented to create online content	OE		x	x					\$	Canvas training		
You are ill and you have a friend record the class meeting so you won't fall behind on the class material!	UNC								\$			



Question 9:
What free/open educational resources do you use?

Responses

any training provided on campus
 assist.org, ccc transfer, uc pathways, csu mentor, bls.gov and other college and career websites
 Canvas
 career zone, assist, onetonline.org
 cccConfer.org
 Celtx
 Coursera
 cplusplus.com many others
 Creative Commons images, some open source textbook material.
 De Anza Website - Student services & Admissions menu, Course info & Library menu. Outlook e-mail. Library
 EDx and MyPoliscilab,
 ETS and Lynda.com when I can
 Find videos on the web and pictures, sometimes access the textbook websites
 free software that meets my course criteria and genuinely helps students learn
 gnu compilers netbeans
 Google apps
 Google classroom, Edmodo, Canvas, Catalyst
 Google Docs and Forms
 google docs, canva.com,
 Google images, youtube
 google mail, google calendar, googles education resources and apple's education resources
 Google Presentations, Dropbox, Youtube, blogs, podcasts, TED talks grammar and writing websites, and the
 web to google info in general guttenberg project.
 HHMI Online Learning Initiative, Open Stax
 Hot Potatoes, Youtube, TedTalks
 http://www.storycollider.org
 I mostly use simulations and laboratory exercises that have been put online by the astronomy department at the
 University of Nebraska.
 I use none that I know of
 Illowsky/Dean
 Images with Creative Commons licenses
 internet
 Khan Academy
 Khan Academy
 Khan Academy Free Graphing Online Calculators
 Khan Academy, google docs
 Library video-on-demand
 Libre Office.
 Linda
 Lydna.com, online learning, technical forum
 Lynda.com
 lynda.com
 Lynda.com
 Lynda.com
 Lynda.com
 Lynda.com/@ONE/CCCConfer/HTCU Trainings, when applicable
 Moodle

Question 9: (continued)
What free/open educational resources do you use?

Responses

moodle, open stax college, NIHgeneral medical sciences nignms.nih.gov My courses use some free resources on
 catalyst. I wish there was more of an initiative for other faculty to know about the vale of and use these. myopen
 math, open source math book
 Notepad , and Mozilla Firefox.
 Numerous open source tutorials, youTube videos, cccconfer.org, SAS compilers
 Online study guides
 Online textbook, video editing software, OER resources, TED
 open source articles, videos, websites
 Open source software. Open textbooks.
 OWL Online (grammar and writing help for students); Google; Bureau of Labor Statistics (BLS.gov); Poetry.org;
 pollev.com, Google Drive, Google Docs
 Purdue OWL, Easy Bib.
 Quizlet, Gmail with all its features, drive
 R
 Textbooks and workbooks
 The materials that accompany my text book; OWL.Purdue.edu;
 The Owl The Owl @ Purdue, NPR Educational Programing, Ted Talks, The New York Times, Talk to Action
 Turnitin.com
 webinars, youtube instruction, staff development classes if they are held in my lunch time as I am not allowed to
 take training during work.
 websites for assignments; online interactive assignments;
 wifi
 Wiki
 Wikipedia, Google, Wikimedia, nonprofit sites and federal sites
 Wikipedia, various websites
 Will be using an open source general psychology text next year.
 winmsc linux
 -workshops with Heidi King have refreshed skills for updating the division/department websites, -have tried a
 couple of Lynda workshops but get interrupted (frustrated) with walk-in traffic at the desk.
 yahoo finance, youtube Ted Talks
 You Tube videos, website
 youtube major meet recap and instructional videos

Top Responses
 Google Apps, Khan Academy, Lynda.com, OWL, Wikipedia, YouTube



Question 13:
What additional tools or processes would you like in a course management system?

Responses	Primary Topic	Secondary Topic
- assignments with grades over 100 points - have students acknowledge that they have received and read class announcement or grading rubrics file before moving onto the assignments - get rid of the "grey out" students who are not in the class. it is confu	Grading flexibility	Confirmation of receipt of information
24/7 technical support for students	Student Support	
Ability to change layout; more interaction ability; video feedback and bandwidth to upload videos	Layout Flexibility	Video integration
ability to import Turnitin grades to Catalyst	External integrations	
Ability to upload videos, a flexible layout for materials. But it is not so much lacking tools but how non-intuitive the use of existing tools is.	Video integration	Layout flexibility
Access to utilize what best works for instructional delivery... Not simply catalyst...	platform flexibility	
Be able to use colors; an easier to insert images.	Layout flexibility	
Better interface for correcting and commenting on student papers. Should be able to upload a rubric and attach it when you write back too.	Options for feedback to student	
Canvas Online program	Canvas	
Gradebook that is easier to set up.	Grading	
I mainly want a CMS that is intuitive and easy for students to use. That said, I've worked with a variety of them and every single one has had things I really enjoy about them that the others didn't, and things that made them difficult to work with.	Updated CMS	
I need additional examples, instruction and tutoring.	Examples	Training
I would like it to be easier for students to upload documents to Catalyst. I am not sure why it is hard for some to do that, but every term there are some who do not succeed.	Student uploading	
I would like to archive and retrieve my classes myself, no need to submit a request. The current system with a development site and a production site is complicated and creates a bottleneck.	Self-backups	
Identity recognition and cheating prevention for online testing.	Fraud prevention	
Integration of social media and aps, mobile friendly	Social Media integration	
Just using Catalyst for assignments for an in class course	Partial use	
Link to the school outlook email account so we can communicate with students directly.	Integrated communications	
love catalyst! Every new version amazes me. Not sure how it can be improved more		



