Zoomerang Survey Results

Cuesta College Technology SWOT (Strengths, Weaknesses, Opportunities, Threats)

Response Status: Completes
Filter: No filter applied
May 19, 2011 10:59 AM PST

We need your input to create the Cuesta College 5 Year Technology Master Plan.

1. Indicate the degree to which you think each of the following themes is a STRENGTH of technology at Cuesta College.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Support Staff – Computer Services Staff is centralized, experienced, flexible, cross trained and communicate	48	72	75	21	11
	21%	32%	33%	9%	5%
Technology Committee – The Cuesta College Technology Committee is doing good work integrating	18	68	113	17	11
	8%	30%	50%	7%	5%
Campus Climate – There is an atmosphere of change that embraces changes in technology funding and	16	75	80	41	15
	7%	33%	35%	18%	7%
Infrastructure – Although in desperate need of upgrades and maintenance that have been deferred due to	26	108	44	34	15
	11%	48%	19%	15%	7%
Applications – Software that has served the campus well includes the Computer Services and Facilities work	30	98	62	23	14
	13%	43%	27%	10%	6%
Wi-fi – There is reliable access for students and staff in some locations.	38	72	63	36	18
	17%	32%	28%	16%	8%
Student Computers – There is extensive computer access for students in open labs and classrooms.	60	68	50	32	17
	26%	30%	22%	14%	7%

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Institutional Value on Technology – Recently, there has been an increase in the value Cuesta College places on	20	88	70	31	18
	9%	39%	31%	14%	8%

2. Of the Themes below, please mark the THREE you think are the most important STRENGTHS of technology at Cuesta College.

Support Staff	132	58%
Technology Committee	47	21%
Campus Climate	57	25%
Infrastructure	73	32%
Applications	73	32%
Wi-fi	92	41%
Student Computers	119	52%
Institutional Value on Technology	53	23%

3. Additional Cuesta College technology STRENGTHS:

41 Responses

4. Indicate the degree to which you think each of the following themes is a WEAKNESS of technology at Cuesta College.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Aging Technology – The hardware (office, classroom, & lab desktops, printers, scanners, etc.) and infrastructure	66	74	52	27	8
	29%	33%	23%	12%	4%

Financial Resources – Currently, there is no centralized and sustainable funding for renewal and upgrade of	83	78	47	7	12
	37%	34%	21%	3%	5%
Slow Network Speeds – Faculty, staff and students experience slow Internet upload & download speeds	71	63	42	42	9
	31%	28%	19%	19%	4%
Insufficient Computer Support Staff for Employees – There are not enough PC Techs, Network Techs,	34	70	78	33	12
	15%	31%	34%	15%	5%
Insufficient Computer Support Staff for Students – There is not enough student help desk staff to support Cuesta	26	53	93	37	18
	11%	23%	41%	16%	8%
Support and Training for Distance Education Faculty – There are inadequate opportunities for training and	29	58	117	14	9
	13%	26%	52%	6%	4%
Support for Distance Education Students – There are insufficient distance education support staff for Cuesta	35	60	107	16	9
	15%	26%	47%	7%	4%
Wi-fi – There is limited wi-fi access at all locations.	69	50	63	33	12
	30%	22%	28%	15%	5%
Software Management – There is currently no centralized software purchase and management	31	53	117	18	8
	14%	23%	52%	8%	4%
Web Site – The Current Cuesta web site needs to be improved.	66	62	54	30	15
	29%	27%	24%	13%	7%

5. Of the Themes below, please mark the THREE you think are the most significant WEAKNESSES of technology at Cuesta College.

Aging Technology	142	63%
Financial Resources	146	64%
Slow Network Speeds	80	35%
Insufficient Computer Support Staff for Employees	34	15%
Insufficient Computer Support Staff for Students	32	14%
Support and Training for Distance Education Faculty	36	16%
Support and Training for Distance Education Students	43	19%
Wi-fi	57	25%
Software Management	38	17%
Web Site	56	25%

