

Columbus Education Association Technology Satisfaction Survey

Open-Ended Question Responses Appendix

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Infinite Campus

Survey participants were asked if they used Infinite Campus as part of their work assignment. Respondents who answered yes were then asked a series of follow-up questions regarding their experiences using Infinite Campus.

Grade Card Entry

Participants were asked if they had begun to enter grades for the first quarter of the 2012-2013 school year. Those that answered yes were asked to describe any issues they were experiencing as they began to enter their grades.

At the end of the section, participants were asked to include any additional concerns regarding Infinite Campus. The following responses are disaggregated by participants' work locations.

Elementary and K-8 Classroom Teachers

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| 1. The student information that I am able to find on Infinite Campus is wonderful. I find the inputting grades on Infinite Campus to be time consuming. Also it is difficult to review the information/ grades that have been inputted for each student. |
| 2. I spent four hours putting individual comments for each student and none of them saved to the server. This forced me to redo all of my educational grades and comments. |
| 3. There is supposed to be a save message that pops up if you try to leave a certain task or student without saving. The save message states "Would you like to save the current information before leaving this page?" That save pop up window is NOT reliable. A colleague spent 4 hours working on report cards after his contract day had ended, and was using the save icon on the infinite campus report cards, however, his work was never saved. He had no grades or comments after 4 hours of work. |
| 4. We were not shown the new grade card until we started entering grades. It would have been helpful to know how reading and other subjects were going to be divided at the beginning of the year so I could record grades properly. Reading grades were a mess because the categories were not what we were expecting. |
| 5. It is much more time consuming to record grades for me. I have to hit an area then select the student, then click another subject area and go back and select the student again, then..... |

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| 6. My administrator was not trained on Infinite Campus and has had to try and figure it out herself. She spends hours trying to put our students' names on our rosters so that we can enter grades on the Grade Cards. |
| 7. I don't like this new system. It has taken me longer this year to enter grades than ever before and that includes when we used carbon copies. I have spent about 15-20 HOURS at home or school just trying to get all my students grades and comments written in. It is ridiculous how much of my home/family time I have spent during these grades with this new system. I also don't like how we can't see the report card all together to make sure we haven't missed anything. Instead you have to go through each section again and double check. |
| 8. Everyone in my school uses engrade it is easy to use and parents and students can track grades and assignments easily. It was easy to set up weighted averages and dropped assignments Infinite Campus has not been fully implemented and parents can't see it. It is more complicated and harder to manipulate than engrade. |
| 9. When my report cards were printed, they printer double grades for more than half of my class and the double grades were not the same. I had to go back through tests and my grades to correct the report cards by hand and give them back to my principal for the district people to fix. Also, why was the window for grades closed before the grade cards have to go home? |
| 10. Not being trained properly and being asked to go and put in grades for this grading period. |
| 11. The grades are easy to input, but to view and print all the grades for one student is time -consuming and not very user-friendly. I would like to be able to do a class print of the report cards like I used to be able to do with eSIS. I am also not sure I will be able to view grades from previous reports as I am inputting new grades. |
| 12. About 90% of the teachers in my building have constant issues with infinite campus....something is always going wrong which takes too much time out of their daily time schedule. They dislike the program because it takes an extreme amount of time to record grades, write teacher notes and constantly complain that infinite campus is very user unfriendly. |
| 13. I had no training . I still don't know how to use it but the teachers sure get mad when they can't print off the grade cards because my music grades aren't entered. |
| 14. It seems like it would be a good system IF it worked. I had trouble at interims and trouble again for grades. I had to call CEA and Phil Hayes has been very helpful. |
| 15. In the K-6 buildings the Infinite Campus treats the 6th graders like they are elementary by giving them elementary reports instead of the middle school reports like the middle schools do. The problem at interim time did not get fixed soon enough so interims for the 6th graders went out a week or so longer then they were scheduled to go out. I spent a lot of time answering a lot of questions from upset parents about Infinite Campus. It looks like the report cards are middle school ones, but I can't make a copy of one to see if it is. Also, why do we have a window to enter grades and then it shuts down? What if there are mistakes that need to be changed but the window closed. What do you do then?? You should be able to log on at any time to enter information |

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| no matter if the reports have already been sent out. That makes the most sense to me. |
| 16. Other teachers (i.e. specialists) cannot enter their grades into my student roster . |
| 17. Missing modules to place grades-4th grade was missing Social Studies as of Monday. |
| 18. I am upset with the fact that we are expected to do all of our report cards at home on our time . Don't get me wrong, I do a lot at home and on weekends, but this is a BIG task added onto what I already do at home. Could we have a records day? The computers at school are too slow, this process is very time consuming for each child, and we do not have the additional time in our day to do them. Also, we never saw what a report card looked like until it was time to do report cards. I do not know how to trouble shoot issues and I have no idea if I am doing report cards the most effective way. The comment sections are very confusing. This process needs to be streamlined. I can only see specific tasks vs. a whole child's report card, which is very important at the elementary level. The program needs spell check. Principals are expecting personalized comments in every area. This is too time consuming. There are 30 grades to enter already! Elementary should have some general comment options like middle school and high school. I want to be able to see a whole child's report card on one screen when I make comments but this is not possible. |
| 19. The grade reports are very difficult to read. The navigation of the menus takes FOREVER. Elementary grades require the teacher to complete 49 fields and then leave meaningful comments. This is very unreasonable. Never mind the fact that parents do not understand the information on the report. |
| 20. I would like to use infinite campus to do grades, but not to enter attendance. |
| 21. Homerooms are not listed by room number or teacher name. I have to guess which class I am entering grades in by recognizing the student names and trying to match them up with the grade or teacher. |
| 22. Would like to be able to enter my own grades for elementary music classes |
| 23. Any specialist who has to put in grades this process is ridiculous. You have to continually log in and out and then re-log in to go to the next class. The homeroom teacher must log you in/or share their user name and password (which is not necessarily advised). This puts us in very uncomfortable situations. Printing out the interims/report cards is also a hassle. We already are on limited time as it is and this process just adds to the many stresses and time consuming task that we have to do. |
| 24. My students were added to my roster during the week of 10/22. I had to ask colleagues for their user name/password to do interims. One colleague gave me her username while my other colleague refused to give me his password so I had to print out my grades and comments for him to put in students' grades. |
| 25. I would like training on how to use grade book to see if it would make grades easier to enter than eSis. |
| 26. I am responsible for entering all subjects on my report card. I am not able to view the report card when grades are complete. I have to go back into each subject and it will only show me those grades. |
| 27. Certain areas that needed grades were not on report to complete. We were told the secretary would need to add areas such as health, physical education, art, music. Is this |

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| not a standard report for all schools? Why is it not completed before we started inputting grades? |
| 28. If the grade book and assignment section worked and parents were able to access it and I didn't have to maintain a double grade book (Engrade) to have that happen, I might like Infinite Campus but so far it has been nothing but another thing to do. It isn't hard to enter grades but it hasn't proven to have any benefits over eSiS as of yet. |
| 29. At Interim time (first quarter), I had a question about how the grades on IC are averaged. I called the CCD IC help desk, and they couldn't answer my question. So I called the number for IC help (in Minnesota) I was given at my summer CCS IC training , and it was the wrong number. The man who answered said he had received hundreds of calls! Anyway, I got the correct number by calling CCS IC help again, and the person who answered was nice, but she didn't know the answer to my question, and she had to get off the phone to attend a meeting. She called me back later, with other information (not the exact answer I needed), and said she still hadn't had time to figure the answer to my question. She said she would call me back, but she never did. However, I figured it out myself a few days later. |
| 30. Windows to enter grades; cannot print grade cards to review |
| 31. I did attend one training session in June on my own time . The presenter was unable to answer any questions. It was a waste of my time . Then when I returned to work, signed up for training but the date offered was after interims, and then it was cancelled. I feel like I was thrown into something new with inadequate training . Pretty much taught myself how to work with the rosters and interims and grades, but am not utilizing the program in any other way. Lots of changes this year, infinite campus, iPods, and new testing, but not training . How fair is this? |
| 32. No classes makes it very difficult to understand and the computers usually don't work or load which means you have to depend on doing your grades at home and then hope that the grades are still there (yes, even when you save them) when you return to school. |
| 33. We have received NO training and our admin response is to call the Infinite Campus people. Really? I am very open to exploring a new system (esis wasn't that great) but would like training . This is crazy. And wasteful, And not efficient. And I'm afraid I spend more time trying to work thru I.C. than I am about the grades and comments being entered. Not fair to students and their families. |
| 34. I am a special ed teacher. I share my students with regular ed teachers. We had trouble entering grades for interims. Instead of putting the grades into one report, it was creating a different interim for both teachers. I have emailed Clark Avery asking how to fix this, but haven't heard back. I'm sure there is a way around this, but we were not trained at all. They did not offer enough sessions over the summer. The building Infinite Campus trainee said that she did not learn enough from the training to teach the staff. We are trying to use a new program with ABSOLUTELY NO training . |
| 35. In the beginning I was unable to use the program because there was difficulty trying to fix my work location. This led to me having to have my principal call to have the window for interims reopened so I could enter grades. |

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| 36. I seem unable to access the grade book feature at home. I can enter report grades, but not daily grades. I would like to use some more of the running record features, but am unable to access it when I need it. Instead, I get a blank screen. |
| 37. I have not answered yes only because I was not able to figure out how to get to the place where I can enter grades. I have had zero PD to help. We got a 10 min explanation before interims were due from a fellow teacher at a staff meeting; unfortunately the computer in the library was not working, so by the time a laptop was hooked up- there was only 10 minutes left. I can't find the first quarter grade card, and have received no explanation. Without PD, and working hardware Infinite Campus I'd worthless to me. |
| 38. My special education students are assigned to 6 different general education classrooms. For interim reports I had to go to each teacher's classroom to enter my grades and comments. Each teacher had to open it up using her password. This process was time consuming and inconvenient. |
| 39. I went to the waste of my time, I'll never get that afternoon back "training" for Infinite Campus this summer. We need our PD days to be put in grades days because the Interims alone took me 5 hours. |
| 40. It is much more efficient to enter grades at home because of the slowness of the computer at school or how it doesn't work smoothly. |
| 41. I teach a Resource room and my students are not on my list. I have to go through other teacher's log ins with their password. My math students are not on any list. cannot put their grades in. |
| 42. In the event of department alizarin, the only way to access students who are not in your home room is by sitting beside the other teacher and completing grades together or exchange CCS username and passwords |
| 43. Can't access this because I am not a homeroom teacher. I have to hand-submit grades to each teacher and they have to enter them. That's very unprofessional. |
| 44. It's frustrating that we had to teach ourselves how to use IC and I'm sure I will struggle with report cards a little but I don't miss function keys and es% blah blah blah to enter grades. |
| 45. Why do classroom teachers need to enter specialists' grades (art, music, pe)? Why can't infinite campus already have standards blocked out so teachers don't have to? Why are some students missing on my list when they were on it for interims? |
| 46. Language arts, writing, and speaking and listening grades are lumped together which makes it very confusing. It is pretty easy to enter grades, not any harder than esis and language of the program is easier ("marks vs grades"). Like the sign on process better than esis. |
| 47. Writing, Language Arts, and Speaking and Listening are all on same drop-down menu. Cannot print out copies of report cards to edit to check for errors or missing grades. Drop-down menu takes too long to navigate. |
| 48. Too many drop boxes to fill in per subject area; grades disappearing once entered; lack of access for special ed resource room teachers; reading levels not matching testing equipment/software; fill all function useless if another teacher has to enter grades for homeroom students and has done so prior to me entering; short window to enter |

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| grades; excessive amount of time to enter grades. |
| 49. I have had to go through each subject area to check and recheck that all the students on my roster are there. Some of my students are listed in some areas and not others. This is a lengthy process to have to check in all of the required fields. |
| 50. It would be nice to have a clear notion of the allowed length for comment (a fraction like on many text messaging screens). |
| 51. Special ed teachers can't enter grades unless they have the hr. teachers' username and password, takes an extremely long time to enter grades and then some info disappears even though I saved it. |
| 52. I picked the wrong quarter. It would nice if they weren't all listed together under the drop box. |
| 53. Some students are not available. |
| 54. It seems Infinite Campus has promise, but I have received no training to learn how to use it. Esis, I always felt, was poorly constructed and difficult to navigate. It seemed more like a high school computer programming project than a system CCS would be using. |
| 55. I cannot see the entire report card for a student until I preview it in the print mode, I have to choose each content area individually to enter grades, when my roster is updated I lose any data that I have entered. |
| 56. Special education teachers' access or lack of. The hoops that have had to been jump through to get report cards finished. |
| 57. Since I wasn't trained on Infinite Campus, I have just had to teach myself how to use it with some "cheat sheets" that were passed to teachers from another school/colleague. |
| 58. The process is very time consuming. Having The TRC letter grade as a drop option makes the process of inputting those grades to be more time consuming. |
| 59. While entering grades at home, the system would allow me to click save, but when I went to review my report cards four hours later, all of my grades and comments were gone. |
| 60. I had nothing drop-down in the score box and had to call for help. It was fixed, but it took a week. |
| 61. It is very difficult to see what grades are entered for the other classes the students are taking. The whole program is a waste. |
| 62. My class list was incorrect for the section on the Elementary Report Card titled Social and Work Behaviors. The list had none of my new students on it, (6 students) and all of my students that had transferred were still on the list (about 8 students). |
| 63. The amount of time it is taking ;(over 12 hours of my own time to do 29!!! report cards) the number of times I have to open up drop-down boxes; the fact that I can't save comments; the fact that fill all still doesn't eliminate the fact that I have to go through the drop-down box to open up each child whose grade I need to change from the one I filled all with; the fact that I can't see an entire child's report card at one time; the fact that Infinite Campus lost? Grades for students that were moved out of my class on the last day of the grading period and all my work for those students were lost. |

