

Results of the I.S.D. 77 Staff Technology Satisfaction Survey Given December 2001

If you think you can do a thing or think you can't do a thing, you're right. Henry Ford

Over the past few years, District 77 has increasingly and continuously asked all staff members to use computer technologies as a part of their daily job performance. Our department has been working diligently to make sure everyone has the skills, equipment and support needed to do this. We would like to ask you to take a few moments to let us know not just how we can help increase your ability to use these new information technologies, but how we can help make the use less stressful.

Please fill out this survey and return it to District Media Services attn: Linda Hicks by school mail. You do not need to give your name,.

Thanks. Additional comments are welcome.

Doug Johnson
Director of Media and Technology
Mankato Area Public Schools



Results were compiled in January 2002. For specific building, grade level or job type breakouts, please contact me. - Doug

PART ONE – GENERAL INFORMATION

Please check:

1. __141__ Elementary __99__ Secondary __35__ District

Please specify the building in which you work:

2. __136__ Classroom teacher __50__ Special area teacher __26__ Secretary __6__ Principal
 __13__ District administrator __51__ Other

3. I would rate my general satisfaction with the computer and network systems I use to complete my job as:
 __59__ Very high __186__ High __28__ Low __6__ Very low

4. I would rate my own ability to take advantage of the computer and network system as:
 __39__ Very high __168__ High __65__ Low __9__ Very low

5. I would rate the general concern District Media Services and the administration have for my success with the computer and network system as:
 __67__ Very high __160__ High __46__ Low __5__ Very low

Please return this completed form no later than December 14, 2001.

PART TWO -SPECIFICS

Please check:

6. Using technology makes me more effective in my work.
131 Strongly agree _127_ Agree __11_ Disagree _2___ Strongly disagree __8___ N/A
7. Technology helps me organize my work.
122 Strongly agree _129_ Agree _18___ Disagree __0___ Strongly disagree __11___ N/A
8. I find the use of technology to be motivating to students.
__76_ Strongly agree _128_ Agree _8___ Disagree __2___ Strongly disagree __64___ N/A
9. I am comfortable learning about and using technology.
100 Strongly agree _154_ Agree _22_ Disagree __1_ Strongly disagree __3___ N/A
10. I would like to integrate more technology into my work.
__88_ Strongly agree _162_ Agree __16_ Disagree __0___ Strongly disagree __13___ N/A
11. I would like to integrate more technology into my classroom units.
_50___ Strongly agree _110_ Agree _25_ Disagree __1_ Strongly disagree _95_ N/A
12. The building administration encourages the use of technology.
81 Strongly agree _154_ Agree _17_ Disagree __3___ Strongly disagree __24___ N/A
13. The district administration encourages the use of technology.
_73___ Strongly agree _181_ Agree __9_ Disagree __1___ Strongly disagree __15___ N/A
14. I feel comfortable helping others in my school or office with technology.
__43_ Strongly agree _139___ Agree __74_ Disagree __15_ Strongly disagree __8___ N/A
15. I feel comfortable asking for help with technology from others.
113 Strongly agree _154_ Agree _11_ Disagree __0_ Strongly disagree __3_ N/A
16. The district provides me a variety of opportunities to learn technology skills.
_38___ Strongly agree _153_ Agree _57_ Disagree _21___ Strongly disagree __10___ N/A
17. I take personal time to learn and practice technology skills.
_52___ Strongly agree _172___ Agree _46_ Disagree __4___ Strongly disagree __7_ N/A
18. I have adequate software to meet my needs and the needs of my students and do not need to break copyright policies.
_32___ Strongly agree _142_ Agree _53_ Disagree __16_ Strongly disagree __37_ N/A

PART THREE – IMPROVING THE TECHNOLOGY CLIMATE

How much do the following things affect your attitude toward working with technology?

