With a few exceptions, this draft includes questions only. Most questions will have response choices and we will add these after we have finalized the questions. A few questions will ask for a written response.

Survey Questions for Students

Questions for students address five areas: 1) technology use profile, 2) MyCOM portal, 3) student computer labs, 4) Moodle, and 5) campus network.

1. Technology Use Profile
   a. Which of the following statements best describes your use of technology to complete your course assignments?
      - Use my own computer whenever I can and use College computer labs only when I need to access specialized software or technologies.
      - Use a shared family computer whenever I can and use College computer labs only when I need to access specialized software or technologies.
      - Use College computer labs for most of my course assignments.

   b. Which of the following statements best describes your comfort level with technology?
      - Very comfortable using technology and rarely seek assistance when using a new software application and accessing a new online resource.
      - Comfortable using technology, but often seek some assistance when using a new software application or accessing a new online resource.
      - Not comfortable using technology and almost always seek assistance when using a new software application or accessing a new online resource.

2. MYCOM Portal
   The following questions address your frequency of use and level of satisfaction with the College’s MyCOM portal.
   a. How often do you use MyCOM to send email to your course instructors?
i. Indicate your level of satisfaction with MyCOM email.

ii. If you have encountered problems using MyCOM email, describe the types of problems you have experienced.

b. Have you used MyCOM to register for classes?

i. Indicate your level of satisfaction with the online registration process.

ii. If you have encountered problems using MyCOM to register for a class, describe the problems you have experienced.

c. Have you used MyCOM to pay fees?

i. Indicate your level of satisfaction with the online fee pay process.

ii. If you have encountered problems using MyCOM to pay fees, describe the problems you have experienced.

d. Have you used MyCOM to review your academic history?

i. Indicate your level of satisfaction with the online process to review your academic history.

ii. If you have encountered problems using MyCOM to review your academic history, describe the problems you have experienced.

e. Have you sent email to the Help Desk from MyCOM when you have encountered a problem?

i. How quickly did you receive a response from the Help Desk?

ii. Was the Help Desk able to resolve your problem?

3. Student Computer Labs

The following questions address your frequency of use and level of satisfaction with the College’s student computer labs.

a. How frequently do you use the College’s student computer lab?

b. Indicate your level of satisfaction with the College’s computer lab facilities in the following categories.

i. Lab hours.
ii. Ability to find an available computer.

iii. Software available on the computers.

iv. Connection to College online resources.

v. Connection to the Internet.

vi. Assistance available in the labs.

c. What three improvements to the College’s computer lab facilities would you find the most helpful?

4. Moodle

The following questions address your frequency of use and level of satisfaction with Moodle.

a. Are you currently using Moodle in any of your on-campus courses?

b. For each of the following activities, indicate how often you have used Moodle to do it.

i. Submit an assignment.

ii. Participate in a discussion forum.

iii. Download course materials or assignments.

iv. Receive my grades.

v. Take an online quiz or test.

vi. Receive announcements from my course instructor.

c. What do you like most about how your course instructors are using Moodle?

d. What do you find most difficult about using Moodle?

e. If you have a problem with Moodle, who are you most likely to contact for help?

i. Your course instructor.

ii. Computer lab assistant
iii. A friend or fellow classmate.

iv. Help Desk.

f. Have you ever contacted the Help Desk with a Moodle problem?
   i. How quickly did you receive a response from the Help Desk?
   ii. Was the Help Desk able to resolve your problem?

5. Campus Network

   a. How satisfied are you with the performance of the campus network when accessing campus online resources?

   b. How satisfied are you with the performance of the network when accessing Internet resources?

   c. When the College implements a campus-wide wireless network, indicate whether or not this will change how you access online resources.
      i. Will continue to use computer lab systems to access online resources.
      ii. Will use my personal system more and computer lab systems less to access online resources.
Survey Questions for Faculty

Questions for faculty address seven areas: 1) office technology, 2) communications technology, 3) campus network, 4) classroom technology, 5) student computer labs, 6) MyCOM portal, and 7) Moodle.

1. Office Technology
   a. Is your office system a Windows or Macintosh computer?
   b. Is your office system a desktop or laptop?
   c. What is the age of your office system?
      1-3 years
      4-6 years
      More than 6 years
   d. How satisfied are you with the performance of your office computer?
   e. How satisfied are you with the applications available on your office computer?
   f. How often do you use your personal system for work?
      Almost exclusively.
      Often
      Occasionally
      Never
   g. How frequently do you contact the Help Desk with a computer-related problem?
      i. In general, how quickly do you receive a response from the Help Desk?
      ii. In general, is the Help Desk able to resolve your problem?