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| 64. Can print all my class. The secretary is the only person able to do it. No access to art, music, gym grades. I am not familiar with some of the grading headings. You can't write more than 200 characters or it won't print them. |
| 65. Subjects weren't departmentalized correctly. Secretary had to figure it out. Vocabulary is under lang. arts, not reading which messes up departmentalizing grades. |
| 66. I teach multiple classes of math. These are not under one teacher. The system is very confusing. When printing, I can only print one grade card at a time. At times 3 of one subject will appear. Some comments are gone when grade cards are printed. Very poor system. Not user friendly! |
| 67. I wish we could see the entire grade card on the screen, before principal prints them out. This would help me to know if I left something out or catch a mistake I made. I miss being able to print them out on my own and editing them before principal sees them. |
| 68. Cannot get to all the subjects I teach. Cannot enter grades for specials. Cannot get to my colleagues students that I also teach. Cannot print or print preview a set of reports for the whole class. Must print cards one at a time using a 4 step process. |
| 69. The drop-down menus. The save button. The printing. |
| 70. Art Music Gym and Health wasn't showing up for me to enter grades. There is comment sections for each of the 49 areas that we needed to fill in and at the end of each section. If you have a class of 26, you are looking at around 1275 comments to be completed one report card if principal requires. I realize that may be more district then Infinite Campus. But we couldn't find or know of a drop-down menu for comments already provided to choose from like esis had. |
| 71. The number of grades and the amount of time it takes to click through all the drop-downs is ridiculous. I have to give approximately 25 grades to 47 students. |
| 72. can't get to them |
| 73. I did not have access to the correct students to enter language arts grades. When our secretary assigned the correct students to the correct subject areas, all of the grades I'd entered were cleared. Is there a way to retain saved grades when switching students to a different instructor? |
| 74. It's extremely difficult to grade by task. It is ridiculous to have a Kindergarten Report card be the same as a Second Grade Report Card. The categories to be assessed are ridiculous for Kindergarten. This Report Card is a travesty for 5 year-old children. And it is very teacher-unfriendly to complete on Infinite Campus. We ALL hate both the Report Card AND Infinite Campus!!! |
| 75. Yes, it took soooooooooooooooooooooo long to get the proper answers for what I need to be a good teacher and properly grade my students. I had to take planning and lunch time to make a 40 minute call to Infinite Campus to help the other teachers in my building as well as myself. The phone call was worth it to make in the end, but people in administration/secretaries are not sure of certain functions that Infinite Campus can do. |
| 76. I need to be able to print a copy of my reports cards so I can check them for errors. I do not have time to print them one at a time. |

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| 77. Class lists are still incorrect. |
| 78. Students were not available on Infinite Campus until Tuesday, October 30th because the administrator did not know the secretary had to add them prior to entering grades. Also, we are unable to view the report cards as a whole (or if it is possible, I am unaware how to view them). I had some spelling errors on the interims as a result of this. |
| 79. Special ed students are not assigned to the class they come to PE with. It has made entering grades a time consuming fishing expedition. Even some of the regular ed students aren't assigned to the correct class. It was much easier to enter grades by choosing the homeroom to find the students. |
| 80. Right now can't log in from home. Was able to on Friday, but weekend won't let me in |
| 81. I'm a special ed teacher and I can't access the social and work behaviors. I had to get my home room teaching partners' passwords to log in and enter them. |
| 82. I use my computer at home since the school computers are unreliable. That is the only good thing about Inf. Cam. I can use it at home, but I shouldn't have to. |
| 83. Some of my students are not listed in all of the subjects I teach. On the Elementary Grade Card there are 3 separate sections for Language Arts, Writing, and Speaking/Listening. But on Infinite Campus these 3 sections are together and the subheadings that are under each one on the Grade Card are mixed up between the 3. The Reading Levels on Infinite Campus and the Grade Card overlap grades. |
| 84. Yes, most of my subject were missing and needed to be put in. Then I started entering grades and noticed some of my students were missing in which when they were put in it deleted all of the grades and comments I had already put in and had to redo all of them. |
| 85. Entering grades on the report card is MUCH more time consuming than entering grades on the interims. Several teachers in our school don't have their own students on their Infinite Campus screens and our secretary is the only person in the building who can do the scheduling and she has had to take some time off due to family and personal illness issues. I am the person in our building that went to the training in June to be the trainer and was not adequately trained in June, but was given more of an overview. When I tried to get additional training , their apparently was none other than one session during school hours the next day and I was not able to take the day off with such short notice. When I found out about a session after school hours at Kingswood, I rushed there after school only to be rather rudely invited to leave by Clark Avery. No other alternative was offered and Mr. Avery did not bother to respond to 3 other e-mails I sent him. |
| 86. Not sure if my typed comments will print...spent a long time writing them since there were no canned comments available |
| 87. Students randomly disappearing from my roster . |
| 88. I spent over 8 hours doing the report cards. . Even though I used the "grade by task" option. I thought I had the numerous standards-based categories all completed, and then I found out that I had left off the Writing Effort grade. It is listed on the system after the Language Arts standards--and I heard many other teachers left it off. I would like to see the full report card in front of my eyes, so that I can see if I missed any sections. Can't they block out the things that are not to be graded in the different |

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| grading periods? Students who have left my class and have enrolled at other CCS schools as well as students who have never showed up this year are still on my roster , and it is messy to work around them. . . a real hassle. A new student has a red entry and a black entry. Another teacher's 4 students showed up on my list in the Health section. I have about 4 additional students on my list that are not in my class. . . very frustrating! | |
| 89. | Wish I could see all of one student's report card instead of chunks of it. |
| 90. | You can't see entire report card and specific strands are not clear. |
| 91. | can't enter vocal chorus grades at all |
| 92. | I would like to be able to print all of my report cards to review them a lot easier than one at a time |
| 93. | Yes. I went to enter grades and saw another teacher's class. My class is in a different teacher's name. We were told the secretary has to fix it. Our secretary has been out for days so now no one will fix it. We are now forced to enter each other's grades. For the interim I found typos but could not get back in and fix them. I had to write them out for someone else to fix them. If I am trusted to teach and input grades, why can I not have access to my work? Why am I not trusted to print my own report cards? |
| 94. | Some classes are not listed. The number grade does not come up for a group that has been set up by the principal. |
| 95. | When entering grades, you cannot access the report card as a whole. It was very difficult to go through grades by each content area. The drop-down boxes were out of order from the printed grades. I was missing students in math, health, and social behaviors. The secretary had to correct those areas before I could enter grades. |
| 96. | Took me 20 minutes to try and find where to put the grades in- no training and no one in the building could answer my questions |
| 97. | It takes much longer to grade with this system, but I'm not sure it is just a problem of Infinite Campus. We went to a nine week system originally to cut down on paper work. Now in elementary we not only have grade cards that take forever, but our interims are just a grade card with another name! I do feel that there have been enough glitches with I.C. that it should be questioned as to whether the system should be kept or at least modified. |
| 98. | Even though you save your work it still leaves areas blank like you never spent time in an area. I do not have access to my teams students that I teach, |
| 99. | Unable to enter specialists' grades. |
| 100. | There is no way to see if specialists have entered their grades for my students. |
| 101. | Difference between 3/4 split and one grade as far as grades are concerned. |
| 102. | I service 5 schools and was unable to enter the grades until earlier this week. Some of the schools have allowed me to access all the children and some haven't. I would prefer to be able to access all the children because my roster fluctuates from quarter to quarter. |
| 103. | some students not appearing, some schools not appearing, some classrooms not appearing |
| 104. | Computer freezes Student not listed Class not listed |

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| 105. | 12 students were missing from the list |
| 106. | Some of my courses did not show up; it is difficult to make sure you are entering everything correctly because how you enter it into the software looks completely different from the printed card |
| 107. | Some course sections are not listed so the grades could not be entered. Data was lost when students were moved to a different class. It has taken days for it to be retrieved, and the problem is still not fully resolved. Report card comments were erased as well. Grades from the specialists are missing that were previously entered. |
| 108. | I did not have access to my students. I am a special education teacher. |
| 109. | Elementary teachers are having to enter too many grades! |
| 110. | Extremely time consuming for those that teach all subjects and figuring out how to print is next to impossible! |
| 111. | My issue has been mistakes on the grade cards. They were printed out so I could find that one child had grades for K and grade 1 for P.E. |
| 112. | No logical order of standards that align with the report card so jumping from one standard to another. Comment section too small to read. Report cards can only be run one batch for entire school so reports have to be sorted into classrooms. This takes A LOT of time especially for a school with over 600 students, |
| 113. | It is extremely time consuming and I cannot see a full report card. |
| 114. | Student roster were inaccessible the first time I attempted to enter grades. |
| 115. | I know this will take forever so I am putting it off as long as I can! |
| 116. | Some grade levels have each quarter listed to enter 9 weeks grade and interim and some do not. |
| 117. | I cannot get onto my classroom. I cannot access any of my core subjects. |
| 118. | It takes a large amount of time to enter grades even using the fill feature because you have to drop-down to pick the grade instead of being able to tab and type through them. Also the categories are not in the same order as what is printed on the grade card so you have to hunt for what you want. It took me over 30 minutes to do only four subsections of the elementary grade card. Not an effective use of my time. :(|
| 119. | Language Arts and Writing drop-downs are mixed together. It would be nice to see what the report card looks like as you type it out. Also, there is not a place for a health grade or a place for a homework grade. |
| 120. | My school is year round. I entered my grades in early October. We discovered several glitches which were fixed right away. |
| 121. | Only 1 student out of 47 shows up under the behaviors section. |
| 122. | Students have been missing from my classes and I have to check each part of the subject area to see if they are missing super time consuming. |
| 123. | My problem was I did not have any classes to access. After the secretary assigned classes for the interims, I thought I'd be able to access Infinite Campus right away. Nope, the secretary had to re-enter my classes again for the grade cards - this is a BIG waste of time. |

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| 124. | take too long switching to another area of grading |
| 125. | It takes so much longer!!! |
| 126. | The comment drop-down option disappeared then reappeared. |
| 127. | The grade level I teach is departmentalized . In order to enter grades for students in the other two homerooms, I have to use the other teachers' user names & passwords. They have to use mine in order to enter grades for students in my homeroom. |
| 128. | Students show up in academics but then not under behavior. Some students are missing in certain academic areas too. |
| 129. | Many of them have to do with not having the appropriate drop-down boxes for the students' subjects. But this is because the office has not done their part. I'd like to be able to see an entire report card but you cannot see any of the student's entire report card, only by subjects. Plus, printing them is problematic. |
| 130. | Since we weren't trained and were given no information or cheat sheets to help us log on to Infinite Campus, logging in and opening what I needed was more time consuming than it should be. |
| 131. | As a music teacher I have students missing from grades. Specifically special ed. And whole grade levels are missing . |
| 132. | Students not on my class list. |
| 133. | Subjects were not loaded and now that subjects are loaded I don't see comment or behavior areas |
| 134. | Not able to view a student's full report card on one screen. I can only see one section at a time . Maintenance is being conducted at 10:30 pm I am working at that time after I put my own children to bed. Comments do not have a spell check. Too difficult to copy comments. Cannot use \$ to add different student names like on esis. The entire report card process is not user friendly. The process has taken me over 45 minutes per student. Cannot print 1 copy of 1 student. |
| 135. | It is very labor intensive to enter grades by student. The recommendation by the district leaders is to enter by task; however, I do not keep my grades by task, but by student. I have had to change my grading system to be able to use the program for grades.....a BIG waste of my time having to change midstream!!! |
| 136. | Infinite Campus was shut down one evening when I was entering grades. There is no time to get on Infinite Campus at school therefore it must be done at home. Infinite Campus should be shut down in the middle of the night if it is necessary, not before 11 pm. |
| 137. | Sometimes the information saved doesn't show up the next time I am on and some of my colleagues (special education) can't log in using their own password to enter my student's grades of whom they teach. |
| 138. | Time consuming |
| 139. | Timing out glitches, you cannot see one student's full report card, you have to print one student at a time . |
| 140. | The dropbox doesn't show all subjects that I'm teaching. Class lists are on today |

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| | and off tomorrow. |
| 141. | Our school received NO training. Teachers talk in the hall every morning trying to figure things out. We should have been trained. I have sections I need to grade, but they are not assigned to my name yet. It is a VERY time consuming process. |
| 142. | Infinite Campus is very time consuming. The pull down menus takes a long time to navigate. I feel that I am very organized when it comes to grade entering and it still took me nearly 4 hours JUST to enter grades. This does not include the time it took me to figure grades and review the CCSS areas. |
| 143. | There is no space for health grades. I am unable to enter music, art or pe grades. It closed down at 10:30 on Monday evening and grades were due in by Tuesday to my principal. The pull downs were not easy to use. Because I have a split my class is split and I have to enter into system twice. When I enter grades by task I have to finish the third graders and then go back to the pull down to get my 4th graders. When I entered interims at home I was unable to get into the system after I had been on earlier in the day. |
| 144. | I am not sure how to pull up a student's entire grade card to preview the grades/comments I have recorded. I have asked other teachers and they are also not sure how to do this. The secretary is able to pull up a student's whole report, and I'm not sure why it is so difficult for me to figure this out from my station. |
| 145. | Missing student names...I'm at 2 schools but can only access my main school and cannot get to my other schools student grades etc,,, |
| 146. | We did not have all subjects we teach in Infinite Campus. |
| 147. | I'm just learning how to perform tasks on Infinite Campus. I went to training in in June and it was the most ineffective training I've had! It's hard to say whether it is easier or more efficient than eSIS as I have not learned how to use it yet. |
| 148. | Some students do not appear on the class list. Some classes do not appear at all. Some students are listed in the wrong homeroom classes. Special ed classes mixed in with regular ed classes. |
| 149. | 1. Computer shuts down while I am working 2. Students not registered for certain subjects so I could not do my job 3. Grade card NOT appropriate for Kdgn 4. Too many areas lumped together; phonics, sight words & fluency can NOT be graded as one |
| 150. | It is infuriating that we cannot print our class report cards ourselves. We have to wait for an administrator to batch print them. Also, we have had a terrible time getting students assigned to the right teacher for the right subject. We are frequently being blocked from entering our own students' grades. We frequently have to ask for help, and often nobody knows how to fix the problem. Currently my students' reading teacher can only enter grades but no comments on our report cards. She had to e-mail me her comments and I had to save, cut and paste each one on the report cards for her. It was time consuming and ridiculous. |
| 151. | It is much tooooooo time consuming! |
| 152. | Not all of my students are listed. |