Question 13: (continued)

What additional tools or processes would you like in a course management system?

Responses	Primary Topic	Secondary Topic
Moodle used to pull forum participation into an excel file that would include the subject line of the thread in the data collected for a student. That went away a few versions ago, and it's made grading much more time consuming, as I used the excel files as a sort of check off list after reading the posts in person to help speed the grading process. Post ID's are miserably not enough to help all by itself. Title inclusion would be much better. Built-in software in Catalyst that would allow face-to-face meetings with students using computers webcams would be nice.	Grading	Video-conferencing
More ability to tailor the grading process.	Grading	
More engagement tools, and tools that foster adaptive learning. More user-friendly (ease of creating, editing, using, backing up content etc).	Student engagement	User-inteface
More storage for video files	Storage	video integration
not sure....I am happy with my old course management systems...		
Please get CANVAS! It is quite awesome and if we do not get that, please get blackboard. Catalyst is not functional for online education.	Canvas	
Scheduling and time management .	Scheduling	
The ability to have synchronous communication and the facility for students to interact more easily and in varied ways.	chat	interaction flexibility
The ability to imbed short videos that I create in books, or other	Video integration	
The distance learning staff has been lost. Only one or two people are left. You cannot meet the requirements for the present and the future is there is no one to do the work.	Staffing/support	
updated version has advanced forums (which can be graded). But I think we're moving to Canvas anyway?	Updates	



Question 14:

Are your computer hardware (e.g. desktop, laptop, monitor) needs being met?

Responses	Primary Topic	Secondary Topic
A place to print with my laptop on campus would be helpful, but maybe the resource already exists and I'm just not aware of it yet...	Printing	
adjustable computer tables	Tables	
As an adjunct, I cannot update ads needed.	Software Updates	
computers can be very slow and affect class	Equipment Updates	
Computers in department old and no software updates, especially security updates.	Equipment Updates	Software Updates
Difficult ot know when the next computer re-fresh is. I found out my desktop has the equivalent of an old laptop hard drive, so it is underperforming for its footprint.	Equipment Updates	
Due for a New Computer	Equipment Updates	
emrgency eeds always adressed swiftly, but bi-annual upgrades would help	Equipment Updates	Software Updates
I need more RAM. The standard is too rigid. I have a faster processor than I need for my work (which involves keeping many windows open but doesn't require a speedy CPU) and I don't have enough RAM to keep all those windows open simultaneously.	Equipment Updates	
I provide my own hardware and software		
It has to be maintained and updated by Tech Help.		
It would be nice to have increased privileges to do basic things like defragmenting my drive.	Administrative Access	Software Updates
MacBook Pro not working well	Equipment Updates	
Managers computers/software should be updated by ETS each year so that all managers are using the same formats.	Software Updates	
Many classrooms are not up to date with tech	Equipment Updates	Software Updates
my keyboard tray 'bounces' need another since our tech staff already tried to fix without success.		
need 2nd monitor for students to view so I dont continue to have erogonomic issues	Equipment Updates	
Need both a current laptop and desktop considering the number of hours on a computer and to assist me in assisting students wherever they are.	Equipment Updates	
need new ones	Equipment Updates	
Need Tech to clean up glitches on Degree Works and using Portal sign in plus freezing screens while displaying Student info for planning and advising.	MyPortal/Banner Upgrades	
Need to keep the latest versions updated and not always happening. Example Banner and Java	Software Updates	
need to order a desktop withdual monitor with ETS, need ergonomics equipment for both laptiop and desktop	Equipment Updates	
Need updated, need consistent wifi in SC1	Equipment Updates	WiFi
need upgrade OS on classroom compter	Software Updates	
obsolete and slow	Equipment Updates	
outdated and slow	Equipment Updates	
partially met. Difficilt to find support to make the software I use work properly in the PSME's division computers	Software support	



Question 14: (continued)

Are your computer hardware (e.g. desktop, laptop, monitor) needs being met?

