

Blinn College Technology User Survey Results- Administration

Spring 2004

Software Questions

1. What software or systems do you use at Blinn (mark all that apply)

99% PC Products (Word, Access, Excel)

100% E-mail

54% Student information system via Reflection

12% Financial/HR/Payroll system via Reflection

62% BORIS

20% Fortis

24% WebCT

13% Virtua (Library Software including online catalog)

17% Auxiliary systems (such as ID Card System, Parking System, Faculty Development Database, Excessive Absence Reporting)

Other (list)

- Dreamweaver
- Internet Explorer (Blinn Banking access)
- Pagemaker, Desktop Publishing
- PAL
- US Department of education and Texas Guarantee Student Loan software
- WebCATS

2. What software or systems would you like to receive training on?

34% PC Products (Word, Access, Excel)

10% E-mail

19% Student information system via Reflection

9% Financial/HR/Payroll system via Reflection

14% BORIS

8% Fortis

23% WebCT

4% Virtua (Library Software including online catalog)

2% Auxiliary systems (such as ID Card System, Parking System, Faculty Development Database, Excessive Absence Reporting)

Other (list)

- access, dreamweaver
- Advanced Dreamweaver MX , Fireworks
- dreamweaver
- Maple
- None
- power point

- power point and web page creation
- powerpoint
- web graphics and design
- website design

3. What software or systems do you NOT have currently, that you need to do your job better?

- 0% PC Products (Word, Access, Excel)
- 0% E-mail
- 6% Student information system via Reflection
- 2% Financial/HR/Payroll system via Reflection
- 2% BORIS
- 1% Fortis
- 3% WebCT
- 2% Virtua (Library Software including online catalog)
- 1% Auxiliary systems (such as ID Card System, Parking System, Faculty Development Database, Excessive Absence Reporting)
- Other (list)

- A good leave keeping system

Response: We will address the functionality needed for a revised leave keeping system during the migration to the SunGard Bi-Tech Unix HR/Payroll system, which is proposed for fiscal year 2005.

- Adobe
- Adobe Acrobat

Response: Adobe Acrobat can be licensed at \$25 each. This version allows you to create PDF files. To purchase submit a requisition to Academic Technology.

- mapping and demographics software and databases, web/graphics design software

Response: Contact Administrative Computing Services to explore options and requirements. Also look at the Office of the Governor Economic Development and Tourism website which contains extensive demographic data, http://www.bidc.state.tx.us/BIDC_Maps/default.htm.

4. When you would like information or a report out of the student information system or financial information system that you don't currently have access to, what do you do?

- 32% Not applicable to me
- 8% Nothing- I assume I cannot get that information
- 22% Fill out a Service request
- 26% Call the Help Desk
- Other (describe)

- Call Brenda
- call Computer Services
- Call Computing Services
- Call Pat Walch or Christine

- call person in charge of function
- call Sharon Klinker/Budget reports
- Check with division sec. they have the knowledge and training to retrieve what I need.
- complete form for access
- Establish a contact in that area and utilize his/her capabilities to get the proper information.
- Find someone that can help me out
- Find someone who can get me that info.
- Get it from Accounting, Business Services
- Go to counseling to look it up
- i ask for help in my office area
- I call the appropriate person and ask my question
- or call Linda, Julie, Richard
- or get it myself
- Phone the employee in charge of the information.
- Talk to Christine Wied or Linda Reimer

5. Are there aspects of your job at Blinn that should be automated that currently are not?

51% Yes

51% No

5a. If you answered yes, what factors prevent you from using software to automate aspects of your job? (mark all that apply)

16% Lack of training

11% Lack of time

0% No desire to automate

30% Budget constraints

1% Supervisor does not support idea of automation

5% Lack of cooperation with necessary departments

Other (describe)

- I am in the process of developing a request for development of an online job placement system for Blinn.
- ID card scanner for student tracking and printer usage would be helpful.

Response: Currently implementing a college wide print management system that will track printing per student. Enrollment Services is collecting data on student's use of labs across the college.

- Input of parking registration information

Response: A copy of the vehicle tracking system has been installed at each of the three campuses.

- new retention software will assist me significantly; once available, I would like training on this

Response: Please contact the Dean of Enrollment Services (Heather Thielemann).

- We do not have adequate staff (we are all essential personnel) to take time away from our duties to attend training workshops, etc.
- We need to get parking put on the auto-pay system. We also need to make the payment program interactive

Response: The interactive payment program is an additional module which costs \$20,000+. This module would provide real-time posting of web payments to student accounts. Currently, these payments are posted several times per day. Parking permits are considered miscellaneous charges in the student registration system and these charges are not available in the BORIS module. Customization by the vendor, SunGard Bi-Tech, would need to be budgeted to add this functionality.