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| 153. | It's taking hours longer than when I used esis. |
| 154. | Confusing. Some students are listed in one area but not in another. I was given grades by specialist to input on I.C. I cannot locate P.E., Art or Music. I spent a lot of time trying to hunt down someone who might know how to solve my problem and I took the training in the summer!!! Also, the pull down boxes do not always log in the correct grades. I've had to go back and check all of them. I would also like to be able to see the entire grade card at one time so I can check for errors. Not being able to print cards is a hassle. |
| 155. | I gave up. Students were in the wrong class, I have to click on multiple things to enter one set of grades, students in my own class were listed under the wrong grade level, the titles of each of the curricular areas I have to enter grades for are hard to understand, health is listed twice, one writing CCSS subject area is not on the report card, instrumental music is not on the report card, the list goes on... |
| 156. | Very time consuming. I don't like that you cannot see the whole report card. Why do we need individual comments? |
| 157. | My physical education rosters are incorrect when I log into Infinite Campus. I have to rely on the secretary to change scheduling codes so that my rosters are accurate. |
| 158. | All students listed in my class don't always show up depending on the category I'm working in. |
| 159. | When working on a report card, I cannot view the entire report card. I can only view a section (math, science, etc...) at a time. Would like to review an entire report card before printing. Infinite Campus is much easier to log in to compared to ESIS, but viewing the entire report card and past comments are my biggest concerns. |
| 160. | No issue I am just unfamiliar with the program. Need to use it awhile to feel comfortable. |
| 161. | Yes, the only thing listed for me to enter grades into is the Q1 Interim! Where is the Grade card for Q1? |
| 162. | None, after I figured out how to do it. |
| 163. | There should be one general comment area on the card not for each section. for example math has 2 different marking areas and I feel I'm putting in a lot of the same suggestion making it repetitive |
| 164. | 1. Schools secretaries didn't add all my classes. 2. Can't enter grades for choirs. 3. When students switched to different classes - not changed for my classes. 4. 2 weeks ago discussed with Infinite Campus problems - they said they would look into them. Still doesn't work. 5. Last week no one answered the phone - I finally gave up leaving messages. . |
| 165. | I would like to use the grade book to automatically generate a grade report. I've been told that it's possible but Infinite help desk can't tell me how because they don't know how. We have had no training whatsoever on Infinite Campus. Everything is figured out by trial and error which takes huge amounts of time. |
| 166. | Since we had no training on Infinite Campus prior to using it, we're not sure how |

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| | to write comments and reuse them on multiple students' grade cards. Doing each student's individually has taken hours. |
| 167. | It is more difficult because you have to pull down each graded topic from a drop-down menu. There doesn't seem like any way to go back and check if grades are complete or if I have missed some. |
| 168. | I had students from other classes I could not enter. My administrator fixed it yesterday and that is very helpful. I am upset that we did not know some of the report card grades we would be asked to enter far ahead of time. |
| 169. | It takes a long time to input. Student's name is not screen while inputting. |
| 170. | Classroom teachers cannot print reports. We must wait for the principal to do it. |
| 171. | Unable to see the completed report card as completing. Unable to print report card to check. Unable to view completed report after completion. Teachers need to wait for principal to print, and then told to go back and correct mistakes. Principal then has to be asked to reprint the entire batch over. If you could view beforehand there would be no need to reprint. |
| 172. | The special education teacher can't put her grades in unless she goes under my account. I can't figure out how to make the comments on all the students like on esis. I would prefer if I could print out a copy for myself too. |
| 173. | We departmentalize and it's difficult to input grades and comments...have to use teammate's username and password. It shouldn't be like that. |
| 174. | It comes up as interims not grade cards! |
| 175. | A student is listed the in the academic area but she is not listed in the behavior section. |
| 176. | I have not started, but I had a 5/6 split last nine weeks I am unable to record my grades for my 6th graders |
| 177. | Way too confusing |
| 178. | Students do not appear on my roster; other students do appear on my roster. |
| 179. | Very time consuming |
| 180. | Spell check-does it exist? Can I save a bank of comments so as not to have to type the same thing? I tried spell-check and it kicked me out of IC. |
| 181. | My only 2 concerns are not being able to see individual student reports cards as a whole before they are printed and not being able to print my whole class at a time. |
| 182. | It would be nice if our grades at the elementary level were automatically added to the grade card like they are in the upper levels. Since we are unable to look at the grade book and the report cards together it makes adding grades very difficult and time consuming. It makes using the grade book a complete waste of time for elementary teachers. |
| 183. | I have tasks in the task bar that I don't even teach. |
| 184. | Withdrawn students are still appearing in my roster. Once you fill all boxes, it was hard to figure out how to remove a grade for that student. I call IC # but that person could not figure it out either. I fixed it myself by accident. Too much having to |

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| | go back and forth for each section of the grade card. You cannot see the whole grade card for an overview of the students. Is there a spell check or blanket comments. |
| 185. | I cannot enter grades in my room. Have to go to a home room teachers classroom |
| 186. | The only problem I have found is that I am unsure of how to complete my grade cards online, and I cannot print those cards. I recently had a student move, and I was unable to go in and print the interim report to send to the new out of district school. |
| 187. | Don't even get me started! All the subjects I have to grade ARE not showing for me. Secretary says it wasn't her but it was the way she put me in. Secretaries were not properly trained so teachers are having all the problems. |
| 188. | Specials aren't on report card. The time spent on entering grades, even using "grade by task" is ridiculous. My principal expects comments on any grade below a three. The time that will take is not realistic. I will give the students the grades they have earned, but it would be a lot easier on myself if I gave everyone a 3. |
| 189. | We added a third class. The students that were in my room that went to that room are still showing up on my list and when I click fill all, it fills in grades for them. Also, these report cards at the elementary level are VERY TIME CONSUMING!!! |
| 190. | Instructions were not given and these had to be tracked down. I cannot load special grades at this point. Student names are missing from different subjects. School secretary continues to say be patient with her as she enters names. I am a special ed teacher and reg ed teachers cannot access my reports to enter grades. I have not found a way to view the completed report card before printing. Trying to remember which piece you have done for each student gets confusing. Is there a spell check? |
| 191. | The computers are just slow. I do appreciate that I can easily access intimate campus from my laptop at home, though. |
| 192. | All content areas had not been scheduled to be able to enter grades. My grade level team departmentalizes, but we cannot access each others' student rosters to enter the grades for courses we teach. |
| 193. | Too many steps. Missing students. Can even print out a blank report card. Have to have administrator print them. |
| 194. | report card is not matching up to what we were told |
| 195. | All my classes don't seem to be listed. |
| 196. | It takes too long.... |
| 197. | It is laborious. Also I found the district e-mail regarding the glitches to be condescending and missing the point that we were rushed into a program that is not ready for us. |
| 198. | Not all the correct courses were available to me. My secretary has had to fix many things and she has not been given the support or training she has needed. Before interims and before grade card entering I spent about 2-3 hours of wasted time trying to get Infinite Campus set up correctly with my secretary. |
| 199. | see below |
| 200. | Yes, the website froze on a couple of occasions. There were also students in a |

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| | class that does not belong. |
| 201. | All subjects taught are not on site yet as well as class is not available for all of the subjects listed. I have had to call the help desk twice, curriculum office and problems not yet solved for secretary must now enter info and she doesn't have enough time to do so I must wait for Health and Work and Social Behaviors and comments which take a lot of time . |
| 202. | The grade card process was ridiculous... I think several of our grade cards went home with errors still on them... a horrible process... sooo time consuming and even with all the time spent, still not an accurate document.... |
| 203. | Hard to log on, hard to find my class, hard to figure out how to navigate the system. |
| 204. | One student is missing from my science section. It seems silly that this is even possible given I'm elementary and teach all subject areas. My roster should transfer to all sections automatically. I also find it annoying that the language arts and writing sections are jumbled up together in the drop-down menu. It seems that the indicators should be listed in the same order that they are on the print-out and under the same headings as on the print-out. I also think it's ridiculous that we cannot print the whole class ourselves for distribution and that we cannot go back and change errors after the window is closed. |
| 205. | There were many problems when we started (not being able to access all my students) but now that problems are fixed, it is easy to use. |
| 206. | Q1 sections were not available |
| 207. | I cannot enter my home room writing grades. Found and reported this since interim reports. |
| 208. | It will not post my grades to the report card for some reason. |
| 209. | I cannot access former students that got moved to another room to mark grades. |
| 210. | *specials teachers (art, music, pe) are NOT listed on drop-down menu *some students are missing on my list *have to determine what standards taught/not taught this grading period |
| 211. | Not sure where the specials grades are located. Not sure where health grade is located. |
| 212. | It has taken me several hours to enter grades. My wrist is aching from all of the drop-down boxes and scrolling down to the next grade box |
| 213. | I am an ESL teacher, but teach a reading block. I would like to enter my reading students' grades, but I am unable to do so. I have them on my roster , but can't enter grades. Since they are on my roster , their regular teacher cannot access them for reading grades either. This has been frustrating for all of us, especially the secretary who has shifted the roster 3 times and still has to call to try to get the problem fixed. |
| 214. | Unrealistic to not be able to print my own class's grade cards for review before administrator reviews them. Only option is to print one at a time which takes toooooo long! |

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| 215. | Cannot enter choir and instrumental music grades because of the scheduling feature of IC |
| 216. | Some category headings are the same in the smaller second drop-down windows under the main heading, so I spent an hour entering grades and lengthy comments, only to later realize I was under the main heading of the wrong subject. It took another hour to copy and paste and/or rewrite under correct heading. |
| 217. | I am a special ed resource teacher and did not have my own roster at the time interim grades were entered. A roster was created for me, but it is incomplete. Some students are missing from some subjects and I have no class lists for some of the subjects I teach. |
| 218. | TAKES FOREVER!!! My roster was not correct for every subject...had to wait for secretary to fix issue |
| 219. | Takes forever to enter grades as you have to keep changing the area of academics for each and every student. You can't just enter all grades for each child without constantly changing screens/categories. |
| 220. | When I started to enter grades, I had to find and watch a tutorial- 40 minutes. It took me 20 minutes to enter grades for Language Arts. So 60 minutes for one subject. I only have 45 minutes of planning time a day, so I will be entering them this weekend. |
| 221. | Too long!! |
| 222. | I was able to add my science, ELA, reading and social and work behavior grades. I had to spend two hours on the phone on 10/25/12 with IC and Sheila Scott with CCS because there was no place to add grades for S.S. or math for my students. I have talked to others and I am not the only one with this problem. |
| 223. | I have 4 first graders and one second grader. Subjects like reading and math have a 1 or 2 after them so I can select either depending on the student I am grading. The social/behavior part is only there for my first graders. It is not there for my second grader. She is not on the first grade list under behavior and there is no second grade option. |
| 224. | I can enter 6th grade Q1 grades, but not 4th and 5th. It says "final" and nothing can be entered. Emailed, no response in 3 days, called said they are aware of the problem. However it is now the end of the grading period and I would like to be able to enter my grades. |
| 225. | All of the drop-downs are time consuming! |

Middle, High and Career Center Teachers

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| 1. Infinite Campus seems like a decent management system but I don't trust the district to keep it operating efficiently. I purchase Jupitergrades.com because I trust it's easy to use and has been 100% reliable for 4 years. Also the fact that Infinite Campus did not communicate with BlackBoard and made it impossible to load new students into Blackboard Shells forced me to stop using BlackBoard for class instruction. |
| 2. I did use Infinite Campus for first quarter, but will be switching back to my Gradequick that I used for years. When schedules were changed due to a new teacher added, none of the grades transferred. Luckily, I had printed them out or I would have been out of luck! Switches made internally w/in our team did not transfer either (grades). Certain aspects of I.C I like, such as the tags I can put on assignments. However, due to the above problem, having to type comments that I could not copy & paste, having to recheck everything when printing (didn't save) & finally the missing tag did not equal a zero were the annoyances that lead me back to Gradequick. Parents & students still can't log on to see grades so wants the point in using I.C.?? |
| 3. Students and parents are unable to access grades. We have no student or parent logins. We are constantly printing grade reports for students and parents which is using a lot of paper. |
| 4. I do not understand why comments for 9 weeks grades will not be recorded on the students' grade cards. ESIS you could at least do that. |
| 5. The grade book software is terrible. It is hard to read, and very hard to create and enter grades for an assignment. The assignments need to be able to be arrange by date and then I could enter grades off of my paper grade book faster, but they are listed by category and therefore I stopped using it and switched back to Jupiter grades because it is easier to use and more user friendly!!! |
| 6. I spent over three times as longer entering grades on Infinite Campus compared to Jupiter grades or Engrade. It s a complete waste of time . When I did try using the grade book of I C, I was not able to print grade reports for the students -- it was blank |
| 7. I have yet to figure out how to use IC to record my grades...very cumbersome. Why take a simple process and make it complicated? |
| 8. When a student's schedule changes all the grades are lost, despite the administration marking that one thing they are supposed to mark. |
| 9. Too much information is too available to outside forces. How do I know someone isn't taping into my records for information I don't want to make available. I have students' grades that should be confidential till I make it available. They have the right to improve without outside forces involved |
| 10. Parent Portal is not available. We use another grading system so that our parents are able to view their students' grades. The entire building was more than willing to use Infinite Campus until we found out that all of the hard work we did training parents to view grades would not be at the access. This is ridiculous to promise something and |

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| then not having it up and running. |
| 11. For five of eight periods on Friday the system would open Infinite Campus, but then freeze once I clicked the button to start entering grades. |
| 12. It gave me so much trouble I gave up trying to use it. |
| 13. It takes much longer to enter grades and comments that you type don't show up. I liked the old system because you could print out blank grade sheets, write grades done then enter grades and TAB down with Infinite Campus you have to use the mouse all the time and it takes so much longer. For interims I actually TOOK A PERSONAL DAY, ORDERED A SUBSTITUTE AND SPENT 4.5 hours entering grades. I've gotten better but training would have been nice. |
| 14. It takes longer because there is no automatic answers when you need commits |
| 15. Just still unsure how to find where grades were, but my helpful colleagues guided me. |
| 16. no issues, it would be easier if there were not so many steps to get to the actual grading system |
| 17. It is more difficult to enter grades because of the drop-down menu. I would much prefer to just enter the grades in a box. |
| 18. It would be great, as a counselor, to see if a student is in each class. Parents would get immediate feedback and this can be helpful! |
| 19. No option for Fail for my pass/fail class. |
| 20. Tardies, absences and comments are not included in grade reports. This is detrimental to more complete communication with parents, students, and the school community. |
| 21. Would like a drop down box for comments - I don't like to have to compose my own comments. |
| 22. We were not given specific directions on how to enter the first quarter grades. We were told to put grades in. There are several areas you can put them in and who knows if I put it in the correct area. No validation of "Yes you completed grades for first quarter and you are finished." Who knows? Same thing on the Interims. In the past we got a copy of our entries before they came out so we could double check or make last minutes changes. There's no correspondence from anyone on this. It takes more time to do grades because you have to manually type in any comments that you want to make. It's good on the one hand that you can say what you want, but on the other hand it takes almost double the time if you are a conscientious teacher who believes in providing feedback that is helpful for parents. |
| 23. No issues entering grades for this quarter. However, about half the students in my class were not able to receive an interim grade on their interim report because Infinite Campus would not give me the permissions needed to enter them. It took nearly four weeks for them to resolve the issue. |
| 24. The software does not automatically save changes when navigating between classes and/or "tasks." Occasionally information entered from home does not transfer. It could be because I am not saving my last round of data or I am shutting down too quickly after entering the data. Either way auto save on exit would solve the problem. |
| 25. We were told at the beginning of the year that Infinite Campus would automatically |