6. Additional Cuesta College technology WEAKNESSES:

57 Responses

7. Indicate the degree to which you think each of the following themes is a OPPORTUNITY to technology at Cuesta College.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
ACCJC Probation Status – ACCJC recommendations will propel Cuesta College towards a transformation in	30	80	96	11	10
	13%	35%	42%	5%	4%
New Technologies – New technologies such as Cloud Computing, open source software, smart phones, and	53	101	52	10	11
	23%	44%	23%	4%	5%
Distance Education Expansion – Expanding distance education offerings at Cuesta College will prompt the	51	83	65	16	12
	22%	37%	29%	7%	5%
General Obligation Bond – The passage of a general obligation bond will jump start the Centralized	47	73	84	15	8
	21%	32%	37%	7%	4%
Centralized Technology Funding – A Centralized Technology Fund will provide regular replacement of	46	95	63	10	13
	20%	42%	28%	4%	6%
Sustainable Technology Funding – A sustainable funding source dedicated to technology will provide	64	97	47	9	10
	28%	43%	21%	4%	4%
Smart Phones – Student access to smart phones will continue to increase which will reduce student reliance	45	67	59	30	26
	20%	30%	26%	13%	11%
Outside Funding Sources – Access to federal and state grants and partnerships with industry will provide Cuesta	60	89	53	18	7
	26%	39%	23%	8%	3%
Campus Culture – A recent shift in culture has helped bring about an understanding of campus technology	43	90	68	17	9
	19%	40%	30%	7%	4%

8. Of the Themes below, please mark the THREE you think are the most important OPPORTUNITIES to technology at Cuesta College.

ACCJC Probation Status	52	23%
New Technologies	119	52%
Distance Education Expansion	87	38%
General Obligation Bond	43	19%
Centralized Technology Funding	54	24%
Sustainable Technology Funding	120	53%
Smart Phones	60	26%
Outside Funding Sources	82	36%
Campus Culture	44	19%

9. Additional Cuesta College technology OPPORTUNITIES:

23 Responses

10. Indicate the degree to which you think each of the following themes is a THREAT to technology at Cuesta College.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
Current Financial Resources – There are extremely limited financial resources for the necessary staff,	121	64	27	4	11
	53%	28%	12%	2%	5%
Natural or Other Disaster – Due to the instability of past financial resources, preparation for a natural or other	38	59	92	26	12
	17%	26%	41%	11%	5%
ACCJC Accreditation Status – Cuesta College's	49	84	65	21	8

probation status may limit outside funding sources and	22%	37%	29%	9%	4%
Competition – Cuesta College faces competition for students from other colleges and distance education	43	76	66	33	9
	19%	33%	29%	15%	4%
Resource Bound – Due to limited resources (personnel and financial) Cuesta College is unable to keep up with	67	88	47	15	10
	30%	39%	21%	7%	4%
Resistance to Change – Many employees are resistant to change and want to maintain the way things have	51	70	67	25	14
	22%	31%	30%	11%	6%
Lack of Respect – There is a pervasive lack of respect for the specialized roles and responsibilities of groups	40	47	103	26	11
	18%	21%	45%	11%	5%

11. Of the Themes below, please mark the THREE you think are the most significant THREATS to technology at Cuesta College.

Current Financial Resources	194	85%
Natural or Other Disaster	47	21%
ACCJC Accreditation Status	103	45%
Competition	75	33%
Resource Bound	79	35%
Resistance to Change	97	43%
Lack of Respect	58	26%

12. Additional Cuesta College technology THREATS:

24 Responses

3. Additional Cuesta College technology STRENGTHS:

Respondent #   Response

1 There are no strengths to speak of and this
   should provide an opportunity to change to
   more cost-efficient models and management.

2 We have the collective technical knowledge to
   support the infrastructure. We are moving with
   our planning so we are developing a more
   complete understanding of what must be done
   in the short-run.

3 I think the management and staff of computer
   services does an amazing job of keep the school
   running.

4 Quick response to work orders

5 We need computers in order to assist large
   groups of students, every year to teach and
   assist them in filing their FAFSA application
   online and checking their status

6 Access, Success, Exellence

7 N/A

8 The governance committees have been
   embracing the need for technology
   improvements

9 Training offered regularly for faclty

10 The quality of support staff is a strength. The
    lack of MORE support staff is a definite
    weakness.

11 Paul Borza.

12 Catherine Hillman

13 When we do software upgrades such as Office 2007 all the computers need to have it as there is an incompatibility between this and older versions. We need new computers and lack of money is not an excuse. We need and must have state of the art technology, our future depends on it. Also, I disagree with the dollars put into So. County when it should have gone into technology, this is the kind of awareness that is lacking in planning.