Responses	Primary Topic	Secondary Topic
PC is 5 years old and runs slowly	Equipment Updates	
PC is dated yet a year from being replaced, very slow	Equipment Updates	
PC is old	Equipment Updates	
printers, toner, paper	Printers/supplies	
Shouldn't we be keeping up with OS X releases?	Software Updates	
Slow	Equipment Updates	
some lecture room have PC which is not as efficient as MAC	Classroom equipment	
Still waiting for a printer in my office	Printers/supplies	
the new Mac desktop no longer plays DVDs, which I used to be able to check for scratches, etc when there were playback complaints.	Classroom Video	
They are being met for the most part, but often I find my computer is slow and sticky; constantly asks for updates and I do not have the administrator password to try to fix the problem. However, I am able to create WORD documents easily and I appreciate how effective the printing is in my faculty hallway. I also appreciate being able to print.	Equipment Updates	Software Updates
too old	Equipment Updates	
too old	Equipment Updates	
update IOS in MQ-2A; MLC-5 button controls slow to respond to turn on and off monitors, etc	Software Updates	Classroom Equipment
very slow computer, especially at start up	Equipment Updates	
would like an updated computer	Equipment Updates	



Question 15:
If you could change one thing about technology at De Anza, what would it be?

Responses	Primary Responsibility	ETS	Online Education	Instructional/ Training	Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
classroom emergency coverage for night and weekend instructors	ETS	x							\$\$\$	Off-hours staff		
Ability to download useful information without administrative approval	UNC								\$			
Able to control the light in the room better. For example, the front row lights in the MLC building can't be turned off.	FAC						x		\$\$	Lighting		
An actually usable IT web site.	ETS	x							\$	Website improvement		
Attitude towards integration of technology in teaching. It seems "technology" is spoken about to tick the box. De Anza is way behind other community colleges (e.g. our very own Foothill) and others in the Bay Area, in how they use technology.	I			x					\$	Integration training		
being able to upgrade	ETS	x							\$	Software Upgrades		
better end user problem solving	UNC								\$			
Better use of existing resources before jumping to a new technology	ALL								\$	Planning		
better wi fi around campus	ETS	x							\$\$	WiFi		In Progress
better wifi	ETS	x							\$\$	WiFi		In Progress
Better wifi	ETS	x							\$\$	WiFi		In Progress
better wifi	ETS	x							\$\$	WiFi		In Progress
better wifi	ETS	x							\$\$	WiFi		In Progress
Catalyst	OE		x						\$\$	Catalyst		In Progress
computers don't always interface with av stuff if you don't have the cords.	ETS	x		x					\$	Classroom Equipment		
Consistency across the board.	ETS	x							\$\$\$	Common Classroom Equipment		
consistent WiFi connection all over the campus	ETS	x							\$\$	WiFi		In Progress
Desktop computers	ETS	x							\$\$	Computers		
Don't know - am very happy with the amount of technology available in the classrooms in comparison with other colleges/universities where I teach	N/A											
dual boot student computers with mac & windows,	ETS	x							\$\$	Dual-Boot		
Each class room would have a computer with overhead projector.	ETS	x					x		\$\$\$	Classroom Equipment		
easier to use for both students and teachers	UNC								\$			
Ensure that appropriate training for new software and/or hardware is provided or made available to affected employees/students prior to roll-out to the wider college community.	ETS	x		x	x				\$	Training on new tech		
ETS needs to include and listen to users feedback when implementing new products/software that impacts the users.	ETS	x							\$	Buy-in		
faster response time	ETS	x							\$	Timliness		
faster wifi and office 365	ETS	x							\$\$	WiFi	Office 365	In Progress / Available to Users
Get more staff for ETS!	ETS	x							\$\$\$	Staffing		
Get more Technology support.	ETS	x							\$\$\$	Staffing		
Get rid of omni update	WEB					x			\$\$\$	OmniUpdate		
Have Catalyst resources applied elsewhere	OE		x						\$	Move away from Catalyst		
Having an easier process for implementation of iPads in the classroom. The current process is about 1-1/2 years from the point of deciding to use iPads and the reality of getting them into the classroom.	ETS	x		x					\$\$	Tablets		
having to go across SARS, DegreeWorks, and other software to track different data for the same student, it would be great to have a way to either link all of those together or find one system that can meet all of the needs we have	ETS	x							\$	Systems Integration		
Hire more tech staff to support the devility of quality instruction	ETS	x							\$\$\$	Staffing		
Hire new Administrators	UNC								\$\$\$			
I suppose I would change the lack of an internal, De Anza-only, communication system within departments. There needs to be an internal list-serv for each department, with the ability to share documents. With this, there needs to be Protocol and Guidelines from the Office Of Human Resources stating what is, and is not, allowable on department list-servs and document sharing tools.	WEB					x			\$	ListServ		Available to Users
I think they do a really good job. Can't think of anything.	N/A											
I tried to use Catalyst but was unable to even create an account. If we are to use Catalyst as our LMS the process for doing so should be streamlined. (I prefer Canvas but am willing to use Catalyst if it were possible to set up an account)	OE		x						\$\$	Catalyst		
I Would change the procedures for accessing MyPortal. There are too many steps involved. The page to enter personal information should come up imediately after selecting MyPortal on the DA College webpage. De Anza also needs a new printing system that is easier to use. EPrint is still awful.	ETS	x				x			\$	Website	Printing	Website Change completed
I would like a usable online course management system.	OE		x						\$\$	Catalyst/Canvas		In Progress
I would like to see the application, registration, and financial aid process to get into De Anza a lot easier for incoming students. Also, make the Adding of classes easier less confusing when students are on the waitlist.	ETS	x		x	x				\$\$	User Experience improvements		
I would switch us to Canvas	OE		x						\$\$	Canvas		In Progress