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| round grades that were 89.5 up to an A. Hence, I changed my syllabus to reflect this, even though I am an advocate about NOT rounding grades because students get the grades they earned. However, Infinite Campus does NOT round grades at all, so I changed my policy because of misleading information. |
| 26. Absolutely! I have students who are not on the correct roster . I have several students who have been dropped from my class and are present every day. I talked to an administrator about that issue and they could not add them to my class. The student was dropped from the class, but not from the building. The system would not allow the change. Still no answers to why they were not on my roster . |
| 27. It won't round up when a score is 79.87 |
| 28. I could not post grades b/c global preferences were not set correctly |
| 29. A student was missing from my IC roster ; the guidance counselor and I could not figure out how to add her so that I could give her a grade. |
| 30. Some of the grades were not recorded when I re checked the status of permanent grade reports for quarter one. |
| 31. Saving and clicking on the individual student can be a lengthy process. |
| 32. It is ridiculous that we cannot access/review grades the "window" is not open. I could not bring up students interim grades and comments to discuss with parents at conferences. |
| 33. eSIS quicker since didn't need to use drop down each time |
| 34. It took three days for the grade drop down to appear. |
| 35. there is no place to record attendance |
| 36. I am switching to another online grade book this term. IC was difficult to maneuver through...couldn't drop an assignment, % averages did not gel....I have a ton of essays that I am constantly grading...I need a "friendly" program. |
| 37. 2 hours and 2 phone calls later, I was finally able to enter grades on Infinite Campus Tuesday. The log in screen mysteriously disappeared on my CCS laptop! |
| 38. Canned comments icon does not show, now nor did it show at Interim. Our school voted to use canned comments, but I cannot access these comments. This prevents me from effectively communicating with parents and guardians. |
| 39. Booting up, opening different parts of the program, and navigating from one section to another is very time consuming |
| 40. I am unable to enter a nine week grade for RICA; it only allows a semester grade. |
| 41. Today was the last day to enter grades and Infinite Campus was running extremely slow and kept popping up a box that said the wrong CD was inserted (I do not have the feature to put a CD into the computer). I had to keep clicking no, cancel, etc. to get things going. Then it would take 20 min to bring up my grade book if it would even come up. |
| 42. Unable to locate students whose classes might have changed. Lengthy inquiry. Finally, someone figured it out. |
| 43. Difficulty with entering comments |

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| 44. Not getting student names to come up. |
| 45. I was unable to enter grades for my 6th graders for 4 days. System errors! I was successful with entering my 7th/8th graders grades. |
| 46. Students who have been transferred from one teacher to another aren't showing up on the "new" teacher's roster . To "old" teacher had to enter grades even though the students were showing up as "dropped." |
| 47. Yes. Cannot get the button to post grades (right click) on some classes. I've tried on school laptop and home computer. Will try on school desk top tomorrow. |
| 48. There are no problems but it would be nice to have some comment choices. |
| 49. Student grades will not take when submitted |
| 50. I entered them and was timed out the system needs to time out after 90 minutes instead of 60. |
| 51. Staff said comments do not appear, even though typed in?????? |
| 52. No district computers or internet access are working in my room. I must go to the other end of the building to use a district computer. When I first tried to enter grades for the end of the quarter on Monday night at 10:38 pm the system was down. This reminded me of the worst limitation of eSIS, lack of access late at night, when I most often do my school work at home. |
| 53. It was easy because I was already using the grade book feature. I think it would be more effect if I could include comments or attendance. |
| 54. Using Infinite Campus is not nearly as easy to enter grades as it was in eSIS. |
| 55. The percentages do not round up, so we put the correct grade. For example: 89.7% is recording as a B instead of rounding to a 90% and becoming an A. |
| 56. The biggest problem was that all the specials teachers at my school were unable to put our sixth graders grades on Infinite Campus. It took several phone calls and a few days before it was fixed and no return phone call from the Infinite Campus help desk. |
| 57. Some students are highlighted and I don't know why. Some of those highlighted have dropped the class, others are attending. If we are to make comments, it would be nice to have a pull down menu like we did on eSIS for direction of wording, but I like being able to personalize it to the student or subject. |
| 58. I had issues when I tried entering grades last Thursday. I called 6202 and was told that was a problem. I was not able to enter grades until after 11 AM today |
| 59. When students are moved from one class to another...all their grades are LOST!!! This is a ridiculous waste of time to reenter all previously graded assignments! |
| 60. Still can't print missing assignment reports for students or grade summaries. I am not sure the grade book is calculating points correctly. |
| 61. Unable to begin entering grades when told I could do so. |
| 62. Couldn't figure out how (from home) to enter grades w/o instructions. They're at school. |
| 63. One only course will show the letter grade. Other courses show the percent, but not the letter grade. I am not able to enter grades. I can pull up the screen, and see students but I cannot enter grades. |

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| 64. Yes, the campus will not let me enter the 1st quarter assignment grades... It stopped on 10/27/12. I needed it to remain open until my final grade can be entered. |
| 65. Infinite Campus is not really any more user friendly than ESIS, it just looks like it belongs to the 21st century rather than a 1980's Commodore 64. I am entering grades in IC, but I'm also entering grades into Engrade so my students can SEE their grades. Engrade is so EASY to use. I would prefer to adopt it system wide. |
| 66. Sometimes the grades do not save when I enter them. It's a very difficult program to use and I am considering going back to using a paper grade book because it is so bad. |
| 67. When the students were being dropped Friday our classes we were losing all of their grades. |
| 68. Unable to log on. |
| 69. Like being able to enter canned comments as well as unique comments. Reporting grades works well. |
| 70. During interim reports I followed my admin and ended up entering in a tedious manner. Colleagues have instructed me as to more efficient manner. There was no training at building at Fort Hayes HS. I trained myself. The directions once again from admin were inefficient. If the product works 100% for attendance I would use it for attendance. Jupiter is a wonderful website. IC does give me a wealth of student information behavior, schedule, parent contact, rosters, etc |
| 71. Yes - students are missing that have been present all year. |
| 72. I am not encountering any issues with entering grades, other than Administrator problems. |
| 73. Students who dropped the course are still listed on the roster. They require a partial grade. |
| 74. Even though students have dropped my class, they still appear on my roster for grades. |
| 75. I just don't feel like I have a good understanding of how best to do this. I just play around with the system until I think I've entered final grades (and interims) and hope that it works. And playing around with the system does make me nervous that I'm going to delete something important. It really all comes down to the training that we weren't required to have. |
| 76. TOSAs weren't given training or IC privileges even though we need the data to do our jobs. What I know about IC I have learned through my nephew's school. By the way, Southwestern's parent portal works. |
| 77. The students and parents weren't going to be able to log in to see them. I couldn't do attendance period by period. If a student were switched from one class to another, they were completely deleted along w/ their records. I'd be at a complete loss if I didn't have another online backup. In the end, it was a hassle so I switched to using Engrade.com. It also disturbed me that I couldn't keep attendance records on Infinite Campus. I did like it for having the records of the students at a single site rather than going back and forth from eSIS to cims. I don't like that the discipline record is kept from me. |
| 78. Entering assignments is such a cumbersome task. No easy way to copy assignments |

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| <p>easily. It is obvious that no teachers were involved in designing this. It is impossible to tell what all the Report options are. The names are so similar and what is the purpose of some of them? Why can't the blank spreadsheet allow us to put in dates and other information that we need when printing attendance sheets. Technology should make our jobs easier...not more frustrating. All my grades are in IC, but I don't trust it for even one minute. Everything is backed up on my home computer. Why don't students and parents have access to it? Sort of defeats the purpose, doesn't it?</p> |
| <p>79. It's annoying to have to select each comment through a menu, than simply entering the number and tabbing to the next student entry.</p> |
| <p>80. Just didn't know exactly how. We figured it out. It was really tough to attend training since we are a year round school.</p> |
| <p>81. WOULD LIKE THE PARENT AND STUDENT PORTION TO BE IN PLACE!</p> |
| <p>82. I should be able to start grades but it isn't working when I go to Q1 grades under "grading by task". There isn't a way for me to mark anything, which is frustrating.</p> |
| <p>83. I cannot enter grades. The system will not accept any grades yet.</p> |

Additional Infinite Campus Concerns

Respondents who affirmed that they used Infinite Campus as part of the work assignment were asked to include any additional concerns regarding Infinite Campus' impact on their ability to do their job.

The following responses are disaggregated by participants' work locations.

City-Wide Teachers

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| Gifted & Talented | <ol style="list-style-type: none">1. I am blocked from using functions I need to access to do my job. I need more relevant training and training for running specific reports.2. Can't get students test data and G/T information not working3. I used to be able to put in a student number and the school would pop up. Now you have to put in the school first and from my understanding you have to be serving that school. This does not help me see where my gifted kids have moved so I can notify their new coordinator. |
| Guidance Counselors | <ol style="list-style-type: none">1. GPAs are incorrect; transcript info is incorrect; LOTS of needed reports (ESL, SPEC ED, free & reduced lunch) cannot be accessed; problems are ongoing - can't do our jobs correctly; Kate Webster & Eric Watson have EXTENSIVE list and made district aware of concerns back in May but still not fixed (many could have been avoided entirely!); attendance issues - when entered each period - wipes out previous data; incorrect data; etc2. I cannot run reports that are needed to do my job more efficiently.3. I was not trained well on it. The presenters didn't even have handout for future reference.4. Incorrect transcripts due to poorly planned migration for eSIS Necessary reports not available, not created yet OGT scores not properly listed on transcripts No SAT/ACT scores in IC, on transcripts5. Infinite Campus is not the problem it's the staff that is supposed to help you when you have questions that are the problem. They don't understand what you need for it to do so they constantly tell you that Infinite Campus can't do it. No resolving of issues just it can't do it. They are a waste!!6. Transcripts are a HUGE issue. These are inaccurate and it is hurting our seniors! There are college & scholarship deadlines that have already come and we could only send inaccurate transcripts. This is a |

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| | <p>disservice and not fair to these students who wanted to raise a grade by doing VCAP but the GPA is not fixed. PLEASE do something soon so these students get what they deserve and give counselors the tools that they need to do their job!</p> <ol style="list-style-type: none"> 7. Transcripts are a mess and no end in sight! 8. Transcripts input last spring did not roll over. Hard to find reports/must go from screen to screen 9. We cannot print free/reduced lunch list. Also would like to be able to print grades for individual classes. |
| Hudson Community Education Center | <p>The issue of blending families into households is over the top. When a family leaves (high mobility) it totally screws up a family's household. Also, there are students in duplicated households. For example, a student may be listed in two households, or a separate household from the rest of the family. Parents are often listed in two, three households. Also, sometimes, students don't come up at all, even when you search for them under "All people". When I have sought assistance with correcting a record, the attitude is "just do it", without adequately obtaining, exactly what steps I need to actually take to correct a household. It's ridiculous!</p> |
| Hudson St. Warehouse | <p>Kingswood and CCS needed more time to work out the kinks in Infinite Campus before going live!!!!!!!!!!!!</p> |
| Kingswood Center | <p>Not only have I not been adequately trained; others apparently haven't been well trained either; I find numerous data errors in my work with Infinite Campus: missing and incomplete data cause problems.</p> |
| Neil Avenue Center | <ol style="list-style-type: none"> 1. CCS continues to be a reactionary entity as opposed to a planful and astute organization...we are ALWAYS a day late, dollar short and laughing stock of central Ohio. It is unfortunate given the talent we have in the rank and file. Rick Logan is the BEST!! 2. Most of what I am able to do on IC is trial and error attempting to find information independently of training, or help from others. 3. Very clunky. You can't even identify a student's school when they come up. Special ed info is a mess and errors will cost CCS millions in my opinion 4. When will Special education information be added i.e. ETRs, IEPs, etc. |
| Northgate Center | <p>The training was such information overload. Too much information for the scheduled time. Plus they had you on a training site which did not help when using it on my own.</p> |

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| Nurses | <ol style="list-style-type: none"> 1. Documenting student health data and being able to retrieve a specific piece of information is very cumbersome and time intensive. The nurses must often log onto the old eSIS to obtain important student health history information that was not transferred to Infinite Campus or was transferred incorrectly. I have worked at least an additional 80 hours over designated work hours since 8-22-12 just to keep up with documentation. (I have kept a written documentation of hours) This is in addition to cutting corners on documentation to try to make the process less time intensive while still documenting all needed student health data, for example using the comment box to type observations/treatments rather than the more time consuming drop-down box system of charting. The only section which is improved for nurses on ICis the immunization documentation section. 2. An engineer should spend a day with an elementary, middle and HS nurse to determine exactly what we need 3. There is no ability to produce a student locator for your building. Each individual schedule has to be looked up to find students, which is very time consuming for support services personnel who see several students a day. 4. Health data from eSIS didn't transfer over and I spend a lot of time going back to the eSIS to look up student information - very time consuming 5. I think once the bugs are worked out and ICis as personalized as possible to the districts and nurses needs - it will be awesome. Getting there is painful. The district needs to provide us w/ training on PDD - this is a district need. We can't get better if we don't have time and training. 6. IC is time consuming and horrible. As a nurse, it does not give me adequate ability to compare current data with previous data. 7. As a nurse. Not all the medications my students are taking are located on the system. I emailed my supervisor about this concern 2 months ago and nothing has been done about it. |
| OT/PT | Special education information is either missing or inaccurate |