19. Reliable equipment and networks
133 Very high _126_ High _21_ Low __0__ Very Low
20. Adequate and timely technical support
__134_ Very high _124_ High _21_ Low __0__ Very Low
21. Considerate and effective interactions with technical support personnel
143 Very high _126_ High _11_ Low _0_ Very Low
22. Adequate and timely training
__90_ Very high _142_ High _39_ Low __7__ Very Low
23. Considerate and effective interactions with training personnel
116 Very high _144_ High _15_ Low _3_ Very Low
24. Clear and reasonable expectations of use by administration
_78__ Very high _161_ High _26__ Low __4__ Very Low
25. Other factors that influence my attitude toward technology use in my district job:

See list below

26. If I were to describe a computer problem occurring “All the time,” I would mean:
_20__ It happens several times an hour _110_ It happens several times a day
__91_ It happens several times a week _39__ It happens several times a month
27. Specific subjects and programs in which I would like more training or support. Please list the best time for training to be given.

See list below

25. Other factors that influence my attitude toward technology use in my district job:

- Marce, Katie, D.J. & Jim are all very helpful. They are just too busy to be here often.
- Jim is wonderful in fixing problems in a timely manner, and doing spot teaching in a nonjudgmental way.
- The needs and interests of the students. Technology helps "hook" low skilled and disinterested students into a subject they have avoided, disliked or lack the background for.
- Need for remedial training.
- There are always things to learn. Sometimes we get to many new things at once and it gets stressful. Then it is hard to retain it. If you don't use the information then you lose it.
- Not time in schedule to adequately use and learn how to effectively use the software and programs available.
- Updated equipment.
- My time limitations.
- I want to learn more, become proficient.
- Training sessions are frustrating. Non-educators don't understand our needs. Best training is understood by our own people.
- Questions asked, still not answered or taken care of. Time does not allow the two parties to get together to do what is needed.
- Access to up-to-date equipment and software.
- Explain the benefits on why we change to new programs or software.
- Adaptability of supplied district programs to my specific needs.
- The speed at which my requests for help are answered. _____ is busy but not great at responding with at least, "Yes, I heard and I'll come as soon as I can."
- My typing skills are slow and I would like to improve those.
- Coaching factors (statistics-game planning-scouting etc.) The availability of my computer. I share a computer with a co-worker.
- Time available to learn new uses. Cost for courses offered.
- I just received an iMac shared with another teacher at DMMS. The other two schools West and Garfield are not up to the job. They crash frequently.
- New technology that doesn't work with no help provided to make sure it works. My printer is three classrooms away. Computer lab schedules are different/equipment frequently doesn't work
- The AV staff that has helped me are wonderful
- Availability of software.
- I would like to do more with digital video, but do not have adequate access to the equipment. Also why can't we get a state license for Acrobat or Photoshop?
- Availability of friendly staff in media center and some of that staff is willing to help.
- Hardware failures and no replacements. I have needed a soundcard for my multi-media software and printer for almost a year now.
- I would enjoy using technology more. Currently freezes up at least 2 times a day. Also without a printer I must travel quite a distance to retrieve what I print. Not convenient when creating teacher-made materials. A printer is a must.
- Integrate Pro is nice when we're allowed to use it, and when SASI works. I've had major frustrations with it being down or just by shutting off for no reason. That could be my iMac though. Whatever we paid for it was too much for the product and sorry service that they gave us.
- The world of work uses Pentium PCs not iMacs. We need to start moving into the 21st century. Students need to develop skills in Windows-based systems to prepare for college and future careers. Also SASI is one of the most impudent pieces of software I've ever seen. You would think it could at least print seating charts. What a waste of district funds.
- Time- too little. Accessibility - not adequate External or disc drives not available to transport from home and back. Yoda not working or reliable last year. I will not redo my work over and over when it is lost. We teach students to move and think on their feet, not at a computer screen. Must balance both.
- Time to incorporate new technology expectations. Individual instruction when needed. Up to date equipment without bake sales.
- Microsoft Office is an excellent program. Very glad to have this. Makes my job easier and helps me to be more efficient.
- Having the time to practice using technology or taking classes.
- 22&23 in survey (both rated high) Due to Shelly Weckwerth in our building
- Look forward to having another computer that allows AR to be done in the room. Need time to apply after the training
- Ease of use
- Having the time to learn and put to use new types of technology I haven't used before.
- I am so happy with the support we receive from the media specialists, Marce, and Sue
- We need training in queries (health) understanding how to do more advanced queries. Learned the basics on our own. At this time we are unable to use the health atom to its fullest capacity because of viewing rights outside of the health service. So we have to do things by hand. This takes a lot of time. I understand media personnel are busy but at times it seems we are not top priority. Or media personnel are unsure of how to fix the problem.
- The technology support staff have been pleasant to work with. We understand they are extremely busy, however we are frustrated with SASI system not knowing how to use it and as a result have had to go back to doing a lot by hand.