Question 15: (continued)

If you could change one thing about technology at De Anza, what would it be?

Responses	Primary Responsibility	ETS	Online Education	Instructional/ Training	Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
Improve tools and access for on-line collaboration. I generally just use google and dropbox for collaborating with colleagues and students, and usually, use my own laptop because it is easier to use and faster.	ETS	x		x					\$	Online Collaboration		Available to Users
Increase access to students who may not have reliable means to take advantage of technology	SS				x			\$\$	Computers for students			
Increased lab hours	I			x				\$\$	Lab Hours			
Instead of funding expensive conferences, we should have more web conferences and online meetings. Why do we need faculty and administrators travelling on the tax payer money around the world if we can achieve the same participation with online meetings, web seminars.	ETS	x		x				\$	Web conferences	resource management	Available to Users	
Invest in cheating prevention/reduction tactics for online testing.	OE	x	x					\$\$	Student fraud prevention			
It would be used campus-wide. We are within blocks of Apple and don't have access to newest changes or technology. Quicker updates on software and operating systems.	ETS	x						\$\$	Software Updates	Hardware Updates		
it's better than other campuses I'm at (UCSC and SFSU): so keep up the good work.	N/A											
Just one? Keep staff more up to date with hardware needs.	ETS	x						\$	Hardware Updates			
knowledgeable phone (x 8324) support. I often hear "I don't know - you'll have to contact ___ - I'm not really sure - call ___ they might know - I can't say when they will get back to you - I'm not sure about your work order, try calling ___" What I'd like to hear is better customer service answers - "This is a common/unusual problem, let me check ___ for you, and call you back." "I am sorry you are having difficulty, the person who works on this is out on a call/out of the office, and not expected back until 2pm. Let me see if I can contact him/or a coworker that could assist you in the interim."	ETS	x						\$	Service Excellence			
level of support	ETS	x						\$	SLAs			
Make Catalyst and all campus technology more easily available to staff & students. An example would be setting up one's web page. It seems to be taken for granted that everyone already knows how to do hat.	WEB		x	x	x	x		\$	Training			
Make sure that the end-users of a product or system get to decide which system works best, rather than just getting something based on cost.	UNC							\$	User Input			
Mandatory students training before able to sign up for catalyst based courses; could be online, but must pass the test. Currently instructors have the teach the class plus helping students to learn how to upload files, post in forums.	OE		x					\$	LMS training			
More access for students	SS				x							
More automated functions in Portal - e.g., auto-send add codes to wait list students	ETS							\$	MyPortal/Banner upgrades			
more available computers for disabled students on the campus	ETS	x					x	\$\$	Accessible equipment			
more clarity on how to request equipment...there seem to be different cycles of equipment requests and I don't always understand them....and don't know what happens to those requests.	ETS	x		x				\$	Equipment request procedures			
More computer classrooms for students.	ETS	x					x	\$\$\$	Classroom Equipment			
More focus on completing the migration of paper-based forms and shared documents to going online.	ETS	x	x			x		\$	Form digitization			
More help implementing and creating content on our Catalyst or on whatever system we will ultimately be using	OE		x					\$	LMS help			
More instruction in use of certain applications	I			x				\$	Training			
More integrated systems	ETS	x						\$	Systems Integration			
More IT support	ETS	x						\$\$	Staffing			
More ports, so a desk top doesn't have to sit for weeks because we are short of ports.	ETS	x						\$	Networking			
more streamlining of the programs we have, more partnering with DSPS to ensure software and hardware purchased is accessible per Section 508.	ACC	x						\$\$	Accessibility integration/planning			
More technology in my classroom	ETS	x						\$\$	Classroom Equipment			
More up to date software and hardware.	ETS	x						\$	Software Updates	Hardware Updates		
need more frequent software updates	ETS	x						\$	Software Updates			
newer computers for faculty. Faster upgrade cycles.	ETS	x						\$\$	Hardware Updates			
Newer versions of MS Office with Equation Editors for math classrooms	ETS	x						\$	Software Updates			
Online workshops or webinars run through Adobe Connect (or similar platform) would be wonderful. It seems every single workshop or meeting run at De Anza is in person only, including workshops and seminars in the "Online Education Center". I just attended a luncheon meeting at SFSU that was discussing options for online teaching and learning there (I teach full time there). The meeting was being run in person (there were about 60 in attendance), but for those who couldn't be there in person, the meeting was also run using Adobe Connect. I was able to listen and see the presenters, and was able to participate in the meeting with my own feedback and comments just like others who were there in person. It was very convenient and I wouldn't have been able to make the meeting without it. Something like this at De Anza would be wonderful!	ETS	x	x					\$	Web Conferencing			
our tech is good our users need more help	ETS	x		x				\$	Training/support			
Printing	ETS	x						\$	Printing			
projectors in classroom working better.	ETS	x						\$	Classroom Equipment			
Provide more time to implement changes in a gradual manner.	UNC							\$	Project Timeline Planning			