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| Psychologists | <ol style="list-style-type: none"> 1. As part of my job, I am held accountable for having triennial reevaluations completed before deadlines. Infinite Campus is difficult to navigate an ALWAYS has incorrect information, including these crucial dates. I am frustrated by this, as I am often forced to go to the student's permanent file to find the information that eSIS provided with ease and accuracy. Infinite Campus also does not give enough information about special education services, including related services discontinue dates, etc. Not only is this frustrating, but there seems to be NO ONE at the Help Desk or Neil Avenue administration who considers remedying this situation a priority. When we begin to lose \$\$ because of out-of-compliance evaluations and IEPs, perhaps the problems will be fixed. I doubt it. 2. The dates listed for MFEs are not accurate and it is nearly impossible to do my job effectively. 3. I'm a school psychologist and the special education information did not transfer correctly onto Infinite Campus. It lists students as having IEPs when they do not. Important dates are not listed. It's a mess! And, no one seems to know how to get it fixed. |
| Special education Transition Coordinators | Infinite Campus training on the model program offered many possibilities of useful functions...but were not provided in the actual package |
| Speech & Language | <ol style="list-style-type: none"> 1. 1-***I have not been given nor has my department secretary or supervisor been shown how to successfully print a basic caseload list. It can probably be done but nobody has successfully done it. I'm very concerned we are missing important information because of the way my supervisor was forced to gather data on this application without the proper training or access. This can mean possible legal concerns for the district which could potentially be expensive. 2-I cannot find important or accurate special education dates consistently (IEPs, ETRs) including when documents were written, expired, and when students exited related services. Again, legal issues could result. Mostly it makes my work difficult. 3-It is ridiculous and a security hazard that my personal information was merged into this STUDENT info system at the start of the school year. It was an "opt out" situation which should have been "opt in", as my home address, number and map to my house (including photo) is none of my other colleagues' business. I have to get permission from my own dept secretary to access cell numbers of colleagues and we voluntarily provide it. Home addresses are kept on file but not distributed past our internal system. This Infinite Campus publication of everyone's info was a privacy breach I was very concerned with. 2. I am a speech therapist. In the past we have been given access to student information regardless of what school they attended. This |

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| | <p>allowed us to track down student files when needed (by looking at enrollment history) and look at attendance (as a tool to determine factors that might influence difficulty with subject matter). I have requested access to attendance records 2 times by calling in. I still am unable to pull up this information. I also am unable to run a report that lists the students I am supposed to see when their primary disability is other than speech (used to be able to do this). Because of this, frequently, there are children who miss weeks of therapy, because I have no way of verifying who is on my caseload. At the beginning of the year, many students were listed at schools that were not attending. It took me almost 2 weeks to determine (roughly) who, in my buildings, I was supposed to see. This usually takes 1-2 days.</p> <ol style="list-style-type: none"> I do not see anything on it that helps me but the home name, number and address-- if that much. Look up one of my students and you will see the child's name and that's all. No address, no parent names, no phone numbers. I like ICA lot better than eSIS. I am able to find district attendance, grades, and current school a lot easier. However, I would like to be trained for speech therapists bd aide I feel like there are probably things I do not know. Training has not been provided to us. Slps that went to the training said they were trained as if they were secretaries. I think that CCS should have the teachers take attendance with ICso that we can get out of the dark ages with pencil and pen. To accomplish many of the same tasks on Infinite Campus that I did on eSIS, what few I can, takes multiple steps from multiple variables. I can't even get a regular classroom list from my school secretary. She says it's too time consuming. |
| Tutors | <ol style="list-style-type: none"> I do not use Infinite Campus to input student information, I only require read access. However, I have not been able to access student test (OAA) data and many reports do not show to print. I find it very easy to use for my purposes but then I do not have grades so if I did this may present another whole issue. |

Elementary and K-8 Classroom Teachers

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| 1. Infinite Campus seems structured for middle school/high school. Wish CCS would consider needs of elementary schools prior to purchasing district-wide software. It's as though the system has to be "jimmy rigged" to make it work for elementary. |
| 2. If elementary teachers will be required to record student attendance it should not be by class section |
| 3. I would feel more confident if I know what all the icons were for and how to use them. |
| 4. Infinite Campus is unwieldy, the user functions are organized poorly, and it is difficult to find needed information. |
| 5. Infinite Campus most likely will be fine to use but it is just one more cog in the wheel when it comes to so many changes that were just thrust on teachers without adequate training. A fifteen minute before school training on using iPods that do not always read the one modem in the library is a travesty! |
| 6. I'm sure if it worked properly it could be good, but I feel like there are WAY too many bugs and glitches. It is not very user friendly and more of a hassle than it's worth. |
| 7. I teach Special Needs Preschool, the only concern I have with Infinite Campus is that it is not compatible with the transportation system and most of my children took weeks to get on a bus drivers route sheet. Some of them missed up to a week of school even though they were in my classroom the previous year. |
| 8. I actually like Infinite Campus. I think it is a wonderful tool! It was through the help of my colleagues and my own trial and error that I eventually figured out how to use it. My concern is the way it was introduced and initiated. It was done in a very unorganized manner. |
| 9. The "how to" instructions that are emailed or sent to us always seems to have steps missing, which can be aggravating. |
| 10. Very confusing. Absolutely NO training. No one has answers. |
| 11. Infinite campus closes to early each night and once it's closed for the grading period we can't get back in to make corrections. (or at least we don't know how, it could be lack of training on our part) |
| 12. The one thing that makes Infinite Campus better than e sis is that it is web based and can be accessed by any computer. My Infinite Campus training was a 15 minute session in that first meeting day in August. I do not require more training, because I've figured it out, but figuring it out through my own exploration has taken much of my personal time! |
| 13. Teacher Unfriendly!!! |
| 14. The drop-down "tasks" are all out of order in Reading and Language Arts and I was told to call curriculum people to change the order of the tasks to help make it more user friendly. In other words, the Writing tasks and Speaking and Listening tasks are all in a different order than appeared/s in our blank example copy of this year's grade cards. |
| 15. 1) It would be EXTREMELY HELPFUL if the comments could be as long as we want/need |

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| <p>them to be!!!!!!! It is so important to detail concerns to parents and to balance those concerns with positive commentary--I often have to choose between explaining difficulties and trying to state positive attributes, so parents know we do like and appreciate their children. 2) OR, significantly less helpful but moderately acceptable, would be if it would stop accepting characters at the point where the program cut off the comment (rather than continuing to accept characters and then just cutting them off when printed, like eSIS).</p> |
| <p>16. Behavior problems are not transferred from previous CCS school for new students. 2) Out of school suspension does not transfer into attendance.</p> |
| <p>17. There should be someone from Kingswood, or somewhere, who can come out to a school building and help a secretary resolve an issue.</p> |
| <p>18. This is not necessarily due to IC, but I am very angry that we have to grade every single little standard. . . like Communication and Collaboration for Language Arts and speaking and listening. Does every single move a child makes need to be evaluated by a grade? Can't we just tell a parent and conference time that their child does not talk out much and has difficulty speaking in front of others or in groups?</p> |
| <p>19. Very time consuming. I had a difficult time going back in to make corrections and print individually. I had to send to home with students that had errors in them.</p> |
| <p>20. Although I was trained on it by a colleague, no one seems to know exactly how it works so I find it a hassle to sit down and try to figure it out. I have a grade book program that I like and use and don't have to figure out so I just use that.</p> |
| <p>21. It has been a mess. I am both a parent and teacher in the district. I was so thankful my kids did not ride buses. We did not know the routes for the kids. Parents did not know the routes. We were told it was because of the switch. We didn't have lunch count paperwork. We were told it was a computer problem. Why didn't we phase this in? Or why not wait until our year has started?</p> |
| <p>22. Grade card is very confusing and I think parents will not understand it. When it prints out it is overwhelming and hard to read.</p> |
| <p>23. Would prefer one place for comments and not have to do one for each standard</p> |
| <p>24. It stinks. Bad.</p> |
| <p>25. Never had even 1 min of training.</p> |
| <p>26. I had no training so had to figure it out myself or with a colleague. The guides we were given were not correct.</p> |
| <p>27. This program is not user friendly.</p> |
| <p>28. I'm unable to read text due to size on screen with interims, The window closes and I cannot edit them, rosters did not come up when first tried to enter interims and grade cards, there is no resource to trouble shoot the program, my one call told me they would get back to me and never did, it appears fixed though.</p> |
| <p>29. It is inconsistent and sometimes times I just hope that I can get 1-2 things done at a time and then I back out and re-enter so my work is saved! Intermediate took way too long to enter, system slow and kept starting over</p> |
| <p>30. What it is supposed to do and what it can actually do are two different things. So far it has been a monumental waste of my time.</p> |

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| 31. If we would have some training in this it might not be such a shock to the system. I am just guessing on how to fill out report cards. I don't see a spot to place music or pe. Ed or art. So confused!! |
| 32. Why did we purchase a NEW program when we already use Blackboard and Cams. I know for a fact that at least one of the two would do the job Infinite Campus does. Do we have THAT much extra money lying around? Perhaps if Northgate was communicating these things to administration, rather than blowing smoke, we wouldn't be throwing money away. |
| 33. I'm not sure the issue of missing students will be a problem for the rest of the year for both interims and grade cards. |
| 34. Already stated above. |
| 35. Can't view entire card at once. This is important for elementary. Can't see past quarter's comments. |
| 36. All comments have to be typed out; there's no way to use programmed comments or to program your own frequently used comments. This is very time consuming when entering comments for 83 students. |
| 37. No one in my building, including my principal, knew how to print our interims |
| 38. Infinite Campus is not intuitive and is more time consuming than the current on line FREE grade book that I currently use. It also does not allow the many options available to me on my other on line grading program. |
| 39. Would like training by an educator to use grade book. I went to teacher training and the coach training and it was very inefficient. I went to two coaches' class because I didn't feel capable of teaching my staff what they needed to know. The administrator is unable to sufficiently help because his view of infinite campus is different from the teachers view. |
| 40. The secretary had to rearrange my students for the 8th time to get my roster correct. We had to do this during interim reporting too. |
| 41. Why does our district continue to use programs that are absolutely absurd? Who is making these decisions???? If we as teachers are being held accountable then we expect upper administration to provide appropriate resources so we can do our jobs to the best of our ability, |
| 42. We are being required by our administrator to make individualized comments for each student. We are not allowed to repeat comments that we think are important for each child to have. If we are required to take this much time for each grade card then we need to be given time at school to do it. |
| 43. I hate the fact that we can't see what the whole grade card looks like. It's hard trying to write one big comment at the end. Very time consuming! |
| 44. Logging in is easier then with eSIS. That is the only good thing I can think to say. It is a long process to do report cards. |
| 45. The font size for finished reports is not reader friendly! I had several parents complain that it was very difficult to read the comments from interim reports and I am thinking there will be more after report cards are sent home. |
| 46. Most of my concerns come from being unable to access the internet at all (making |

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| infinite campus unusable) |
| 47. Infinite campus is hard to navigate. I was never trained. The one person in our building who was trained still had no clue what to do. It is not user friendly. The type is too small. The look is not appealing. I think it's ridiculous that teachers cannot print their own students' report cards. I am a visual person and it drives me crazy that I can't see each student's full report card at once. |
| 48. I don't like it! |
| 49. None at this time |
| 50. Inadequate training on an inefficient system during a transition year in every subject area using a new report card is the most ridiculous situation I can imagine. I feel so sorry for parents who have to read these report cards. |
| 51. What if the computers are down, then we can't do our work. |
| 52. No TRAINING!!!! Lots of wasted time trying to figure out what is going on. This is time teachers don't have. The whole testing and iPod situation was bad enough.... |
| 53. I don't want to have to daily enter anything in (like attendance) b/c of the unpredictability of our equipment. It would either take away from my instruction time or my planning time to enter it. |
| 54. Are the teachers or the principals supposed to run off reports? |
| 55. Specialists were told they are not allowed to use infinite campus. Is this true? |
| 56. Was able to use it until about a month ago. Now I am locked out of signing on. I have asked for help with no answers to resolve the situation. |
| 57. It's more time consuming because of the comment box added for each strand. |
| 58. Infinite campus has made it more challenging to access IEP Anywhere and use basic program features in and outside of my classroom desktop. |
| 59. I don't like the look of the printed report. Used infinite campus for interims. The print was very small, concerned parents would totally miss comments. |
| 60. My school secretary had to re-enter me as a teacher 3 times before I could FINALLY get into Infinite Campus to do my interims. |
| 61. computers are too unreliable/slow to use infinite campus for daily attendance in the classroom |
| 62. it is often dropping students and adding them |
| 63. My friend and I have made cheat sheet for the entire staff that have been used by several schools I NEVER went to the horrible training because several teachers who know me said don't go. I played with it and my friend went and was confused. I am a computer person so I figured it out, with her. Our cheat sheets are logical the sheets they gave us SUCK! They are confusing and wrong most of the time. When you call for help the person on the phone does not know the answer! This does not look good for a program that IS good but implemented poorly! VERY poorly. And the education was even worse and that is OUR BUSINESS! |
| 64. The entire implementation process was a FAILURE of epic proportion.....shame on CCS and the powers that be..... you let us (the teachers who have to implement the STUFF you buy) down. |

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| 65. The lack of training has created unnecessary stress for teachers who are expected to use it. The help desk isn't very helpful- it seems that they haven't been trained adequately to be of much help. |
| 66. Training was inadequate. Unable to access students in homerooms other than my own. |
| 67. See above |
| 68. Infinite Campus runs much faster and is PC/MAC friendly unlike eSIS. Infinite Campus is much easier to access at home and loads very smoothly and quickly unlike eSIS. |
| 69. Tremendous amount of information to enter on student report cards. Font on printed cards extremely small... student comments difficult to read on final card. |
| 70. I would like to use the grade book, but cannot access it. |
| 71. Not being paid as the infinite campus person in our building. |
| 72. Unable to print off report cards as a class. I use the reports at conference so to wait for my principal to print off the building In order to make corrections and review is ridiculous! |
| 73. after the deadline you can't change info on the grade card |
| 74. The interim was easier to do than the grade card. |
| 75. Very difficult start to year. Could not even Get a class list |
| 76. Train people properly before implementing! |
| 77. Who in their right mind initiated Infinite Campus without working out the problems before hand? Teachers would be fired for such unprofessional behavior. It makes me think, "Who got a kickback for buying this system." |
| 78. It is very hard to navigate around Infinite Campus. With ESIS, I use to be able to get on there and look up information such as parent's name, address, phone numbers, birthdates, etc. Infinite Campus does not necessarily have this info for every student. It is also very hard to be able to print a simple roster and to look up absences and tardies. I have spoken to friends and family who work in Southwestern City Schools (which also implemented Infinite Campus this year) and they don't seem to have the issues CCS is having. |
| 79. Infinite Campus may be a great system but we have little to no training. We had one teacher who was trained over the summer. She spoke with us about the training for about 10 minutes. At this point she had no information on how to do report cards. |
| 80. The elementary report card requires excessive comments. |
| 81. I really don't know how to use it. |
| 82. It's just not very user-friendly, but might be if the staff was trained. |
| 83. I do not like the fact that a teacher is limited to student information for only those students we teach. There are times when we work with other students, i.e. ELO tutoring when it is nice to access student information to contact parents or guardians. Now I am limited to student information. If I were to coach, I could not see grade information or student information for our K-8 building. |
| 84. Existing was so much easier |
| 85. I would like to know certain skills that could be used. Can you make a comment repeat |