- The districts disinterest in training the paras to be computer literate makes me feel undervalued. I have repeatedly asked for training and it always falls on deaf ears. It's impossible to help my students when I have no training.
- Practical guidance training. People who do the training need to know what the teachers need
- Our recent upgrade to a new computer will help tremendously. Years ago we had so much trouble with the service being down all the time. It was nearly impossible to get help with anything. Jim is considerate and respectful and makes learning something new much easier.
- Availability of computer time for students.
- Time to use it.
- My job takes too much time for me to train myself in some of the capabilities available to me.
- I appreciate the tech support available. I've never had a problem that went unanswered. Quick efficient and helpful responses. I also appreciate how current we try to keep in the ever-changing world of technology. Some of my software comes from special ed. funds, some personal, some from media center.
- Time available not personnel or high marks would be given.
- Good support staff.
- Information learning gaps in very basics make further advancement difficult
- District expectation.
- Parent expectation.
- Marce is a God send.
- Sometimes the instructions are not that basic for me and are hard to understand.
- I have been impressed with the support I have received from your staff in my building. I have learned a great deal of technology information in the last three years.
- One of the most frequent uses of technology in the elementary building is for the development of books and communication with parents. The reasonable expectation that tools be readily available such as a printer in one's room. We can't be running to a centralized printer with young children in our rooms.
- I need to spend as much time as possible on my curriculum that needs to be taught, correcting student work etc.. I'm hesitant to learn additional tech skills if it interferes with that time.
- District techs continually try to keep hardware and software updated and fix problems as quickly as possible.
- I have always been able to have my computer problems fixed within one day . We have a great staff.
- The availability of equipment for myself and students
- Time
- We learned too much too fast this fall. We were all on overload. Time is a real problem - not enough hours in a day.
- No training except with Smart Finance and that was very good. Techs are great when we have problems at fixing them. Prompt and considerate.
- Trouble shooting and making things work when support is not available. Windows support is minimal. Still not able to print on correct printer. I don't like email. I have to put my password in several times a day.
- It has been exciting to learn how to use computers. Code 77 was a wonderful program and I think it fired many of us up. I feel very lucky to have been working in a district that was so supportive of technology infusion.
- Training is always beneficial
- I must use a computer for IEPs but there are few opportunities to learn all the ins and outs of the program. Also I would feel more comfortable with more general training in technology.
- I seem to forget how certain applications work. An outline is helpful to try to refresh our memories.
- Printers are too far away from the classroom
- My attitude is very good towards technology and the personnel that are in charge of it.
- Time to learn more. It takes me a long time to learn something and implement it sometimes due to time, and sometimes understanding.
- Handouts as a source of educating - no time to work on computer software unless it is on my time
- Going to computer lab and not knowing passwords to change programs i.e. sound. Access to internet not available to students.
- Practical application of new software
- Not enough time for training ,practice or getting help
- Timely maintenance
- Time with students limited, log-ins and restarts take time away often at the most important times.
- Slow unreliable internet
- Apple not always functional. Student use to PCs at home
- Lack of equipment prohibits access by students
- Lack of lab supervision when all cannot be utilizing the lab because the teacher cannot be in two places and once.
- No time in daily schedule
- High speed internet service
- No time to use or to learn
- I very seldom have the need to use technology directly with the students in reading or math.