Hardware Questions

6. How adequate is your hardware in size, speed for your job?

- Computer: 44% Very; 43% Somewhat; 12% Not Very; 0% Not Applicable
- Printer: 46% Very; 42% Somewhat; 11% Not Very; 1% Not Applicable
- Scanner: 9% Very; 15% Somewhat; 3% Not Very; 73% Not Applicable
- Other : Very; Somewhat; Not Very; Not Applicable
- DVD duplicator
- External drives
- Fax, Document sender, CD burner, CD duplicator

- We should have scanning capabilities so that we could save time and trouble for other employees who must scan documents received on our campus.

Response: The Fortis document imaging system can utilize a number of different scanners which range in price from less than \$1,000 to \$3,000 depending on the volume of pages scanned. Requests for scan access should be made to the Registrar.

7. Do you store files on the Blinn network ('L' Drive)

47% Yes
53% No

7a. If not is it because you:

37% Do not have an 'L' drive
5% Do not trust the 'L' drive
58% Do not know how to use the 'L' drive
Other

- we use Brenham LC
- do not need to
- Have requested access
- I have been shown, but just have not used the function.
- Job does not require it
- Not sure I have one
- not sure I use L
- Prefer not to put highly confidential information on servers
- Rather handle backups myself

- store on I drive
- System needs to be better networked
- Unsure that this applies to my files, but would be interested in learning
- Use G drive
- use specialized drive to store data

Response: General questions about the network drives can be directed to the Help Desk. Employees are automatically provided access upon employment. Look at the Instructional Design site for usage instructions <http://www.blinn.edu/acadtech/Training/id/index.htm> (coming soon).

8. How do you backup the data on your PC?

- 45% I don't backup my data
- 46% Copy to diskette/CD
- 36% Copy to Blinn network

E-mail

9. Did you know there is a browser-based version of Blinn email? (mail.blinn.edu)

- 61% Yes
- 39% No

9a. If yes, have you used it?

- 76% Yes
- 24% No

10. If no, do you need training on using it?

- 81% Yes
- 19% No

11. List any additional features you would like to see in e-mail.

- Anything that does not require Netscape's email

Response: The e-mail system is compatible with any POP3 or IMAP client. Netscape is our default e-mail client but others can also be used. Send a help desk ticket to request installation and configuration of a different client.

- be able to mass e-mail students

Response: We have this capability. Exploring possible creation of student activities and administrative announcements.

- Blinn based does not have address book. Hard to email without address book

Response: You can configure your e-mail client to use the college directory. Instructions will be posted on the Academic Technology website under e-mail.

- features such as Outlook has to track projects, reminders, etc.

Response: Outlook 2002 and 2003 has a number of features for task lists, reminders and sharing calendars. Will look at scheduling training specific to Outlook in the fall and spring.

- font changes, bold, underline, etc.

Response: When composing a message using web mail click on the Text/HTML button in the top of the window and you will receive these options. If using Netscape e-mail client select menu item View – Show – Formatting Toolbar.

- I don't really know enough about the additional capabilities to ask for anything else.
- None that I can think of
- On-line shared calendars
- scheduling of meetings/resources
- See it set up with a lot of the features outlook has, for setting alarms for meetings, viewing when other people are out and where when needed, calendars, etc.

Response: The college has considered a calendaring system but it has not received high budget priority.

- spam filter
- SPAM FILTER!!!!

Response: The college is currently using the McAfee Spam Killer.

- web based email does not work at home-it blinks briefly on the screen and closes

Response: make sure your pop-up blocker is allowing pop-ups for the server mail.blinn.edu. Also, make sure any personal firewall is allowing java script from mail.blinn.edu.

- would like to be able to access the address book from home

Response: The web mail interface has access to the Blinn address book. To access click on the Addresses button. Next, click on the Search button and select Search Blinn Directory from the drop down window.

Support

12. What methods of reporting hardware or software problems have you used (mark all that apply)

- 90% Call Help Desk
- 53% Fill out web problem form
- 73% Call/email someone directly in Computing Services or Academic Technology
- 31% Contact someone with in your own department
- Other (describe)
 - my wife
 - stomped feet, wined, complained

13. Think about the last few times you asked for assistance with hardware problems. How satisfied were you with the assistance provided?