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| to other students by push certain keys? |
| 86. I think Infinite Campus has potential, but it feels like the district rolled it out before they or the Infinite Campus people were ready. The "Spray and Pray" training does not work!!! |
| 87. I would like training to find out all the things ICcan do. I'm sure we would have fewer problems if we had been properly trained in navigating the site. |
| 88. Can't view whole report card or interim of students and can't print them to look over and proof or check to see if you were overly negative or goofy with comments. |
| 89. I went to training in June which was a waste for info not available for report cards. Now that school is in session, no training , no one at the school knows anything and so much time is wasted. Much available which would be nice but no knowledge prevents usage. |
| 90. From what I have heard from other districts, Infinite Campus CAN be a very useful tool... WHY did our district not spend the necessary time getting the system working and getting people trained BEFORE rolling it out.... this is the primary problem with everything this district does lately--- it would be better to delay the roll out instead of rushing and having all these problems...we end up looking incompetent to parents and the community... and wasting time that we cannot afford to waste... |
| 91. While it seems easier and faster thus far, I would like to have training /tutorial video available to learn how to use all aspects of the program. |
| 92. Had to wait until secretary coded work and social behaviors for each teacher. Also a big problem that we as a teacher cannot batch print. Printing each individual report card is way too time -consuming. |
| 93. Why was this done to us? I don't recall receiving any meaningful training . |
| 94. The drop boxes are annoying but using fill all in combination with grading by task worked fairly well. What I do like is spell check (it's about time) and the ability to put comments by each grade if I desire too. |
| 95. There are multiple places to enter comments and it's not clear which area we should use. The comments print out very small. |
| 96. The Writing, Lang. Arts, and Speaking and Listening categories on the report card are lumped together under the heading of Lang. Arts in an unorganized fashion on the elem. grade card. It causes problems when you are departmentalized . |
| 97. Need to write comments on elementary report cards |
| 98. I haven't been trained to use all its features. |
| 99. I do like the fact that infinite can be accessed from home. Infinite was very frustrating for our secretary and provided her with a lot of extra work loading information of students in the beginning of the year. |
| 100. We were told someone from our building would train us on Infinite Campus. That did not happen. Our administrator did not help us and we were left to find resources outside our building that could answer our questions. Very disappointing! |
| 101. Very tedious process. It takes too long to print out a student's report card with the other issues the computers have. |
| 102. I like the "fill all" feature. |

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| 103. | there is no parent access to infinite campus as we would like to have |
| 104. | Who is advising the district to purchase such bad hardware and software? It's so frustrating and embarrassing. I think they buy it to give kickbacks to someone they "partner" with. |
| 105. | We were not adequately trained or even familiarized with the new report cards. |
| 106. | NOT USER FRIENDLY. The window for grade cards needs to be open MUCH longer. |
| 107. | Not at all user-friendly. Makes interims and grade cards take much longer. |
| 108. | It is extremely hard to use as there are too many "drop-down" boxes. It's overwhelming. |
| 109. | It is not working to do grade cards. |
| 110. | The introduction of the iPods to use for assessments and the infinite campus was too much new technology with problems to deal with at the beginning of the school year. |
| 111. | Asked about training last year and was told not available. Wrong! |

Middle, High and Career Center Teachers

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| 1. As a parent of a student in a district other than Columbus, the parent portal is an amazing tool to communicate and engage families in school work. With the problems staff encounter on a daily basis, staff will never have the confidence in the system to use this tool effectively with our families in CCS |
| 2. I can't pull up information on other students in the building - only my own |
| 3. Can't pull up ACCURATE testing information on LEP students and levels. |
| 4. If a student is marked absent for homeroom, we are unable to mark the classroom attendance throughout the day and nor are we able to write comments for absent students. |
| 5. I have emailed Infinite Campus team twice from district email. This was six or seven weeks ago. I NEVER got a response!!!! |
| 6. Haven't used enough to know if it's better than eSIS, but have heard other complain. |
| 7. When we reorganized, we moved students into different homerooms and now they appear in both homerooms - the original one, where they appear in red saying "drop" and the new one where they appear in the regular color. This is confusing and it seems that there should be a way to show them just in the new homeroom and not as a "drop" which applies to students who have withdrawn. I don't know if my administrator just doesn't know the right way to move students from homeroom to homeroom, or if this is how Infinite Campus works. |
| 8. As an Art Teacher there is no way I have time to enter attendance on a period by period basis that takes away from teaching time . It takes away from the time I am working with individual students. We already have 30-35 students in a class that is less than a minute to help any one student. |
| 9. Attendance in Infinite Campus is not accurate, making it impossible to take period by period attendance. For instance, I went to take attendance in my second block class and several students were present, but grayed out in the system, making it impossible for me to mark them present. When I called the attendance office, they were not able to change attendance either. So, students who were present at school were marked absent. |
| 10. it's too complicated (too many drop down bars/options) |
| 11. The lack of printing various types of locators is very limiting, especially at testing times ; attendance appears to take 3/4 of a day rather than a couple of periods |
| 12. The attendance is continually wrong. Many teachers call me to ask if a student was present for a day (answer was no) however infinite campus said they were present. Additionally it took our building weeks to figure out the schedules for students at the beginning of the school year because of the glitch in the system. Highly frustrating. |
| 13. I can't record comments or other documentation without it being attached to an assignment. We can't see comments other teachers make. I used to record all parent contacts in eSIS. There are too few report options. I used to be able to get total |

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| attendance. I used to be able to print off report card copies. I used to be able to record period attendance, can't when a student comes in late to school. I can't stand infinite campus. eSIS was superior to infinite campus. |
| 14. It is not intuitive and the help menu does not walk you through a set up from beginning to end. Everything in "help" is fragmented- you cannot see how to carry a process through that involves many parts. Plus there are no "common problems" section that I am aware of |
| 15. I would need training for it. |
| 16. I am Special ed classroom teacher: Infinite Campus allows us access to student info that we didn't have with eSIS- really nice for IEP info HOWEVER we are not able to get lists of students with current IEP dates - This is a MAJOR flaw since we did not have a printout to check dates. Errors can be made when we have to check individual student record for dates, as well as students are missed since there is no school IEP list with dates, program codes, etc. |
| 17. It is not very user friendly. |
| 18. A few of the features I do like that we didn't have access to as teacher with eSIS (e.g.: the different reports that you can run). However due to the rush job of trainings that went on, the move to this system has been awful! The system crashes more often than eSIS also, which is amazing to me because eSIS used to crash all the time... |
| 19. One of my students according to infinite campus attended school at least 7 days. I had never met the student. In a phone call to parents the student had never entered or attended East. However according to attendance on Infinite campus the student had attended school and been in my room. I do not record attendance on Infinite Campus. |
| 20. Inf. Campus does not allow us access/print to building information such as students in homerooms, demographic information for the entire school, and 'student locator' information. It takes much too much time to look up individual information!!! |
| 21. Parents and students have no access. |
| 22. I would not like to use IC to do attendance due to the unreliability of the computers and the long boot time. |
| 23. The help line is a waste of time. I called awhile back and asked the rep to e-mail me instructions to solve my issue. I never heard from the rep. |
| 24. No problems after I was given instructions. |
| 25. I cannot see my out of district students' info on IC. |
| 26. I would like to take period attendance and I do but if the student has been marked absent then it will not allow me to change it if they are in class. I also do not like that there is not a feature to make notes such as parent contact. ESIS allowed all who had that particular student to see who had made contact, etc. |
| 27. The current attendance information it provides is totally useless to me. |
| 28. Sometimes, I am unable to generate student rosters. System freezes. |
| 29. I have to go to the library or find an open classroom that has computers. None in my classroom. |
| 30. Teachers that ACTUALLY use the programs should have been given a survey as to what |

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| programs they find easy and/or already use before purchasing 'finite campus'. |
| 31. Because the training I went to this summer had issues getting on and the trainer was unsure which modules CCS had purchased, I have had to spend hours of my own time trying to figure out what Infinite Campus can do and how to do it |
| 32. Reports aren't as varied. I liked the notes capability and report options on ESIS better. |
| 33. incomplete student records in the system |
| 34. I believe we have more information but no ability to see previous test data. |
| 35. It's frustrating that we don't have access to CIMS because of Infinite Campus. It would be nice to see testing data that isn't currently available via Infinite Campus. |
| 36. We need more training but not during this school year. |
| 37. No attendance can be seen for an extended duration. Was going to use, but heard it can't be adjusted either. |
| 38. I don't like that I cannot use the search feature. Also, it takes too long to print reports individually. There needs to be a function to print multiple classes at once. Lastly, when are we going to be able to use the student / parent portal? |
| 39. Could we please get some training on infinite campus? I tried to attend training over the summer but was told that I could not attend because the training was for special education administrators and coordinators only |
| 40. If a student is input the system as being absent at the beginning of the day, I am not able to input attendance for that student if he/she shows to my class. |
| 41. I need a Columbus city laptop or a computer put into my gym office to do attendance or projects on the Infinite Campus. It is too hard to walk down to the library to log on and do what I have to do. |
| 42. I think there are many problems associated with Infinite Campus |
| 43. hard to navigate and access records...previous records not available...dates have not been transferred |
| 44. Teachers want to enter period attendance on Infinite Campus but are afraid the district would tamper with these records |
| 45. I.C. is not a trustworthy or user friendly. You have to do twice the navigation as any other program. |
| 46. We have been asked to not use this to record class-by-class attendance, as it changes the students' daily attendance record. The training for this was very brief at the beginning of the year, and it seems like the glitches should have been addressed before rolling it out for the entire district. |
| 47. I am not able to see past attendance records. I need a better description of specific IEP/ 504 Plans. |
| 48. Cannot access student info on students I don't teach but encounter in hall. |
| 49. For me, it is practically useless as long as students and their parents can't use it. Also, it's extremely sad that in this day IC does not have a mobile app so I could take attendance on my iPhone (since my MacBook is hooked up to the SmartBoard; I don't want students seeing the IC site on the screen. |
| 50. Why do we keep "fixing" things that are not broken? eSIS was efficient and simple to |

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| use. |
| 51. Please get rid of it. It's not user friendly. |
| 52. We are unable to take our own personal period attendance on infinite campus & our students are no longer able to scan in as they did in the past to record their daily attendance. |
| 53. Does not have the capabilities other vendor products have (e.g., PowerSchool by Pearson) |
| 54. The servers time out too quickly requiring constant log on. The district needs to increase server size before doing anything else. No matter how great a network they put together the problems in technology in the district is a lack of server size in the buildings! |
| 55. Seems like we jumped into this too soon |
| 56. The permission to enter period-by-period attendance would be very, very helpful. |
| 57. My students and their parents do not have access to Infinite Campus the way they did with eSIS! It is a step backwards! |
| 58. Daily period by period attendance coming back to "bite me" because a kid is cutting my class. |
| 59. I hate how it logs me out after only ~20 minutes of not using it. I'm constantly logging back in to the system. |
| 60. hope it works, would love to have parent access soon |
| 61. I absolutely hate it! I've wasted hours struggling with it and have switched to a different grading system as have ALL the teachers I know! |
| 62. Very few of my colleagues are using it because it is so difficult to use, no training is happening, and they don't trust Columbus technology. |
| 63. Many of my colleagues, myself included, are unable to add comments for Interims. In our building, a few have access to comments and others have no access. Completely unacceptable. |
| 64. Student data from the special education department (Neil Avenue) does not coincide with student data at the building level. Students assigned to our building are not appearing on the I.C. system, and this is causing confusion and inaccurate caseload numbers. |
| 65. It seems inconvenient that I have to enter assign dates and due dates for the same assignment in different sections. |
| 66. Restrictions to available ad-hoc data prevent me from performing my job |
| 67. The training was awful. The technology at East High School was not working properly and the trainer was terrible. I left knowing very little about IC. |
| 68. Training was bad - the district trainer was rude and did not understand what my needs were. He did not want to address any questions. |
| 69. I am also frustrated by the lack of communication between systems. My breakfast check list is almost always incorrect because the systems don't "talk" to each other. My students in CIMS aren't accurate yet, so it's really hard to utilize data. This is again because of the lack of communication between systems. |

iPods

Survey participants who responded that they used iPods to test their students during the 2012-2013 school year were asked a series of follow-up questions regarding their experiences using the iPods.

At the end of the section, participants were asked to include any additional concerns they had regarding the use of iPods to test students.