Question 15: (continued)

If you could change one thing about technology at De Anza, what would it be?

Responses	Primary Responsibility	ETS	Online Education	Instructional/ Training	Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
Provide Wifi access for faculty in their office so that instructors can meet the needs of their students more efficiently	ETS	x							\$\$	WiFi		In Progress
Refresh computers more timely and update operating systems.	ETS	x							\$\$	Hardware Updates	Software Updates	
replace all PCs with MAC	ETS	x		x					\$\$\$	Macs Rule		
Routine classroom software updates, better projectors and AV controls	ETS	x							\$\$	Software Updates	Classroom Equipment	
See the above--a mandatory requirement in using a college platform to enhance instruction.	UNC								\$	College policies		
size of computer monitor and how close I sit to it. It's hard on the eyes	ETS	x		x						Ergonomics/OSHA compliance		
Slightly faster internet	ETS	x							\$\$	Internet Speed		
Strong and rapid wifi in SC1 and update macs.	ETS	x							\$\$\$	WiFi	Hardware Updates	In Progress
Support open office	ETS	x							\$	OpenOffice support		
Task based standards. Some staffers would do best with an android tablet. Some need virtualization. I need a slow CPU (saving money!) but lots of RAM. Some people need a faster machine. A video editor and an administrative assistant shouldn't use identical equipment!	ETS	x							\$	More Granular hardware specs		
That resources be available for training on systems we use.	ETS	x							\$	Training		
The light switches are not always near the teacher's desk. They are also not dimmed so we can have a little light. It is either all or nothing.	FAC						x		\$\$	Lights		
The Outlook isn't as user friendly as Eudora. Perhaps more training on how to use Outlook to maximize ways to organize emails, create meetings, etc. would be helpful. Scheduling meeting rooms can be hit or miss. Sometimes a room is double booked or it appears available, but then it is discovered that the room has been booked. This has happened for	ETS	x							\$	Outlook optimization/training		
The request for help seems convoluted.	ETS	x							\$	Help Request User Experience		
There seems to be a reluctance to embrace technology measures, especially when compared to our sister schools. While I do not want to see us take a bandwagon approach to any new technology, I would like for us to be more receptive as a whole and increase our options regarding hybrid and online delivery.	OE		x						\$	Agility in online environments for learning		
To be able to access it from home	ETS	x							\$	VPN		
To make student learning the most important priority. In other words, is technology REALLY helping students learn more in their courses, as opposed to face-to-face classes?	I		x	x					\$	Planning		
Training and more collaborative decision making with increased faculty input on what we buy	I			x					\$	Planning		
Trying to make small changes and adding new software requires administrative passwords. This is cumbersome when making minor changes.	ETS	x							\$	Administrative access		
update software; responsive equipment; fancier is not necessarily better	ETS	x							\$	Software Updates	Hardware Updates	
Update wiring to projectors and make it all similar from room to room	ETS	x							\$\$	Common Room Configuration		
voice recognition	ETS	x							\$	Speech-to-text		



Question 16:
How would the change you recommend above impact college?

