

Technology Support - Spring 2009

Results Overview



Date: 5/6/2009 10:42 AM PST
 Responses: Completes
 Filter: No filter applied

Consider each question carefully. This data will be used for identifying the grant needs from the Technology Department.

1. How many student computers are in your room?

Zero		1	6%
One		1	6%
Two		8	47%
Three		5	29%
Four		1	6%
Other, please specify		1	6%
Total		17	100%







2. How many "properly working" student computers are in your room?

Zero		1	6%
One		1	6%
Two		7	41%
Three		4	24%
Four		0	0%
Other, please specify		4	24%
Total		17	100%


3. How many student printers are in your room?

Zero		3	18%
One		12	71%
Two		1	6%
Three		0	0%
Four		0	0%
Other, please specify		1	6%
Total		17	100%


4. How many of your student computers have a decent desk and chair?

Zero		3	18%
One		3	18%
Two		6	35%
Three		1	6%
Four		1	6%
Other, please specify		3	18%
Total		17	100%

5. Do you know how to enter a work order in the system?

Yes		17	100%
No		0	0%
Total		17	100%

6. Have you entered a work order before?

Yes		14	82%
No		3	18%
Total		17	100%

7. How satisfied are you with the current work order process?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
Response Time	0 0%	5 29%	5 29%	5 29%	2 12%
Status Updates	0 0%	4 24%	7 41%	3 18%	3 18%
Quality of Work	1 6%	8 47%	4 24%	3 18%	1 6%
Time for Completion	0 0%	7 41%	4 24%	4 24%	2 12%
Follow-Up	0 0%	7 41%	5 29%	3 18%	2 12%

8. Would you like a system that shows your ticket's order in the queue?

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Yes		15	88%
No		2	12%
Total		17	100%




9. Would you like to know the priority set on your work order?

Yes		15	88%
No		2	12%
Total		17	100%





11. When a technician comes they:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Almost Always	Sometimes	Neutral	Seldom	Almost Never
Knock before entering	9 53%	3 18%	1 6%	1 6%	3 18%
Are wearing identification	4 24%	4 24%	3 18%	2 12%	4 24%
Are polite and professional	13 76%	3 18%	1 6%	0 0%	0 0%
Explain why they are there	12 71%	2 12%	3 18%	0 0%	0 0%
Do not disrupt the class	6 35%	4 24%	7 41%	0 0%	0 0%
Dress professionally	9 53%	4 24%	3 18%	0 0%	1 6%
Are prompt after the work order is submitted	6 35%	4 24%	3 18%	2 12%	2 12%
Do not waste time	7 41%	5 29%	3 18%	1 6%	1 6%
Do not stand around	7 41%	3 18%	4 24%	2 12%	1 6%
Set a good example for the students	9 53%	5 29%	3 18%	0 0%	0 0%
Come alone unless two are needed	8 47%	5 29%	1 6%	1 6%	2 12%
Bring all needed materials	9 53%	3 18%	2 12%	3 18%	0 0%
Return when they say they will	6 35%	3 18%	5 29%	0 0%	3 18%
Repair the problem on first visit	4 24%	7 41%	3 18%	2 12%	1 6%
Provide information that is accurate	6 35%	6 35%	4 24%	1 6%	0 0%



12. Which technician do you prefer?

Mark Perez		2	12%
Roland Ojeda		5	29%
Steve Hopper		0	0%
Marcos Mendez		0	0%
No Preference		10	59%
Total		17	100%



13. How are you supported with technology integration/instructional issues by the technicians?

Solved almost all		5	33%
Solved some		6	40%
Solved a few		2	13%
Needed help some of the time		0	0%
Needed help most of the time		2	13%
Seldom solved them		0	0%
Total		15	100%



15. Is the level of support on the campus high enough for you to integrate technology on a daily basis successfully?

Yes		8	47%
No		9	53%
Total		17	100%

16. Do you have confidence that your teacher laptop has adequate support from the technology department?

Yes		12	71%
No		5	29%
Total		17	100%





17. Do you have confidence that the student laptops have adequate support from the technology department?

Yes		7	41%
No		10	59%
Total		17	100%

18. What turn around time do you normally receive on work orders?

Same day		0	0%
Next day		5	29%
Two days		2	12%
Three days		4	24%
Four or more		6	35%
Total		17	100%


19. What turn around time is needed for teacher equipment now that the students have laptops?

Same day		9	53%
Next day		4	24%
Two days		2	12%
Three days		0	0%
Four or more		2	12%
Total		17	100%

20. What turn time are you experiencing for student laptops?

Same day		1	6%
Next day		4	24%
Two days		3	18%
Three days		2	12%
Four days or more		7	41%
Total		17	100%

21. Is a technician needed fulltime on the campus to support the one-to-one laptop initiative?

Yes		17	100%
No		0	0%
Total		17	100%