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| 1. Very difficult to work with malfunctioning equipment; iPads would have been easier to manipulate for those of us with bi-focals or fingers that are not as nimble; had to give students busy work to keep them occupied for too long |
| 2. TRC's take a tremendous amount of time whether you are using an IPOD or a PALM. The teacher is pulled away from the class to test a student and the remaining students must be able to work independently. If the district insists on having us test students, they should be hiring retired teachers to pull out the students and test them individually so that instruction can still occur during testing weeks. |
| 3. I feel the iPods are better than the palm pilots. However, the wireless signals are horrible in the building and that is what causes the most issues with the iPods. |
| 4. On the Friday of the last day to do DIBELS (ORF) testing, my iPod would not sync. The following week, my principal ridiculed me for not completing the testing appropriately and timely. She was concerned with what she was to tell her supervisor. It took mClass approximately 2 weeks to retrieve the results without losing the data. I used another iPod during that time. |
| 5. Not having the wireless connection in my room made testing very difficult-I was kicked off several times each day. I think the new testing material is more grade level appropriate and having the writing component gives a new aspect to the student's comprehension. |
| 6. Not only did I fall behind in reading, I also fell behind in math, science and social studies. |
| 7. TRC's and DIBELS give a teacher valuable information but are inappropriate to give to a whole class when there is no teacher to go on teaching while you test. It is extremely difficult for 1st graders to work independently for such long periods of time, esp. at the beginning of the year when no stations/center have begun and you are still learning school routines |
| 8. Take too much time away from teaching. |
| 9. We do not sync our iPods. Our CC reading coach picks them up and syncs them in the library. |
| 10. You have to log out twice and log back in twice in order to sync the iPod. That is why it takes so long to sync. The actually syncing takes seconds but logging out and in takes a long time. Is this a software issue? |

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| 11. The amount of time it takes for ONE teacher to administer to a classroom of 25 or more is ridiculous, especially at the beginning of the year when classroom community should be established, yet, we have to count on them to do independent work for long periods of time for weeks. This takes away from teaching and learning! |
| 12. They take too long. The rest of the class is working independently for far too long. They get restless. Problems break out. |
| 13. The levels of the books are much harder and there are no level A's. Also, we do not have progress monitoring books that are equivalent to the benchmark books. |
| 14. Many times the IPOD could not pick up a signal and that took up most of my time . |
| 15. Once I found out that my iPod needed an update, which was 3-4 days before the testing window closed, testing went more smoothly. But I had to use it for 5 weeks while it malfunctioned, which was unbelievably frustrating. |
| 16. I teach kindergarten and for us Level A is a huge level! This year there is not a Level A book. To go from Reading Behaviors to Level B is a huge jump. Not providing a Level A book does not help me effectively monitor student progress. Isn't that the point of TRC? |
| 17. This has been a very frustrating and nearly impossible task. |
| 18. it has taken an inappropriate and ridiculous amount of time away from classroom instruction |
| 19. I am not given enough planning time to do my job. I do not have time to run back and forth to the library to log on and off. I started the year with 33 students. It is extremely difficult to test and teach at the same time . These expectations are unrealistic. |
| 20. I work at a French school in kindergarten where TRCs are not given. As NA was not an offered response, my answers were based on use of the MATH iPod testing!!!! Except for the page where I marked NEVER for every answer, which I did to give an answer and continue the survey. I have had my entire class' complete MATH data lost, due to syncing issues. But, I do not give the TRC. I cannot synch from my room. The only synch areas are in the other wing of our school, and I cannot leave my class during testing to go there. |
| 21. I currently teach kindergarten so at this time my students are not taking as long to test. My colleagues have indicated that it has taken as long as 15-20 minutes per child. I have 28 students and this will not be reasonable or realistic for me to complete the tests during the recommended window without testing during my specials, recess, and lunchtime . |
| 22. Only one person is allowed to disperse all iPods-inconvenient. Wifi is very bad and limited in our school, especially in the modular where I teach |
| 23. I supported teachers in getting their TRCs done because it was taking so long with each student. It's difficult to compare the TRC with the iPod and palm because the TRC has different requirements (due to the writing component that was added). This is a fabulous component that increases the testing time . The iPods not being large enough to hold all the materials seemed to be the biggest issue with them freezing up. The fact that the TRC levels on mclass didn't match the report card was a significant issue. Thankfully, the district changed its message from what they originally told the year-round schools. Progress monitoring on the iPods is going to be an issue as the books |

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| don't match the benchmark books. |
| 24. The years I did TRCs with no technology were the best. Testing did not interfere with quality teaching time. |
| 25. I don't like how the Ipods do not have a stylus like to palms did. It makes it easier to write and hit the correct button. Also, on the Ipod it is hard to find the correct spot to end on the math test for the line to come up even when it says to hold. |
| 26. After using 3 different IPods that wouldn't stay operable after logging on in the library in the morning, the reading coach downloaded Google Chrome on one of my classroom computers. With 27 new kindergartners, coming up with something that would keep them occupied and quiet while I tested, then finally sitting down to start an assessment and finding that the IPod was not ready to use AGAIN was VERY FRUSTRATING!!! I tried to synch the first students I tested and couldn't. I called the TRC (or wireless generation) help desk and was able to make the computer operable again. The tech service person gave my "case" to his programmers and I got several messages over THREE WEEKS saying they were still working on my case, but it was never resolved and the information was lost. I was able to get the 27 TRCs completed (with the help of the reading coach) on the desk top, but had to make notes about miscues and go back in and "write" the substitutions in using the mouse, a process less accurate and much less efficient than it should have been. |
| 27. It is frustrating that we can't keep the iPods in our classrooms. Going up and down steps and taking the time to go to the office and put it in the safe is a big pain. Having to log-in in the library and sync at the end of the day ate up a lot of my time and caused me a great deal of stress. We joked that it should be a supplemental contract. |
| 28. In Modular unit....very difficult to come into building to log in and/or sync iPod....a lot of wasted class time/frustration. |
| 29. Please fix these issues before the next test date. |
| 30. I am currently able to sync from my room but we just received an e-mail saying we have to log in to a different network so I don't know if I will be able to continue to sync from there anymore which means I will have to have someone watch my class while I run down to sync so I don't lose my data |
| 31. The time is tremendous. My class is independent because I looped. How can you expect kids who are just starting school to be independent? How can we teach when we must meet all these testing deadlines? Testing is important, but a little more assistance would make it go smoothly. The TOSAS should test, test, test rather than try to see what teachers are doing. I had to give up on my iPod because it would have so many error messages. What a waste of money. |
| 32. There were times I was not able to test in my classroom because I couldn't connect to mclass - we could only test in the library and computer lab. This added WEEKS to testing. Between Math testing, Dibels, and TRC's - I have spend at LEAST 5 weeks of INSTRUCTIONAL time testing which is unacceptable considering next year 50% of my evaluation will be based on test scores. Something HAS to be done. Hire subs for teachers to test like other districts do! |
| 33. The purchase of iPods vs. iPads is by far the biggest waste ever made by the district. |

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| <p>Why would anyone buy a tool for the classroom that can only be used for one function!! I don't even download music, which I would, because we were told it would slow down the mClass work! These tests are not a new way to access students reading level (I made tests similar to these when I was in college for a class!!)But the use of iPods has made administering them ridiculous. This type of test can be given with paper and pencil far more efficiently. Using technology that limits a teacher time to teach is not innovative, just stupid!!!!</p> |
| <p>34. Takes too much time away from teaching. Small group time taken up by testing. I could've very easily used the whole class time to test everyday to get it done, but teaching would never have happened. It would be nice go either have a sub while testing is happening or someone who does the test. I would much rather teach!</p> |
| <p>35. I teach special education and the TRC is just a formality and not an appropriate assessment for my students who are all alternately assessed.</p> |
| <p>36. Books for level A are needed.</p> |
| <p>37. Cannot write the substitutions without a stylus.</p> |
| <p>38. There is no Book A, so a HUGE jump occurs between RB and Level B.</p> |
| <p>39. No training for use of the IPOD was provided. We were handed the IPOD told to go and start testing. The TOSA's were not able to help resolve problems because they did not know what to do. Constant lost data meant retesting. How valid is that data? Every teacher should have had their own books instead of working out a way to share the books with another teacher which meant more time wasted trying to get testing done so I could teach. I began state and district mandated assessments the first day of school and never stopped until Oct. 24. What a waste of instructional time!!!!</p> |
| <p>40. VERY TIME CONSUMING! I had to walk down to the only area in our school to sync, log on, or access my IPOD.</p> |
| <p>41. My iPod got a fatal message with one more student to test. I used the target teach instructional assistants iPod to finish testing. The CCIT has my iPod and was going to take it to Northgate to see if it could become operational again.</p> |
| <p>42. Why are we missing level A? RB to B is not fair for students. Also we do not have appropriate leveled books that go along with the new TRC testing books. Storytown's books are not leveled the same so it will be harder to match the levels to progress monitor and help our students reach the end of year reading goal. Also, the report cards give a range of where students should be. At the end of the year parents are going to be confused as to what reading level their child should be on.</p> |
| <p>43. Scoring the written comprehension questions was inconsistent from one teacher to another.</p> |
| <p>44. My iPod will not stay logged-in in my classroom. I brought in my own laptop to do the testing.</p> |
| <p>45. This assessment is terribly excessive. One can't teach and test. All it seems we're asked to do now is test. I can learn what I need to know about my students as reading from guided reading groups. With this testing I never get to do guided reading. All I can do is give them independent work. This testing is a crime! Our kids are getting short changed! Parents should be outraged!</p> |

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| 46. We kept losing our internet connection so some days you could not sync. Also, only having one safe on another floor to store the ipod in was not convenient. Often, the person who was in charge of the safe was absent or unavailable to open the safe. There were a couple of days that I could not test because of this. |
| 47. It is ridiculous that in the 22 century that our school buildings do not have access to wireless connections. I even work in a new school! My own children have access to wireless and are able to use iPods in their education. I could be much more productive with my students if I had wireless access. |
| 48. The writing piece does not seem to reflect the actual reading level of the child. |
| 49. I find it a complete waste of instructional time to TRC and DIBLES nonverbal MD students who are alternatively assessed. |
| 50. I teach on the third floor in our building. The hub is in the library on the first floor. I have to be in the library to connect- this is after I checked out the iPod that is locked in a safe from the office on the second floor. After I login in the library I go back up to the third floor and cross my fingers that I stay connected. If I lose connection I have to stop testing until I can go back to the first floor at lunchtime (12:00) and by that point my reading block is over. It has been very frustrating!! The Palms worked well! |
| 51. There is no Level A TRC book. |
| 52. Difficult to sync!!!! |
| 53. Not TRC's, but the BOY math tests gave me fits. We even bought special apple styluses (styli?) and couldn't get the Ipods to "read" students' final answers on tasks. What should have been one minute tests ended up taking as long as five or more minutes. These technical methods can never replace a true running record for me. I can put so much more data on paper that tells me important information about a child's reading behaviors than I ever can on a palm or iPod. For instance, a child attempts an unknown word, and then asks for help. On the machines, I can only show the child's attempt OR my told; I can't show both actions. Also, there is no way to indicate when a child goes back a page or more to study a picture to help with problem solving on the current page. Just two examples. |
| 54. This process would be so much easy if we could not rely on Wi-Fi and go back to using a wire to download data. |
| 55. There was little to no training for the new iPods or the TRC test. The TRC testing changed. I did not know it until I started and I had to figure it out as I tested. Counting the words the student says by tapping on the iPod and then having to grade the quality of their response on a rubric while 28 other children are making noise in the background is tough!!! Testing is different at different grade levels and teachers are moved each year. One test can take one student up to 45 minutes. What do the other 28 kids do while I test one child? So much instructional time is lost. Whoever thinks kids in grades k-5 can complete meaningful work while not being supervised needs to spend time in a classroom. I test before school, during my lunch, during recess, while a child should be in unified arts and I test the latchkey kids after school. This is ridiculous. There are not enough testing kits for teachers. The kits become unorganized, so more time is wasted looking for a book. The books have stickers on them to tell you what level they |

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| <p>are and most of the stickers are already falling off. I will not even know what level the books are at MOY. Why can't each teacher have their own set? I test from level RB to N. I need the books. I have to sign out books and return them before and after school. I have to wait to have someone give me my iPod before and after school because they are locked up every night. I have to synch before school, after school and during my lunch. This whole process was not thought out and WE WERE NOT TRAINED!!!! A lot of my planning time is wasted standing around waiting! I have to prep before I administer the writing portion of the TRC....find the questions to go with the written response and make my own copies. The levels changed and we do not understand how to explain them to parents. Some of the levels overlap from grade to grade. I have been given no response to why. This takes a lot of time from our planning/prep and lunches. If we worked to the rule we would not be able to do our jobs. The prep time in our contract does not cover time to deal with technology issues every day, iPods, TRC testing, progress monitoring, mclass reports, infinite campus interims, report cards, plc meetings, bus duty every day after school, hallway duty in the morning before school, recess duty twice a week, SAIL meetings before school, IAT mtgs. before school, prep work when teaching two classes (splits).....More time consuming duties combined with their issues..... TRC testing is a problem.</p> |
| <p>56. The new Rigby books require a lot more time. The selections are 18 pages long; the children have to complete a written portion. If they are Independent, then the process begins again. If a child is an above level reader it can take nearly an hour and a half to administer.</p> |
| <p>57. It is not that it needs syncing so much as I am off the system and cannot log back on. I will time out and I have to start again. Also it will not accept my password. It was changed for me by our TOSA, but at least once a day it would not take it. The testing aid logged me on almost once a day as I teach in a trailer. I had a student take it in to her so she could log me in. If I was kicked off I would also send a student in to have her get me on again. If a student passes or fails a selection you have to do another, and frequently another. My students were often more than a year off from where we started. It took a long time to run the copies of the written response and I ran out of a few levels during testing so I had to wait to make more. I had run 5 copies for each book at lower levels. I went through them quickly. The librarian said she had seen each teacher ready to throw the thing out of the door and was surprised at what we said under our breath as she laughed. When the TOSSA was asked what we were doing wrong she told us all nothing. I have spent the first quarter testing.</p> |
| <p>58. We had training for use of the iPods in administering the TRCs????? All the information I learned, I had to discover on my own via the mClass website....even the TOSERC seemed to know very little when asked specific questions. I strongly feel as if we were set up to fail...and with our upcoming teacher evaluations utilizing student success (based on assessments?) as half of our evaluations...how are we to succeed when we haven't even been trained on how to properly assess the students with new tools????</p> |
| <p>59. I would like to have my own set of testing books.</p> |