Responses	Student Centered	Faculty/Staff Centered	Process Centered
A more positive end result, staff/faculty feeling they are important and supported in their IT needs.		x	
accuracy, efficiency			x
Acquisition cost, installation and maintenance			x
Again for me it is all about functionality to support staff and students	x	x	
As we move content and resources increasingly to more advanced technological platforms, we need to ensure we're not leaving any of our disadvantaged students behind.	x		
Back the talk about technology with actual tangible products that show the college is serious about using technology for the purposes they say.	x	x	
Better instructional support.		x	
better online security and improved functionality for users	x		
Better teaching and, more importantly, learning for our students.	x	x	
College gets the system/software that meets the users' needs, and implementation will go more smoothly and effectively.		x	
cost savings, more integrated planning, leveraging expertise among staff and faculty			x
Cutting costs for the benefit of students			x
Efficiency and data gathering			x
efficient teaching for instructors which improves outcome for students learning		x	
Everybody would be on the same page, it would be more user friendly and accessible campus wide for staff, faculty and students.	x	x	
friendly, easily usable, less wasted time		x	
Get more buy in and make DeAnza relevant in the bay area community college system again		x	
Happy people	x	x	
Have someone care more about the staff and their needs than adding more Management positions		x	
Have technology be more accessible at De Anza	x	x	
Helps to complete our jobs much more smoothly		x	
helps with instruction	x		
I am assuming it is because I do not use a mac product, so software that is easily recognizable and user friendly for all platforms.	x		
I think the changes would alleviate a lot of stress and frustration for both students and staff at De Anza. I would ask for things like upgrade of OS on my computer.	x	x	
increase productivity by freeing up a lot of time spent entering data and running multiple reports from multiple sources		x	x
Instructors could collaborate more effectively. Peer interactions would be more collegial, supportive, and respectful. Students would benefit from a more uniform academic delivery from the given departments--some of which feature a huge amount of instructors.	x	x	
It cuts down on time and inconvenience for teachers and students. If the lights were dim- able then students could take notes during videos and Catalyst demonstrations.	x	x	
It should allow employees and students to better transition to any changes and new products so they can utilize it more effectively.	x	x	
It will make the daily work more productive.			x
It would allow for more deep learning rather than meeting a deadline.	x		
It would allow for the technology fans to really do some research, across the academic disciplines, to find out why the dropout rate for online classes is higher than face-to-face classes? Is it in the best interest of the students' education to offer so many online classes for students? What are the facts to support making technology so important for De Anza students, besides the financial benefits to the college/district?			x
it would allow students to pull up documents for counseling use on their phones or laptops within my office. This would more easily facilitate comprehensive student ed plans that take into account all college attended within my office. Also, students would be able to pull up emails for reference when making decisions about transfer, emails from professors or from admissions and records more easily. I could better advise students on next steps if I were more easily able to access all of their data.	x	x	
it would give everyone access to internet without having to sign-in and getting sign-off at bad times	x	x	
It would help me to expand the music knowledge of my students.	x		
It would help to keep more people updated and proficient.	x		
it would improve the ability to teach classes	x	x	
It would make classes run smoother, and much less time would be spent trying to figure out problems, and call IT for classroom help.		x	
It would make it easier for everyone to use the system.		x	
It would make the college lectures become more professional.		x	
It would make this software, which has become a necessity, widely available to everyone. It makes instruction much easier having a central place where documents/grades can be easily accessed. This is something that every other campus I've ever taught at (five in total) has managed. It's not clear to me why De Anza doesn't have a decent system available (that doesn't require training).	x	x	

Question 16: (continued)
How would the change you recommend above impact college?

Responses	Student Centered	Faculty/Staff Centered	Process Centered
Less time and effort wasted by trying to get a sub-optimal technology to work the way we need it to.			x
Less wasted time at start of term			x
might improve enrollment			x
More attendance at workshops, seminars and other meetings, particularly for Part-time faculty who may not be able to be there in person during the day.		x	
more efficiency			x
more efficient			x
more inclusive for student participant through google docs	x		
More people would be able to teach a variety of courses using technology that enhances the classroom.		x	
more secure connections, faster processing speeds			x
online classes less popular initially since some people who never learned catalyst would not sign up for online classes. However, sooner or later these students drop out because they don't know how to submit homework.	x		
Only spend on equipment that people actually need/request.			x
Personnel would not have to do this		x	
Positives: Increased enrollment. With more flexible modes of delivery, students that are constrained by geography, work schedules, or other matters may be more likely to enroll in our classes. Flexibility for faculty who may be teaching at multiple schools. Increased facility space (particularly crucial while undergoing projects such as the parking structure overhaul this year) Negatives: -Retention rate: This is often lower in online classes -Quality control: Online instruction requires more training and preparation than people assume: Not every instructor is readily qualified to teach a course online. - Student satisfaction: This may decrease if the quality of online instruction.	x	x	
Profoundly less stress dealing with our websites		x	
Provide an easier to use system			x
Reduced frustration on students.	x		
Save money not building more classrooms. Save time, since remembering to close files in old format since classroom and office computers don't have new updates and operating systems improvements.			x
Spend less time with each student to be able to serve more students efficiently.	x	x	
stability to always be connected		x	
staff wasting time trying to solve technology issues rather than on teaching. example; short time outs on instructor stations causing us to have to login repeatedly during a class session	x	x	
Students could work on papers and do in-class essays more easily.	x		
Students would develop more technology skills to prepare them for their career	x		
Students would gain more one-on-one in learning	x		
students/staff could work from any location on campus using mobile device/laptop	x	x	
teachers can teach rather than futz with computers; students presentations will go more smoothly	x	x	
The campuses and district will be able to maximize the use of Outlook.			x
The college would be more technology and in pace with other institutions.			
The faculty and students would be able to access the computer more readily for faculty managing their grading, etc.; and students being able to download worksheets, write papers, etc.	x	x	
There have so much more demand for all of us to move forward utilizing the wonderful technology that is out there for us. The problem is, with more technology comes the need for much more technology support.			x
TREMENDOUSLY. More students would finish the process of applying for De Anza.	x		
We would be a functional campus for web and hybrid based learning with the ability to use tech, audio, visuals, videos, etc.	x	x	
We would be using up to date materials and would allow us to have access to more features that might be more compatible with other departments, etc. Not everyone is on the same software edition. IE Microsoft office 2010 v. 2013.		x	
We would know if the right student was taking a test (this is done at EDX and other online course sites), and it would reduce the ease of surfing online during tests to cheat. This would increase the quality of education that our students ultimately get.	x		
We'd stop printing mountains of redundant copies of backups for what is on the computer!			x
When students come to their instructor's office to get support with assignments in e-books or online, they would be able to get the support that they need.	x		
wider desk or elongated keyboard			
would accommodate more students	x		
Would be able to provide more information to students	x		
Would enable us to get answers to FAQs	x	x	
would help students with disabilities to be able to go to the library to use any computer	x		
Would make it slightly less confusing when wondering if I am waiting for computers to arrive or if the request was denied.		x	x