14 This survey seems oddly worded. I've just finished giving a generally poor assessment and now I'm supposed to list three that are strengths? What if none, one or two are?

15 Willingness to send vast amounts of $ on technology and it's staff.

16 access

17 In spite of budget issues that face Cuesta, I think they do an EXCELLENT job providing technology to students in the labs, academic support and library

18 I don't even understand this survey

19 Easy to acsses wifi

20 Can't really think of very many of the top of my head.

21 n/a

22 the wi-fi connection is super slow, a lot of class time had been wasted because of slow loading of videos.

23 I like that they have PC and Mac.

24 none

25 Best IT guy in the computer lab, I don't know his name but the older gentleman should be paid more. He is fan-freakin-tasic.

26 none

27 The above are important but they are not very strong, in my opinion.

28 Wifi capabilities should be available throught out the entire school, not just @ designated spots ,the cost to accomplish this is minimal! the equitment is outdated and takes away valubale and scarce tome away from dtudying the major reason we attend your institution to better our selves.

29 The technology availabe at Cuesta is years behind the technology available to the workplace. Cuesta College has no strengths, just weaknesses

30 NONE REALLY I wanted to leave #2 blank!

31 That there are supporting and tutoring programs as well a finical aid programs.

32 na

33 freedom to be left to our own devices and independence to succeed or fail.

34 Brilliant teachers who don't have a clue how to teach.

35 Don't know except it's very frustrating when your computers don't work right

36 Mr Akelian and Mr. Ross are both very strong players and you should listen to what they have to say. Mr. Rapucci as well is outstanding and Im sure they know these areas better than what of it the students have a window into. The new laptops are great, but need more help with cable repair supplies and fiber optics stuff.

37 We have plenty knowledge, capability, and staffing to do a good job at technology if applied used properly.

38 The use of the Email system to tell online teacher of problems and solving of the problems.

39 Your staff and instructors.

40 Great Math Projectors and Touch Screens!

41 Architecture and Engineering Lab is excellent! I use it all the time. I'm glad we have it because it's very helpful and necessary!

6. Additional Cuesta College technology WEAKNESSES:

Respondent #   Response

1 Poor implementation and planning. Overly dependent on old solutions. Overspending on technology when better alternatives exist. Need knowledgeable decision-makers that will make embracing more cost-effective solutions a higher priority than increasing their budget and size. Less emphasis on replacing hardware and more investigation into cloud-based solutions. Need to upgrade caliber of technical staff at all levels.

2 Distance ed faculty needs instructional designer support, DE students need counseling and financial aid support available online, school needs server for LMS (Blackboard or other LMS)

3 Instutitional understanding about the cost of continuous technology upgrades and user support.

4 The pieces that go together that creates our computer systems is seriously under-resourced. We do not have enough computer programming for administrative systems including Banner. We have no systematic way of replacing office computers some of which is more that 10 years old (mine is). The computer techs are at a dead run. The network, servers, storage are inadequate. Technical support for major functions in administration is under-resoruced.

5 Staffing, just to re-iterate.

6 I experienced frustration when trying to use clickers in class. Support staff were unable/willing to assist. Seemed to me there was some frustration on the computer staff end with faculty choosing clicker software. I'm not clear on the origin of this problem, but my efforts to have someone in computer service help me with problems was futile. They were always willing to help with windows stuff but not with clickers. As far as I'm concerned, the windows issues are pretty well resolved and we could have used some designated computer guru to assist with the clicker problems. They were many!

7 No streaming capability to link videos to curriculum.

8 Computer repair problems are handled quickly, but Banner training is lacking, and questions are not answered.

9 Inablility to text students- enmass. This is HUGE as it is the primary way students communicate electronically. We need to collect cell numbers, have a system to access these numbers, and have a program that allows faculty and staff to send individual or group text messages via our computers. Students do NOT regularly read their cuesta email. Lack of user friendly scanners to convert paper for digital use and storage.