- 1% Not applicable to me
- 80% Completely satisfied
- 19% Somewhat satisfied
- 0% Not satisfied

13a. If you were not completely satisfied with your hardware problem resolution, what would have made the experience better? Describe:

- Having the computer run faster and not take so long to process email, etc.

Response: specific problem has been resolved

- Not being told we could not do maintenance because it wasn't time to do so.

Response: Administrative access is reserved to system administrators because of the wide range of access to files and settings this account has. Updates to operating systems and software will become more automated and transparent in the next year with the use of Microsoft Software Update Service.

- problem being fixed in a timely manner and the correct information given to me about the problem.

- Technician comes in and fixes problem but does not always let us know it's fixed.

Response: The technicians have been instructed to provide detailed information in the resolution of an Incident Ticket. When a ticket is closed the problem and resolution are e-mailed to the client. If you have questions about the resolution can contact Doug McKee or Michael Welch.

- Purchase a new computer.

Response: New computer purchases are budgeted at least one year ahead. The technology plan will have a preferred cycle for replacing computers, but budget constraints can cause the equipment to be used for longer than three years.

- assistance could have been more responsive

Response: Help requests are categorized as: 1.(Critical) System is in a classroom and needed for instruction; 2.(Critical Administrative) System is inoperable and can not user can not perform job; 3.(General) Problem is application or feature related and not system wide.

- Some problems cannot be duplicated when techs arrive as conditions have been altered by then.

- Technicians that understood Macs

Response: The applications are similar or identical between Mac and Windows such that a technician can work on either. The Mac OSX's system configuration is more similar to Windows XP and Linux enabling Windows technicians to better relate.

14. Think about the last few times you asked for assistance with software problems. How satisfied were you with the assistance provided?

- 9% Not applicable to me
- 77% Completely satisfied
- 10% Somewhat satisfied
- 3% Not Satisfied

14a. If you were not completely satisfied with your software problem resolution, what would have made the experience better? Describe:

- Fixing a problem frequently CAUSES other problems to occur; software techs not always familiar with the needs of individual departments

Response: The interrelated nature of software and operating systems make this an ongoing problem. These are considerations when choosing new software packages. Clients should take the time to inform technicians about their unique situations as appropriate. Concerns can also be sent to Doug McKee or Michael Welch.

- It was internet problems with the DOE and TG software. The network was slow so the software kept timing out and nothing could get done. It is a real problem during perceived peak internet times(whenever that is)

Response: The college will be increasing Internet bandwidth in Bryan in fall 2004 and Brenham in spring/summer 2005. In the meantime, we can prioritize traffic to certain critical websites if needed. Contact Help Desk to troubleshoot this problem. The peak Internet times are 10:00 am to 4:00 pm.

- See 13a.
- Someone with more experience in problem resolving.
- The technician wasn't sure why I had the problem I had, and he seemed to guess at the reason for it.

- The technicians should be able to fix the problems with Scientific Notebook

Response: Technicians are not able to be experts in the over a hundred software programs installed on Blinn computers. Expertise in the use of specialized software is required at the department level. The technicians can assist in troubleshooting technical problems, but are not always going to be able to troubleshoot application feature problems.

- TOLD TOO MANY TIMES NOTHING COULD BE DONE

Response: If the client is not satisfied with the service given they should contact Doug McKee, PC Support Manager.

- Trainer should have been more organized, and prepared with demo exercises. Need more on the spot help when problems are encountered while using less familiar software.

Response: Will work to include more directed exercises to enhance understanding and mastery of skill.

15. Think about the last few times you asked for software or system enhancements (new reports, upgrades, new features). How satisfied were you with the assistance provided?

26%	Not applicable to me
56%	Completely satisfied
16%	Somewhat satisfied
2%	Not Satisfied

15a. If you were not completely satisfied with your software enhancement resolution, what would have made the experience better? Describe:

- Budget constraints limit enhancements
- Difficult to get the reports I need.

Response: The migration to SunGard-BiTech Unix version will provide the opportunity to have additional features and an easier reporting interface.

- I am not computer literate so I would expect the department to update me automatically. I wouldn't know when to ask for it.

- I COULD HAVE DONE THE FIX MYSELF, QUICKER, WITHOUT TECHNICIAN'S HELP.

Response: If the repair required administrative access it must be done by a technician.

- I have had some software issues where the problem was not resolved-- usually problems relating to Dreamweaver.

Response: Unresolved issues should be escalated to the next level as necessary.