Question 17:
Other comments relating to technology at the district and at De Anza?

Responses	Primary Responsibility	ETS	Online Education	Instructional/ Training	Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
Banner sucks	ETS	x								Self Explanatory		
Better and quicker communication needed.	UNC											
Consulting with faculty about what is lost and gained in teaching online (especially for our traditional De Anza students. And then, using that information to inform decisions about how many and which classes should be offered online, if any!	OE		x	x					\$	Online Course planning		
Could someone go around at the beginning of each term and make sure that all the equipment is working and turned on?	ETS	x							\$	Beginning of Semester Tech-check		
Dependency on Firefox is not a good idea since most students do not use Firefox, but rather Safari and Chrome. Right now the burden is on instructors to make sure something works. Also quizzes crash sometimes if on non-Firefox. It should not be up to students to use firefox given that some of them don't even know how to download firefox.	ETS	x	x						\$	Browser-agnostic applications		
ETS has provided wonderful support.	N/A											
Flexibility and 'future-proofing' are critical, I think. Rather than trying to predict the future, I think we should remain flexible. For example, we're teaching a lot of online sections, which is great. But what if the world of online education suffers a setback, such as by being rocked by cheating scandals? We should make sure we can retreat back into brick-and-mortar education. Staying flexible is more important than prognosticating, I think. That said, we want to do our best to predict the future, to stay flexible and survive change. What if virtual reality takes off, and students 'go to school' in their VR headsets? We should be in a position to stay in business by delivering that education, if it becomes a going concern. (I recommend the first chapters of "Ready Player One" by Ernest Cline, to imagine what school might be like in the future. We should be ready for such a world, but also ready to cope with the collapse of a fad, if that's what it turns out to be.)	ETS	x		x					\$	Tech planning		
Great group of people in tech - responsive, friendly.	N/A											
Hire a technical writer to spiff up the ETS page so it can be more self-service. If I want to do a distribution list in Outlook I should be able to plug in those two terms and get a helpful article that is specific to our FHDA directory. Any retired staffer or faculty person who knows our systems and writes well would love doing such a job from home on a contract basis.	ETS	x							\$\$	User-understandable tech documentation		
Hire more staff for tech support!!!	ETS	x							\$\$\$	Staffing		
I am all for technology use; however, I am concerned about the time constraints, amount of instructional support and if it will actually enhance student outcomes.	IR	x		x	x					Student outcomes re technology		
I am grateful for the systems we have in our smart classrooms! There are just a few rooms where the computers need updating so they run smoothly. Thanks!	ETS	x							\$	Classroom Equipment		
I found the technology in the new Media Arts building to be much easier and more efficient than the older classrooms.	N/A											
I have used Catalyst, but it's been a few years.	N/A											
I think the De Anza teachers are on the leading edge. Continued Professional Development programs will keep us there.	I			x					\$	Prof Dev		
I think we are doing a good job at staying on top of latest trends and needs to interface with our students. Fantastic work from DSS to keep special need students confident with using technology to level the playing field	N/A											
Improve lag time in responses and between purchases and getting what we ordered.	ETS								\$	Order timliness		
Incentivize the use of more advanced software and apps to solve process problems and improve efficiency. Keeping classified to "District standards" has decreased creativity and innovation.	ETS	x							\$	Technological flexibility		
Instant access to data without the extensive wait time	ETS	x							\$	Data Access policies		
It would be great if classroom computers weren't so locked down that they can't be updated. It's incredibly frustrating to have to bounce around between browsers trying to find one that is updated enough to load web content.	ETS	x							\$	Classroom Software updates		
It's a big task and people generally are at many different levels.	N/A											
It's gotten a lot better; but we've still got a way to go.	N/A											
more modern and up to date technology throughout the campus	ETS	x							\$\$\$	Equipment upgrades		
Need better implementation planning with end-users at the table	ETS	x							\$	Implementation planning		
Need general updated of all computers.	ETS	x							\$\$\$	Computer Updates		
Noticed movement to PC instead of Apple is some rooms. Hope it's not campus wide as the Apple products just work more effectively.	ETS	x								Macs Rule		
Our ETS tech teams are among the un-sung heros/heroines of the District with their timely attention to work requests, their patience and support of faculty and staff; which enables us to serve students better! With much appreciation!	N/A											
Our IT department does a great job. Whenever I've had a problem with anything on my individual machine or on one of the shared ones in our department the service has been prompt and the problem is usually solved quickly.	N/A											