10 A permanent lab aide needs to be established in the open computer lab on the bottom floor of the 3300 building (Paid for by English Dept. now.)

11 Computer services needs to realize that SERVICE is part of their name. They need to change from being the department of "No" when a request is made, to a department that meets the needs of their users. They must not tell the users what they need, but arrive at solutions that accommodate the end users needs.

12 Lack of integration of technology resources with the budget and planning process. Too much duplication of technology, distance, web committees; need Senate and CCFT faculty assigned to a Faculty Senate DE Committee

13 It is ridiculous that we can't get updates on our software programs installed without having to submit a workorder.

14 Not having enough technology infrastructure, personnel, programmers and support limits the college's ability to be effective and to deliver programs as it should. Lack of BANNER infrastructure, training and understanding dictates poor process... Computer services dictates how policy and education is delivered rather than college's needs dictating computer services work. The system is backwards...

15 MyCuesta and campus website is not user friendly for students, take a long hard look at Hancocks set up-it is nicely done for students! See previous comment

16 The DE classes need better organization and clearer paths to enroll and inform online students as to how to access and start an online course. The website is confusing and the traditional students now access my.cuesta and do not think to access cuesta.edu. Both sites are visually confusing in design with no sense of hierarchy or cohesion. I receive a fair amount of calls asking where to find the WELCOME LETTER and end up e.mailing each student individually. As to links to department websites, there needs to be better support and flexibility in building the site. Our department has not had a website linked to the college website in more than 6 years. If potential students are searching for Interior Design schools they will find a very obsolete site if anything. It is CRITICAL for Career Technology students to have access to a current, visually clear and updated site or they will not consider attending Cuesta. With entire cities today having internet access throughout their communities, how can Cuesta not have wireless internet access throughout the campus? The Interior Design classroom does not have drafting

17 Luminis - need the ability to change headers in Luminis for the students to understand. Example: My Web Services channel - folder called Banner Self Service. Nobody knows what Banner is....we have to write up documentation and post on the web for students to understand its' OK to enter. Why can't we change this header? We need more programmers to make Luminis work better and efficiently.

18 Banner - not enough programmer time to adapt it to meet Cuesta needs. The tail wags the dog. New website design raises many concerns.

19 Although staff are excellent, the process of getting help or attention through computer services seems inflexible. Sometimes one is told "put in a work order" in order to get a conversation with someone. Seems awkward and strange.

20 Need to look into leasing options of computer technology, which would allow us computer upgrades every two years. There are several counties who successfully integrated the leasing option due to $$ limitations.

21 web site log in pass word

22 Not, enough Distance Education offered, and too often the Distance Education requires in-person meetings or classes, which eliminates many of the Distance Education benefits.

23 I am a distance learner through here and I find it very difficult to be able to information and knowledge without having to wait days on end and sometimes no response at all. Communication is a big deal for me and the distance educators lack it big time.

24 Surveys are to long. people lose interest.

25 I would like to see wifi available in the tutoring area as I sometimes take my laptop into tutoring sessions and it would be helpful to have access to the internet during a tutoring session when necessary. Especially since wifi is available just outside the academic support center but not inside it.

26 We have too many fixed computer installations. We will never have enough resources to support all of the student labs. We should transition to high speed infrastructure and WI-FI and encourage student to purchase their own machines.We should drop the dependence on Microsoft products (Open-office)and invest in cloud based functionality.

27 The MyCuesta website is horribly organized. The update that displays all previous courses taken in the Student tab for instance. The most recent semester should be on top, not the bottom, because that is what is accessed most often. Overall formatting is so confusing that I never no where to find various important information. I'm not sure if there is even a search bar (easily implemented using google). "Banner self service" is a great example of how Cuesta's site is not intuitive. Why would a user ever think to click a label such as this? I guess in the end, it's just disappointing, because Cuesta's staff works so hard already, but this monstrosity of a website causes a pleathera of questions from students and teachers alike that waist precious time and money. Long winded I know, but you asked.

28 Can't access wifi on cell phones

29 you need to put a workorder in when there is a 5 minute fix for something. Cannot contact people by telephone.