2. Communications Technology
   a. How frequently do you use the College email system?
   b. Indicate your level of satisfaction with the College email system.
   c. How frequently do you use the College telephone system?
   d. Indicate your level of satisfaction with the College telephone system.
   e. How frequently do you use the College voice mail system?
f. Indicate your level of satisfaction with the College voice mail system.

3. Campus Network

a. How satisfied are you with the performance of the campus network when accessing campus online resources?

b. How satisfied are you with the performance of the network when accessing Internet resources?

c. In what ways will a campus-wide wireless network benefit you?

4. Classroom Technology

a. How frequently do you use smart classroom technology when teaching your classes?

b. How critical is using smart classroom technology to the design and presentation of your course materials?

c. How frequently are your classes assigned to a smart classroom when you need it?

d. How often do you encounter problems with the smart classroom technology?

e. How satisfied are you with the level of response to technical problems in smart classrooms?

f. What improvements, if any, would you like to see implemented in smart classrooms?

5. Student Computer Labs

a. Are students in one or more of your courses required to have access to a computer to complete assignments?

b. Indicate your overall satisfaction with the College student computer lab facilities.

c. Do students in one or more of your courses require access to specialized software to complete their assignments?

i. Indicate your level of satisfaction with the process for making specialized software available to students in the lab?
ii. Indicate your level of satisfaction with the process for funding upgrades to specialized software?

d. What improvements, if any, would you like to see implemented related to student computer lab facilities?

6. MyCOM Portal

a. How often do you use MyCOM to send email to your students?

   i. Indicate your level of satisfaction with MyCOM email.

   ii. If you have encountered problems using MyCOM email, describe the problems you have experienced.

b. Have you used MyCOM to view class rosters?

   i. Indicate your level of satisfaction with using MyCOM to view class rosters.

   ii. If you have encountered problems using MyCOM to view class rosters, describe the problems you have experienced.

c. Have you used MyCOM to submit grades?

   i. Indicate your level of satisfaction with using MyCOM to submit grades.

   ii. If you have encountered problems using MyCOM to submit grades, describe the problems you have experienced.

7. Moodle

a. Are you currently using Moodle for one or more of your classes?

b. Indicate how often you use Moodle to support each of the following activities.

   i. Have students submit assignments.

   ii. Conduct discussion forums with students.

   iii. Make course materials or assignments available online.

   iv. Make grades available to students.

   v. Have students take an online quiz or test.
vi. Send announcements to students in your classes.

c. Overall what is your level of satisfaction with Moodle as a learning management system?

d. Did you participate in Moodle training sessions?
   i. How satisfied are you with the training provided in these sessions?
   ii. Would you participate in additional training sessions if offered?
   iii. Are there specific Moodle functions that you would like to see covered in a training session?

e. If you have a problem with Moodle, who are you most likely to contact for help?
Survey Questions for Staff

Questions for staff address four areas: 1) office technology, 2) communications technology, 3) campus network, and 4) administrative systems.

1. Office Technology
   Use same questions as faculty.

2. Communications Technology
   Use same questions as faculty

3. Campus Network
   Use same questions as faculty

4. Administrative Systems
   a. How frequently do you use the College student system?
      i. Indicate your level of satisfaction with the response time of the student system.
      ii. Indicate your level of satisfaction with the training you received on using the student system.
      iii. In what areas, if any, would you like to receive additional training?
      iv. What difficulties do you encounter most often when using the student system?
      v. What additional functionality, if any, would you like to have in the student system?
   b. How frequently do you use the College payroll/human resources system?
      i. Indicate your level of satisfaction with the response time of the payroll/human resources system.
      ii. Indicate your level of satisfaction with the training you received on using the payroll/human resources system.
      iii. In what areas, if any, would you like to receive additional training?
iv. What difficulties do you encounter most often when using the payroll/human resources system?

v. What additional functionality, if any, would you like to have in the payroll/human resources system?

c. How frequently do you use the College financial system?
   i. Indicate your level of satisfaction with the response time of the financial system.
   ii. Indicate your level of satisfaction with the training you received on using the financial system.
   iii. In what areas, if any, would you like to receive additional training?
   iv. What difficulties do you encounter most often when using the financial system?
   v. What additional functionality, if any, would you like to have in the financial system?