Question 17: (continued)

Other comments relating to technology at the district and at De Anza?

Responses	Primary Responsibility	ETS	Online Education	Instructional/ Training	Student Services	Comm./Web	Facilities/ College Ops	Accessibility	Fiscal Impact	Primary Topic	Secondary Topic	Comments
Over the years I bought and used Instructional Technology hardware and software many years before District had these resources to provide and support new ways of doing things. For instance I bought my own laptop, projector and bulbs and many software options and dragged them to different classrooms all day long. Many students have better skills and more knowledge than their instructors. I think providing more updates and uses in the classroom helps foster respect for faculty.	ETS	x							\$\$	Classroom equipment		
Overall I'm impressed with the work done by our ETS Staff given the size of our campus. However, it would be great to have some expertise in the iPad implementation area. Thank you. technology has become almost a "political football" in the sense that there is no available personnel with the required expertise to make specialized software in the mathematical sciences work properly	ETS	x							\$	Tablets		
Thank you for giving me the chance to provide feedback. I do think De Anza has provided so many valuable resources and tools to both instructors and to students. It is wonderful that we have wi-fi--all of us, especially the students, need it. I also think the Audio Visual/ETS staff is excellent, hardworking, and responsive. I have talked to Josie on the Tech Help phone line for years. I have talked to Terry, Yusef, Shan, Kim (who retired), and the others whose names I am sorry I cannot remember. Heidi King has helped me tremendously. David Garrido as well. They are just great people. Above all, please let us interact with PEOPLE! Do not replace ETS with electronic avatars! It is also very effective and very helpful to have "smart classrooms." I continually use the classroom computer; internet; and always use the document camera.	ETS	x							\$	Human interaction	Smart Classrooms	
Thanks for doing a great job serving us!	N/A											
thanks for doing the survey	N/A											
The district has come quite a long way and is doing a better job of accepting some technology measures. There is no need for us to be cutting edge just yet, but we can improve.	N/A											
The ETS people are incredibly helpful and I appreciate ally they do to make my job easier!!!	N/A											
The lack of training is a serious one -All managers should receive training on the systems needed like Banner-	ETS	x							\$	Training		
The staff have always done a great job with the small number of staff they have. They can only do so much.	N/A											
This is just an observation. In my years in the district, the number of personnel, financial resources, and focus on technology has risen exponentially. It has come at the cost of other support staff and classroom faculty. I do not see a solution in the information age, but a cost comparison between now and 1985 would be enlightening.	N/A											
We are very fortunate to have computers in each classroom.	N/A											
we have a lot of tech tools and more and more work is being routed down to the campus and it's difficult for users to keep up with it	ETS	x								Tech overload		
We have great people at De Anza - Heidi and David.	N/A											
We need all the classrooms to be checked and updated each monthly/weekly base. Updates happen frequently and when computers are not updated, students and faculty cannot use the tech without glitches.	ETS	x							\$	Classroom Software upgrades		
We need more face to face contact with students, not more technology. Instead of spending \$2 million on some new software that will be outdated in a couple years, how about spending it on financial aid for students?	N/A											
We need to ensure that 1 out of ever 10 machines at De Anza include an accessible station with accessible furniture and software.	ACC						x	x	\$\$\$			In Progress
wifi needs improvement	ETS	x							\$\$	WiFi		In Progress
Would like some specific direction for sciences especially clinical areas	I			x						Direction		
y'all are so awesome....the techhelp system is working very for me, well after many years of that communication being hard	N/A											
You have a great crew, just not enough of them to cover such a large campus.	ETS	x							\$\$\$	Staffing		



MEDIA & LEARNING CENTER

DeAnza  College

www.deanza.edu