30 Many I have had issues with is closing down programs to open up power point presentations or siliar things to that.

31 none

32 There needs to be a much better, faster, and broader amount of WiFi on campus. We need campus wide WiFi. For one, the cell phone reception is not very good, so we rely on WiFi to check email and get documents off of MyCuesta. Also, the MyCuesta storage space for teachers needs to have sufficient space to allow for larger files, and multiple files. Because teachers have PowerPoint files that are much much larger than the 3 MB upload limit to each file. That needs to addressed. Also, teachers need to be instructed on how to use the portal, along with how to convert files, such as making a PowerPoint a PDF. In classrooms that have multiple computers, they all need to be hooked up to a reliable and fast Internet connection. Not to mention that the computers themselves are out-dated, but this does not allow for system updates that keep the computer up to date, which in turn will save you money, by not needing to buy new computers so often. Lastly, many of us students and teachers have smartphones like the iPhone and iPad, along with multiple Windows Phone and Andriod

33 technicians that are the ones we call for help with Blackboard just pass the buck. They say it's a problem with our computer and my personal tech person said it's a problem with the blackboard system itself. It hesitates when you type too fast and has software glitches the tech employees either refuse to address or don't know how to address; it's very frustrating.

34 The website is damn terrible. It would be infinitely more tolerable if it didn't go out as often as it does. Also- I'd love to be able to sign into @myCuesta.edu (google) on my phone.

35 there should be separate websites for both North County and SLO campuses. It creates registration problems

36 Support for broadcasting level technology in the studio and classroom lab.

37 Although minor, it is a CONSIDERABLE pet peeve of mine that many of the student-accesable computers on campus do NOT have the correct screen resolution

38 The broadcast dept. needs faster internet to show student films, and impove the classes.

39 Software is not compatible for MAC through the Cuesta College website. This is ridiculous since MAC is quickly approaching the favored computer among students. osxdaily.com/2010/08/05/70-of-college-freshman-use-macs/

40 Honestly, I don't use Cuesta's Wifi or computers enough to have an opinion on a lot of stuff. But the only issue I ever had was for distance ed. And the one and only distance ed. course I took was in Fall 2008. Everything else technological has been fine.

41 While I'm not sure about the distance learning capabilities, I've only experienced a limited access to this. Mostly all of the above is to be considered a mission critical weakness

42 WE NEED WIFI MORE THAN ANYTHING ELSE!

43 There are not enough staff for the students in almost ALL areas.

44 na

45 Too dependent on Microsoft, should be looking at open source software to save on money and help students to be more versatile for future job markets

46 never see any real glaring weaknesses in the technology, but in the communicatation of staff to faculty. ive seen students disrespected and treated like garbage. staff and faculty have to accept the fact that students dont usually give respect without receiving it first and be the adult in the situation and control themselves. while this in an isolated incident and most of the faculty are the best but it only takes one incident for students to lose all confidence and respect for the entirety which isnt fair to them but it is what it is (BTW i love cuesta best juco ive ever seen or attended)

47 Not enough selection of good teachers. Too many classes are taught by one teacher, and oftentimes, that teacher sucks. Limited resources for labs. Most of the time, our teacher brings his own materials and supplies from home to help on our labs. Ridiculous. Crappy website. Every department has a different site, and some don't even have one at ALL! There are thousands of students attending this school, and you can't find a decent website for each department? What the hell were you thinking?

48 Blackboard is extremely out of date and does not work with many computers. It is impossible to format and correctly submit assignments on newer computers because Blackboard is so out of date.

49 don't know

50 I just think it would be good if Cuesta had the resources to better upgrade the older computers so that they work better.

51 Yea, stuff is old that isnt such a bad thing, hell Im old! But Cuesta needs to meld with the civilian community and ask for some help with sharing resources for students. Get hold of Google Yahoo and some of the big business people and see if you can partner with the community. Business people want to help and need to for promotion of their community involvement. The pge program is good, but needs some rejuvination. Ask PG e for some more help. Brett's a good teacher but he can only do so much.

52 We throw away perfectly good equipment and are careless with our spending. We are too liberal with our technology dollars, and should consider outside consultant oversight and assessment for large dollar projects. We have plenty knowledge, capability, and staffing to do a good job at technology if applied used

53 The lack of an early alert system for faculty to warn failing students.

54 It is not what Cuesta has now it is students to have their own modern updates of their laptops and the ability to use them on campus as well as home

55 Please fix the website! It needs some updates done to it, maybe an online way to schedule classes that acts as a checklist for what requirements are completed and/or in progress. BYU has a great online version of that, that I would like to see happen here.