- Not enough classroom time to work in the lab with students.
- Conference reports are a nightmare.
- ClarisWorks 4, 5, 6 AppleWorks it is difficult to share information with others with so many programs being used.
- Computer freezes frequently
- The added information/reports that need to be generated from our office. We need the technology to be able to do these reports.
- Resource room at West does not have adequate hardware and software for students. Students need access to up to date equipment for writing assignments (word processors) and doing research for projects. Only 1 computer available that has a printer in the room. Also need software to practice basic skills when school work is completed.
- We have too many tech things started at one time for support system to help with. Let's stagger new programs or perfect 1 or 2 buildings at a time and then move on.
- As you can tell from my survey, I am less than "gung ho" about technology. There are so many other things on my plate that I think are just as important and that interest me more.
- Pass the buck-its not my job
- Territorial disputes between office sec & media support
- No times available to schedule classrooms to use computer lab
- Other related factors such as family experiences & district experiences or school experiences all are so related.
- Personal use such as work toward a masters or beyond graphs, table, charts, web sites.
- There is little time in the day to use the lab. When you do get time, something goes down or doesn't work right.
- In elementary we need a few good programs that we can count on .
- Spec Ed server IEP server forms have changed 3 times in 4 years. This is too much.
- The amount of time it takes, and the lack there of during the normal school day. Checking email & doing attendance. Not quality computer use. When computers go down to inadequate manual info makes programs frustrating.
- It would be nice to have another adult in with the classroom when we take our 20+ students in there.
- Only one computer with internet capability and only one working printer.
- Use of computer lab is to limited
- Need at least 2 computers connected to the internet in my classroom.
- Would like programs with graphics on it without getting separate file.
- We are limited to the number of computers we can use. This makes it hard to work as a class on a computer based project. We do not have access to a lab, only 6-8 computers at any given time.
- This 1 printer being a mile away from one's classroom is ridiculous. If instruction takes place in the labs, then labs need to be functional and user friendly.
- I haven't talked to anyone who is happy with the performance of the iMacs.
- I would like to see more capability with computer systems between the office and teachers. Katie and Jim are great to work with. They respond quickly and are very knowledgeable. They are an asset to your department.

27. Specific subjects and programs in which I would like more training or support. Please list the best time for training to be given.

Program/skill	Number of responses
Microsoft Office PowerPoint	13
Creating web pages	10
General/basic training/computer capabilities/troubleshooting	8
AppleWorks/ClarisWorks esp. advanced features	7
Internet - accessing professional materials and doing research online	6
Integrate Pro/ gradebooks	6
SASI (Query functions)	5
Email/TWIG/Nicknames/Addresses/ Attachments	5
Student programs/student activities with technology/ subject specific	5
Microsoft Office Word (beginning and advanced)	5
YODA (server storage) from home and school	4
FileMaker Pro database	4
Web sites related to curriculum	2
Downloading educational programs from the Internet	2
Digital cameras – still and video	2
District “systems”	2
Microsoft Office (General - Word, Access and Excel also mentioned)	2
Parent communications/ ParentConnect	2
Photoshop	2
Spreadsheets (general)	2
Getting and using clipart	2
District program availability and how to access	2
Microsoft Office Excel spreadsheet	2
Multimedia (Powerpoint also mentioned)	2
Effective Internet searching	1
PDF	1
Art programs	1
Music programs	1
“What’s new/what’s obsolete	1
Scanners	1
Zip drives	1
Microsoft Works	1
Making labels	1
Making tables, graphs and charts	1
Media catalogs and directories	1
Netscape (Internet)	1
Word processing (General)	1
Desktop publishing	1
Installing/updating software	1
Phonics programs with student tracking	1
Math calculation games with student tracking	1
Adding fonts	1
Fast Forward reading program	1
Inspiration	1
IEP forms	1
Programs for handicapped kids	1
Illustrator	1
File organization	1
Access database	1
Virtual PC	1
Personal organization	1
Basic Windows	1
Human resources software	1
Fred (Title One)	1