- I haven't received what I asked for and have not received a reason why or a status report on its purchase

Response: Contact the Help Desk to receive update on purchase. Some software is bundled together for a single purchase instead of individual purchases for better pricing.

- need to upgrade to higher version of Netscape

Response: Submit help desk to have it installed.

- timelines/getting better over time
- Software system enhancements when created should not need improvements.

Response: Software enhancements are performed based on the specification of the request. Before the project is considered complete, the requestor signs-off they are satisfied. If enhancements were not made to your satisfaction you should contact Christine Wied. If additional features are needed, you should complete a [administrative computing service request](#).

16. How often do you need computer support staff available to you at times other than M-F 8am-5pm for issues that cannot wait until the next business day to be resolved?

- 71% Never
- 27% Sometimes
- 2% Frequently

Some Bryan 10
Some Brenham 10
Freq Bryan 2
Freq Brenham 0

16a. If you answered “sometimes” or “frequently”, how are you currently contacting support staff during off-hours?

12% Do not have a method for contacting someone

12% Entering a Help Desk ticket

11% Calling someone from the computer support area at their home number

Other (describe)

Suggestions

17. Are there additional services that you would like to see the Blinn computer support areas provide?

- Computer support personnel available during evening and weekend classes, especially for the Post Office St. Campus location in Bryan. A suggestion would be to have the computer support on call, on a rotating schedule for the computer technicians assigned.

- Some consideration needs to be made to schedule technicians after 5 pm and on weekends to support Workforce Ed classes. Otherwise, we are very satisfied with your services.

- available later hours

- evening support services

Response: We will be piloting this fall having the Help Desk number answered after hours by a student worker. We are also looking at staggering scheduling of technicians to provide early and later onsite support. Will evaluate these projects and consider how they will affect staffing levels. Currently, have three full-time technicians for the Bryan campus.

- as programs upgrade have sessions where employees can attend to learn these upgrades.

- Continuing education for the employees

Response: Instructional Design offers classes during each semester on a variety of applications. <http://www.blinn.edu/acadtech/Training/id/onlineTRAINING.htm>. Also, during the next year Administrative Computing and Instructional Design will be collaborating to offer classes to staff.

- I would like to see Blinn College establish an online job placement system for students and/or graduates to access job listings from local employers. Many community colleges in Texas already have a job placement system. Houston Community College has an excellent system, which could be used as a model for the Blinn system. Thank you.

Response: An [administrative computing service request](#) should be submitted to develop this system. It would then be determined if this would become a new budget project or if it can be created using existing resources.

- Change of Major option in BORIS for program coord and div chairs

Response: There is currently an administrative computing service request for this feature. It is being developed and is near completion.

- Availability to utilize larger external storage devices (ZIP discs or CD burners) to save data rather than relying on saving everything on the hard drive or onto floppy discs.

Response: The preferred external device currently being used are USB flash storage keys. The devices are the size of a key chain and can hold up to 1 GB of storage. Currently, purchasing 256 MB for about \$35. They may be purchased via the normal technology purchase procedure.

- Provide an additional computer lab like in CC-5 at Post Office Bldg

Response: A request for an additional computer lab would be a new project submitted during the annual budget process. To be successful, it would need to be demonstrated the current facilities are maximally utilized.

- There are no additional services, that I can think of.
- I guess margaritas in the offices are out of the question. You guys do a great job. Can't think of any additional support we need at the moment.
- none I can think of-I'd like to learn more ways to use it but I don't think that's your dept.
- computer services provides all necessary services
- Not at this time. The computer support team has done a great job so far.

18. What visions, ideas do you have for expanding the use of technology at Blinn over the next five years?

- A system-wide software that will read/highlight for students with disabilities; would be available to students living on campus in their rooms and everywhere there are student -use computers

Response: Disability Services Office currently licenses Zoomtext and JAWS software which provides screen magnification and screen reading. This software is loaded in the Open labs, Library, and necessary class labs.

- An easy way to reach current students via e-mail -- provide an e-mail account for each of them
- Being able to mass e-mail our students; all campuses combined calendar to keep everyone better informed

Response: BORIS currently has the ability to e-mail a class of students. This feature was tested in Spring 2004 and made available to all faculty in July 2004. This feature can be accessed via the Class Services drop down menu item E-mail Students

- Automation of administrative functions to reduce the volume of hard copy products we use daily.
- Better leave keeping system so that duplicate work doesn't have to be done because the system doesn't show balances when entered.
- Employee Information on Line
- I think we need newer, more reliable software for Reflections.
- more web services available - especially to the staff as we move to UNIX
- Something better than Reflections

- Use something besides Reflections that is a 100 years old.
- Retrieve information from Reflections anytime of the day or week as often as I need to.