56 I wish wifi was available throughout the ENTIRE campus...there are definitely dead zones and it's hindering my education.

57 I sent email on the Cuesta College website. I received an acknowledgment that it was sent and received but no response. Why have email?

9. Additional Cuesta College technology OPPORTUNITIES:

Respondent #   Response

1 Revisit how much is being spent on technology and how to get more for less. Centralized purchasing is unlikely to result in savings given the overspending that already exists. Awarding more resources and responsibility to those who have a poor history in utilizing resources is ill-conceived and will only worsen the situation. The pricing and selection of technology needs to be more transparent and flexible to enable the college to use its funds in the most efficient manner possible.

2 We are looking at our resource needs more closely. We need to follow through with our planning process and fund it even in these very difficult times. Let's start the process to put a general obligation bond on the ballot for November, 2012. We have to start planning now.

3 Staff Computer Services at 100% and create a line item for technology upgrades. Get rid of costly dinasaur programs like Blackboard, use moodle or other less expensive CMS for distance and f2f classes.

4 We need to get with the program, we are way behind. We need to upgrade without relying on unpredictable dollars. We must have a solid realistic budget for technology in all of its forms for now and the future.

5 Wireless internet access anywhere on campus.

6 I would like to see campus culture change regarding technology, but do not hear these issues being discussed across campus, or at least communicated to faculty/staff

7 Leasing oppertunities vs Outright Purchase

8 I'm not sure I know enough about this issue to provide an informed opinion.

9 myCuesta is completely mobile device (iPod, smart phone) incomparable

10 none

11 Opportunities for teachers to request services for their department needs.

12 none

13 What the heck is a General Obligation Bond? Don't forget to wipe the hardrives on everything you recycle, including copiers. What is ACCJC probation status? I thought our accreditation status had to do with our administration, not tech.

14 If more funding will be deligated towards the actual technoligies and less to the administration. we would all be better off.

15 WIFI IS THE KEY!

16 Financial aid and Free NCC Shuttle bussing

17 na

18 with economic unstablity as u kno opportunity must be cultivated carefully. interest of outside funding institutions and their ability to control the direction of the tech dept. (not just the gov but the private corps and businesses in the partnership. remember its an investment not charity and everything and everyone has a price

19 Opportunities are only opportunities if they EXIST.

20 none

21 Not sure...

22 Listen, read your statements, this is mumbo jumbo I hate to bust your bubble. Ive been around a bit, STOP RELYING ON STATE FUNDING for everything you do. We are broke as a State you got to get creative. What fing "culture" are you talking about...this is the speak of Harvard business review PHD's looking for their next grant. I feel your pain, however I believe if you partner with Cal Poly more, local businesses and big technology ventures you might make it. Go to PGE and ask, how can I build a program to supply workers for the new solar plant, for diablo...they need replacement people...be the trainign ground for it...REVITALIZE you relationship with big energy! We need them and they need us! Get us together...that is the breade and butter of a community college, not "improve the culture off blah blah blah..." Oh, while Im on my soap box, STOP WHININIG ABOUT ACCREDIDATION AND GET THE JOB DONE. Foot dragging an politics are making you guys all look bad. How do the other JC's do it? There, I solved it and Im just a brain dead student. Find out who the Old guard is there that

23 A better website.

12. Additional Cuesta College technology THREATS:

Respondent #   Response

1 Some items listed as threats are self-inflicted due to poor planning and management. There needs to be much greater accountability of the technical staff and shortcomings that are not related to funding levels. Poor performance should not be rewarded with additional resources and responsibility.

2 I think Cuesta ignores costs (long and short term, people and equipment) vs. benefits of technology. I think we would make better decisions if forced to attach a clear price tag to the benefit

3 We need to respect the people who help with technology. They are valuable people and valuabe assets. We need to recognize the extent that our technical resources are under-resourced. We have to tie planning to spending. We have talked about centralizing the budget and better planning but we need to make sure the our fiscal resouces match the mission critical aspect of our administrative data systems and out technology based instructional resources. Be careful to not fall into the trap of say all students will have a personal computer or a smart phone with a $30 per month data plan. We are a comprehensive community college and we serve all students. We have students living in their cars, single parents raising children, and individuals limiting how many meals they have so they can improve their lives with college. We have to be prepared to build an infrastructure that supports all students.