Best training time	Number of responses
After school (Wednesdays seem popular)	19
Staff development/ workshop/ curriculum/ early release days	13
During work day	10
Summer	6
Saturday/weekends	5
Evenings	5
Holiday breaks	1
Before school/lunch	1

Comments:

- It seems like everything we have is obsolete.
- I would also like to be taught what all is on my computer. I was simply told “here is your computer” and left to figure it out on my own.
- Training should be given during the day when I'm still fresh. If training is given in the summer than offer credit for it.
- I need to know of :Programs on sites that specifically relate to my curriculum. I don't want to add technology into my curriculum just for technology sake. I need specific places and programs that will strengthen and broaden my students.
- SASI NEEDS HELP!
- What are the expectations of use by administration? What is our focus with computers right now? Individually as a staff member I'm not sure how I am suppose to be using my computer with my classroom right now. Technology seemed to be a higher priority when I was at Monroe than at Hoover now.
- Perhaps more general computer training would help people understand computers and be less frustrated.
- My room computers can not handle new software to old of version
- 3:30 is usually too early for most of us I really liked the evening classes at DMMS that Sue did.
- I've forgotten what I don't use on a daily basis.
- You offer it - I'll be there
- I'd like my space on Yoda to be enlarged for saving
- There is never to my knowledge a computer class for adults offered for just the Mac. I would like training for this and have not been able to find any available.
- I don't understand why I need to do attendance on computer (SASI) and paper. They keep telling us that when all the problems with SASI are figured out we will eliminate the paper copy. They have been telling us this for the last three years. What is the problem?
- The Integrate program has flaws. Basically the computer and I get along. Time is the problem. Keeping up with grades, email, attendance, and teaching regular hours in my days gets to be a lot for one person.
- The classes, workshops and inservices are great but there simply isn't enough time to play around with what I've learned once I get back to the classroom training after school
- We need a general resource of activities during the 30 min computer time. These should be grade level friendly -: web sites and activities that go with that site's language and math activities (besides games), mini projects-incorporating graphics to a list of things or a letter. Time needs to be dedicated to teachers to try them.
- Why can't technology training be a priority for these 1/2 curriculum days? I think we are given equipment with little time for instruction to expand knowledge.
- I've already had one exposure session (to PowerPoint). Not enough hands on.
- I'd love a legal copy of PageMaker. I have many templates on that and no means of using it.
- I would like to learn how to use the programs that the students in our building use so that I can assist the students I work with.
- Without training in queries (SASI) we are unable to complete our job using the technology that has been proved for us. Right now everything is done by hand which takes a lot of time. We have been told there is no money available to provide an instructor for the query training we need.
- Have training on curriculum days, but not included with a variety of other things. Let us work through a project to completion so we'd be able to do it with our students when we return to the classroom.
- We have to use query (SASI) to complete our job and at this time we are unable to get them to work for us. In fact we have not had any formal training. Best time-as soon as possible but we have been told there is no money available for this training.
- More individual help with new gradebook. Technology support top notch here Wish we didn't have to have continued fund raising campaigns to maintain and upgrade our technology.
- Schedule training several different times over the summer-It seems like it is always scheduled when summer session classes at MSU are starting.
- I know I have missed a lot of knowledge on the computer just by learning myself.
- Grading programs that are adaptable to our specialty area and scoring. (Phys Ed).

- Importing and exporting names and birthdays to a program which can record fitness test scores (times, date of birth, & repetitions) and provide sorted averages of same data.
- Time! Curriculum Days, Summer School days are too busy
- Jim Keltgen has done an excellent job assisting our office to solve tech problems He is helpful and prompt and takes care of the problem the first time.
- I am a paraprofessional. We do not receive training on the computers and are at a district disadvantage when it comes to helping students on technology related assignments. Paras need to be trained on all the programs and Internet that the students use. Many paras have expressed this concern. We'd all like training.
- Attendance by computer is not a time saver for the classroom teacher. It takes more time and is not handy to use.
- Email has a lot of junk mail on it. I really don't care to read all the press releases or the news about what is going on in another building.