Response: The migration to the Unix version of Student and Financial Information systems will address most of these concerns. For example, you will access the system using either a web page or client software featuring a graphical user interface rather than Reflection client software. New module will become available such as employee online during a phase of the migration project.

- And teach the support staff to use the same software as instructors such as WebCT
- Development of an online job placement system similar to the one used by Houston Community College

- Getting a web coordinator to be a point person for updates, maintenance and policing of the website as we expand our online offerings in numerous areas.

Response: The new position request for web coordinator has been submitted for the past two years, but it has not been funded. The faculty and staff can communicate the need and importance to the administration the need for this position. Will look at student satisfaction surveys to see if the students are having a hard time finding information.

- More trainings on power point, and utilization of computer supported technology like power point in the classroom
- Additional or refresher training in e-mail and internet usage.
- I would like see classes offered for persons who are more advanced in their knowledge of Word, Excel, Access, etc. (separate from the beginner's classes).

Response: Instructional Design offers classes throughout the semester and also offers in office training. During the fall we will be advertising these opportunities more visibly.

- Services are excellent with the staff. I sincerely apologize for the delay.
- wireless internet
- there is no limitations on the use of technology, we can be aggressive.
- Integrate student information system with document imaging system.
- None that don't require substantial financial investment, even above the planned migration costs. A good technology base is a sound financial investment,
- online advising, orientation
- paperless storage system - increased use of systems like Boris to communicate student information(via notes section ,etc.)
- New personnel will be introduced to our systems as part of their new employee information
- User log-on coding for ALL computers so that usage, misuse, supplies, and any other parameters deemed necessary later may be accounted. A true tracking system may be the only way to make the computer users responsible for their actions.
- using WebCT
- Scheduling programs for appts., room reservations, etc.

- We need to automate more financial systems via Boris -- interactive web payment, parking on-line, partial payments, payment plans, etc

Response: These items will be addressed in the college technology plan.

- I have a vision of getting the library software to work the way it's supposed to: get a library webpage functioning and the Iportal user friendly and operating properly!

Response: New library web pages have been released since this comment was written, so this is no longer an issue, according to the surveyee. The upgraded library software (known as Virtua) is more complex than the previous version (known as Classic), and requires quite a bit more technical expertise to configure and use, as does the new on-line catalog interface known as the Iportal. Since June 1, Blinn College has subscribed to a service offered by our library software vendor known as Remote Database Administration, which we hope will provide the kind of technical expertise needed to be more proficient with the upgraded software.

- I would like to be able to see automatically which faculty members have dual credit students. As it is now, I run the dual credit report, then have to look up each section number to find the faculty member, then notify the faculty members individually which of their students are dual credit. I'd love for this information to be available automatically. Sorry-- this is a selfish request that only affects me, not a vision for the entire institution.

Response: Please submit an administrative computing service request form to create a report that will have all the data you need.

- It would be wonderful for students and the admissions personnel to be able to send transcripts electronically. I know that a good deal of time is spent by many individuals in completing this task, so it would save time for everyone concerned. Also, I would like to see students encourage to use programs to retrieve as much information as they desire regarding college/career counseling. This would encourage the students to "take charge" of their own college and career paths instead of waiting for information to come to them, or for someone to give it to them. Many of these things that I have mentioned could somehow be incorporated into orientation, so that the students are introduced to it.

Response: There is currently an administrative computing service request being worked on that will enable the students filling out the on-line transcript request form to have their information feed directly into the transcript request software, so that a clerk does not have to transcribe this information manually. Regarding the college/career counseling suggestion, while there are technical aspects to this suggestion, the best approach would be to have the counseling areas collaborate on what avenues for career guidance and academic advising should be made available to students via the web, and then work with the administrative computing services and academic technology services departments to make those available to students.

- Not at this time; I feel "blessed" to have the support we currently have
- putting equipment in the banquet room

Response: The 2004-05 budget contains a line item to install a mounted projection system.

Demographics

19. What campus do you primarily work on?

49% Brenham
47% Bryan
4% Schulenburg
Other

20. How long have you been at Blinn?

10% Less than one year
29% One to three years
14% Four to five years
47% More than five years

21. What division do you belong to?

32% Academic Affairs
28% Administration & Planning
1% Athletics
9% Finance
29% Student Services

22. What is your position classification?

44% Administration
A coding error resulted in no data collected for Classified
49% Professional (non-faculty)
7% Faculty