4 Lack of planning for Distance Education support...

5 Satellite campuses. North County Campus is looked on as a little brother not an equal. With a rapidally growing number of students, custa should be looking to invest more into North county to keep the number of students climbing.

6 When any organization falls too far behind with technology, they lose their competetive edge. Students have and will continue to leave us for a failure to provide adequate and standard technological services. Ask the students, they will tell you.

7 Again, sort of a strange survey. It seems designed not so much for pure information gathering as to support certain ideas. But I do hope computers get replaced when, wifi is expanded, and there are enough people to handle everything. Good luck!

8 None.

9 I feel very badly that Cuesta is on accreditation status. Cuesta seems to be caught between a rock and hard place because of Calif state gov't is so poorly managed that it takes money away from education and then the colleges are penalized by the accreditation commission because of those cutbacks.

10 Students will not wait for Cuesta to develop modern customer relationship processes. We do not provide targeted important information to our students. We are painfully slow in adapting even the most rudimentary processes and we appear to be extremely resistant to change. It is not just the technology that we employ, but our interactive and information delivery processes are fragmented and outmoded. We have a significant number of structural and organizational deficiencies that will prevent any meaningful progress. We have many useful tools but no leadership to develop modern integrated electronically enabled relationships.

11 none

12 Funding. Problems occur from lack of resources.

13 I feel completely unsafe with the school under probation. My credits and LIFE are on the balance of a few employees who have so far done little to no help in taking steps towards restoring the accreditation. I'm not ignorant about the subject because I have read extensively about it. I am also not here to ramble ... FIX THIS NOW.

14 none

15 I think that it is notable that you have insinuated a negative comment about your own general staff in this survey re: resistance to change. Although it is important to keep an open mind when change is initiated, it is also important to value all points of view and not "run over the top" of people that may have a long vision from the past to the future. Additionally, how appropriate is that type of comment when it is released to students to comment upon? I believe that this type of negativity may be a huge threat as you are disenfranchising a segment of the employee population that should be valued and respected.

16 COMPUTER SERVICES OVER-CONTROLS AND MICRO-MANAGES EVERYTHING! They think ALL faculty are idiots when it comes to technology - some of us know some tricks they don't!!!

17 The ever decreasing income and budget cuts.

18 na

19 ok in regards to competition from other juco campuses... there is no equal to cuesta, quite honestly u get students to see and visit, they will stay. Resistance to change cant be overcome effectively without assessing the fact that change in environment is unsettling and has caused, i believe, stress on the faculty which is knowingly or unknowingly stresses students. if we arent happy, then the only recourse students have is to drop tests scores and ruin funding thus result in staffing cuts and other cuts. Its sad since that only continues the cycle of devaluing education

20 Many of the technology degrees are utterly worthless. It's hard to devote that much time and money to a program that the technology industry doesn't respect

21 Lack of respct

22 Don't know..

23 Well I pretty much understand what your going through. But it takes strong leadership, here are some ideas. GET OUT IN FRONT OF THAT RIOT AND MAKE IT LOOK LIKE A PARADE! Stop whining for God's sake. Life is filled with tough choices, you got kids? Well then you get it. Start by Gill taking a pay cut of say 25%... Ok its alot, but Gill looks like he's eating pretty good. Lead by example Gill, and tell the rest of your admin peeps, they are gonna take a 20% cut...if they dont' like it go out here in the real world and show us dopes how easy it would be for you all to "make it in the private sector" yea right! They will beg to stay. Take the savings from right there and fund some low hanging fruit technology stuff, (oh by the way, I had a smart phone and it wasn't that great...ok I could make it ring like a guitar, sitar, piano, a lady with a new jeersye accent, a quail a duck a chimp, a chump...on and on...get something worth while those things suck). Then start moving some of the old horses out of the barn and into the pasture. Hire some young hard charging

24 this is a poorly written survey. It clearly shows its authors biased.