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| <p>60. The iPod is very difficult to use, in particular the "touch" aspect. It is very hard to sync, sometimes I have to sync as many as 6 times just to get it to sync once. The reading levels for Kindergarten are not accurate and a Level A does not even exist on mclass. The levels are >PC, PC, RB, B, C, D...yet I can only mark PC, RB, A, B, C, D...on the report card. How can you have a Level A on the report card but not on the assessment? It is inconsistent. The vocabulary on Level B contains words such as "shouted"! and uses quotation marks. The reading levels on mclass do not match the reading levels from Storytown!</p> |
| <p>61. The iPod training was horrible. I was often running around before my first class trying to get it synched and get myself logged on so that I could start my class and get any testing done that day. My TOSA had to frequently take over my iPod to make it work. I did not get my iPod and testing materials until a week after the window opened. I was already late by the time I began testing. Signing out the iPod every day from the office is time consuming. I have to wait for the Secretary to come in and open the safe. Then I cannot sync until my work day starts at 8:15. I come in early, and I would like to sync before that. I don't like wasting time in the office checking it in and out, and then waiting until 8:15 to get it ready to go. Also, we are supposed to do Progress Monitoring daily and weekly. I am so frustrated because they will not let me lock up my iPod in my classroom. I am forced to wait to sign it in and out every day. That time adds up and cuts into my work time. I was trusted to keep my Palm locked up in my room and use it any time that I needed it. I should be trusted to manage to secure an iPod.</p> |
| <p>62. Again logging on and off is too time consuming. You have to be near the hot spot and even then, logging on and off takes too long. During the course of the day while testing there are interruptions so you have to stop. When you go back to test you may have to re-log in, which means that you have to go back to the hot spot and start all over. You just can't leave your class or take them with you down to the library each time this happens.</p> |
| <p>63. My class is able to work independently because I took the time to train them. However, they should not have to spend 2-3 hours every day for 3 weeks doing independent work - even if they can. I appreciate the data I have accumulated and what I have learned about my students as readers. But the TRCs are taking way too long. I am only able to do 2-3 students in 3 hours. I do believe I will be faster next time. I also was lucky enough not to have too many technical difficulties; however, my classroom is in the same hall as the sync station. I was unhappy with how much time I spent checking the iPod in and out each day as well as trying to get it to start up and log-in and then sync and log-out. This was all done before and after my scheduled workday because during my work hours I just don't have time to wait for unpredictable equipment.</p> |
| <p>64. It is ridiculous that we have to go to the library to sync our iPods. We need to be able to do this from our rooms. I took my entire class to the library multiple times when my iPod timed out in the middle of a test. It ended up wasting 10-15 mins. of valuable time each time I had to do that.</p> |
| <p>65. This iPod is the most frustrating technology tool provided by the district. One day alone</p> |

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| I had to put in my pass word 42 times. This is absurd, considering I have 50 students I am responsible to test. |
| 66. The rubric for the written portion of the TRC expects more than the question asks. |
| 67. Will district/school administrators step up, to make a statement as to why some subjects that should have been taught were not taught for report card purposes? |
| 68. The text in the books has increased in difficulty greatly. The written comprehension questions are inconsistent in their degree of difficulty, meaning some are easier than others which does not give us an accurate account of how well they are comprehending. It is ridiculous that we have to go to the library to log in to our iPods and to sync them. On most days I spent 5-10 min trying to log in as it kept kicking me out of mclass. I would finally have it logged in but if I didn't get to testing in enough time I would need to log back in but couldn't because I had my students and couldn't leave them to go to the library! The wireless connection needs to reach throughout the entire building. We cannot do our job effectively without this. And I don't even want to tell you how much time I wasted trying to get the iPod working and my testing done. My students weren't learning anything during all that time! I have my own personal iPod, an iPhone, and an iPad. I use these every day in my personal time. In fact I'm taking this survey on my iPad right now. I know how to use an iPod. It should be easy for us to do the testing But the wireless connection is really what's making this so difficult. And constantly being kicked off of mclass is unacceptable. CCS should feel ashamed of themselves. |
| 69. My classroom just happens to be within range of the library so I can sync from my room. My colleagues who aren't so lucky have different experiences than I do. |
| 70. I think the addition of a retelling at higher levels give a better picture of the student's comprehension. It takes longer but good. |
| 71. Special ed teachers have to borrow TRC materials from other colleagues. Special ed teachers should have their own materials! |
| 72. This first time was awful!!! Our quick training in May with Common Core didn't prepare us. Converting to a system with U as a final test book WITH a written component from a system with a final test of Y with no written component left us shooting in the dark trying to figure out what level to start kids on. As a result, we were testing and retesting a ton as kids moved up and down from the level we guessed them to be at. I hope and believe that MOY will go more quickly, because we are just picking up where we left off instead of trying to convert from one testing system to the other. In general, the kids can do some independent work, but with the additional time spent in DIBELS with the new retell and the new TRC's, they were doing way too much independent work (and we were suffering discipline probs) and very little instruction. Also, I was interested in the after school iPod help sessions, but my schedule wouldn't permit. |
| 73. At the kindergarten level, there is only one progress monitoring book at level A. This is not enough. Also, since the new system does not include a level A on the TRC, but the report card does list a level A, I am confused about how to rate students. I have been told the new system is PC, RB, B, C, D, and E for kindergarten as opposed to the old system of PC, RB,A, B, C and D. Why was A dropped? Is level E really the same as the |

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| previous system's level D, or are we raising the bar for kindergarten students? Twenty of my 21 students tested at PC, meaning that they have no book experience as they enter and are expected to pass 6 levels this year, although 9 of them are ESL students. This is a huge expectation. |
| 74. Very time consuming. |
| 75. Training not offered before testing. Many problems with iPod at first. |
| 76. Due to the numerous daily time outs that happened during testing I had to have Google Chrome loaded on my desktop so that I may do the TRC from my desktop. It had placed me several days behind and my students had difficulty working on their own while I tested. |
| 77. Ridiculous! Students are the ones who lose out on instruction while teachers are spending hours testing (and malfunctioning equipment doesn't help!). We need all day subs so we can test! |
| 78. You have to quit teaching to test each individual student!! Several times the iPod locked up and I couldn't test anymore students. |
| 79. I have a very small special education resource class. I can't imagine what regular Ed teachers are doing. The training provided was one time before school and the iPod did not work during the training. |
| 80. I understand that the iPhone allows us to use more up to date technology programs but it seems like an expensive way to gather data. The old DRA was way cheaper and far more accurate! I'd rather save the money for a sub and do all testing in a quiet library in one day! I believe the results would be more accurate and the children would benefit from more instructional time on task instead of busy work to keep them quiet so children can be heard and tested with accuracy. |
| 81. I would like to know if we have to plug the IPOD into the computers to charge them why can't the computers in our classrooms have sync stations on them? |
| 82. The training for the iPods was relatively sufficient from a "how to test" standpoint. I doubt they anticipated all the problems we were going to have so no one knew how to trouble shoot. Again, CCS putting the cart before the horse and the teachers are left holding the feed bag. |
| 83. I had multiple problems logging on to Wi-Fi and syncing early on. Also issues with the iPod timing out. The Wi-Fi signal in our building was dry weak and limited in its range. After bringing in my personal Wi-Fi hotspot (not connected to CCS network) my testing went much more smoothly. I could log on and sync from my room. |
| 84. Why did the district purchase iPods? TRC testing can be completed on district computers that have Google chrome downloaded. Some of the laptops were able to get chrome downloaded, but when the Helpdesk was asked to help download to classroom desktop or allow it to stream to thin clients they declined. It was blocked from downloading. Please note*the same slow speed/pauses that occurred on the CCS iPods when testing also occurred on the Smartphone randomly when used for the same purpose. The CCS laptop that had Google chrome on it was used the most efficiently to complete TRC testing. |
| 85. In order to sync or log in to mclass I am required to walk from my classroom which is in |

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| the furthest classroom at Beatty Park to the library on the second floor of Trevitt. This takes an unacceptable amount of time. |
| 86. My iPod has difficulty registering where a student stops on the testing. It is a little better when sing a stylus. Don't know what the problem is--I have an iPhone, so am used to working with an iPod. This is very frustrating and really slows down testing. |
| 87. There is no Level A book, so we have to skip to Level B which most early Kindergarteners cannot pass. This is an injustice to those who could pass an A. We were told to use an alternative level A such as Dominie, but that would skew the data. This is a huge oversight for Kdg. |
| 88. The Palms were broken- we only had 3 Palms that were working for the entire building last year. Yikes! How did we do it? The iPods can be serviced and replaced which is a "good thing". Ipods need to have more than 1 wireless site in the school building. Every teacher should have equal access to the wireless network for iPods in their schools. |
| 89. Ridiculous waste of time. I obtain more valid data from past OAA test scores than I do from TRC testing. |
| 90. I believe the iPods are NOT the problem and I feel we will be better off in the long run using them to test. We do not have the proper technology to support the new technology. We should also have more than one wireless port in each building. That's ridiculous! I believe the other problem is mclass. Their service is very slow. They are the reason we have so much trouble syncing and why error notices pop up on our screens. I have an iPod, an iPad, and a smart phone at home and I never have trouble using them for anything. Mclass is part of the problem. The other is lack of training for teachers and poor technology in schools. The iPod is not the problem! |
| 91. 27 Kindergarten students cannot work quietly and independently during the BOY while 1 student is testing. Skipping level A books is absurd. The level B testing book is NOT a true level B. CCS is setting our early readers up for failure. |
| 92. I have been doing running records on my students for 17 years. Paper/pencil is still the easiest and provides the most information. Running records need to be done regularly so that you can group students appropriately for guided reading groups. Done in this on-going manner, you do not have to stop teaching for 2 to 3 weeks, or disrupt routines. As it is, when the next round of TRC's becomes due, because I regularly do running records as I do guided reading groups, I will already have the information that the TRC is designed to collect. So the teaching/learning time the TRC takes up will be a total waste of time. One other relevant detail is that the leveling on the early books is so off base. The level B book is a travesty. |
| 93. I am frustrated with this thing called an Ipod and all we have been doing is testing! No meaningful teaching has been going on. |
| 94. We need subs while we are testing. |
| 95. Why don't we have a level A book? How does 1 person supervise/teach 24 four, five & six year old children while testing 1 child at a time? |
| 96. I would have liked training before testing students. Due to having an iPhone myself, I felt that I could navigate it for TRC effectively, but I feel there is more I need to know specifically to TRC. It is difficult to test while other students are in the room and are |

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| <p>expected to work independently, but this is not new to CCS and testing.</p> |
| <p>97. It is a daily struggle to continue to teach curriculum while individually testing first graders in reading and math BOY. We need to be provided a substitute to teach lessons for a day or two just so we can make a dent in the amount of tests given to our students. I have 27 students and some of them require more than one TRC test. If each one takes 20 minutes that is 540 minutes of testing AT A MINIMUM. Couple that with the 6 required Math BOY tests to be given to each student individually on iPod, that is a total of 702 minutes This is NOT even including the DIBELS which was required to be given by Sept. 30. Mind you, all this testing is being done in a full classroom while trying to keep students quiet while testing. I have had my students work in centers, work on packets and work on projects during testing time. But it is a disservice to them because the testing takes up too much time that could better be spent teaching and working with students. Since the teachers have no assistance in this process, we have to continue it off and on over a period of weeks thus losing countless hours of what could be good instructional time with our students.</p> |
| <p>98. There have been a lot of changes this year, but no or little training offered by the district. It has been very frustrating trying to get through all of these changes with no support from the district. Our reading "coach" has done her best to help, but she feels ill trained also. The levels are higher this year, so now we have to go back to parents and explain why their child is not as grade level. I do not like the writing part of the test. Many students can read and respond orally, but have a difficult time with the writing part. Are we testing reading or writing? I am currently feeling frustrated and inadequate as an educator, and I have always prided myself on being a good one. The district should have phased in all of these changes and we should have been provided with adequate training before these changes were put into place.</p> |
| <p>99. I have to share texts students read very inconvenient</p> |
| <p>100. I am fortunate to be able to synch from my room but teachers who can't - this is ridiculous. Technology should be making our lives easier not harder</p> |
| <p>101. The iPods are a pain.</p> |
| <p>102. The time I've spent trying to get connected and trying to sync is unrealistic. Without a doubt, I have spent more than 8 hours, total doing this during the time the system was open. This last week I wasn't able to sync at all. No one in our building has been able to help. Also, 3 out of 5 days this past, I was kicked off the assessment I was doing if I touched the "told" button. I wasn't the only one in my building. I could go on and on about the ridiculous problems I've had to face. This doesn't even count having to go to the library to connect and sync. Again, who in their right mind initiated a system that didn't have the problems worked out and expected it to be used at the beginning of the school year? When am I going to be able to teach?</p> |
| <p>103. These are very time consuming! I lost data and had to retest both for reading and math multiple times. I had 30 kindergarten students who are definitely not independent workers at the beginning of the school year. We have testing days in August where I could have done this individually, but as usual, the district was not prepared. I had not received my iPod nor had the minimal training. Half the time when I</p> |

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| | tried to sync, I got error messages or lost data. |
| 104. | Mclasshome.com/assessment must be accessible in my classroom to make the workable. I need a complete set of testing materials. West Broad ES, with over 500 students, received the same supply of materials as did all elementary buildings. Students in my class read from Level G to greater than Level U. In addition to described problems with the Ipod, we have also had to seek and borrow needed testing materials from colleagues. |
| 105. | The amount of time and money spent on this process is ridiculous! We have received 3 different statements telling us what grade level is. I do not know if the information I am putting on the report card is correct or not. A P book level could be beginning of 4th grade, middle of 3rd grade or end of 3rd grade. All very different and not an accurate representation of what the children can actually do. |
| 106. | Elementary levels only go up to U. Who ever thought individually testing students while the others are doing seat work a good idea? I am really frustrated with all the testing that I am unable to teach much. Please let me do my job. First it's TRC, and then it's Math; then its writing portfolios. Soon we have Inview and Terra Nova (which I support) The people making decisons have no idea what is going on in the classrooms. There are too many people demanding accommodations when really they should be accommodating me. |
| 107. | Because we departmentalize, I do all the testing. Therefore, it took me a couple of weeks of testing....all morning & afternoon. For the BOY, I believe that we should not have school for the kids on that first week & test by appointment. That way, it will take 1 week, versus 2 or 3 weeks!!! :(Between DIBELS, Prepping for third grade OAAs & TRC, I literally TAUGHT LESSONS for 3 weeks. Maybe only 2!!! It's very frustrating. However, I believe with the written component, it IS a better measure because there's proof whether or not it was administered correctly....instead of "inflating" reading levels. I also believe that the writing component must be graded with HIGH expectation because it does correlate with OAAs. |
| 108. | Only 12 sets of books were ordered. At the time that testing began, I was the only teacher in my building that had to "share" the books. The books were assigned to teachers but I did not have my own set and was told to share with someone else. Luckily one of the Kindergarten teachers said she would share with me because she needed the first few books only during the BOY. I'm concerned during the MOY when she needs more books about the problem with sharing. I don't have time everyday to find the books that I need for testing. People aren't very good at sharing. If I am expected to give the test, why am I not also given my own set of materials to use for testing? |
| 109. | When students are young, it's the beginning of the school year and there are 31 students in the classroom, it's difficult for them to work independently. When the iPods malfunction multiple times during testing, the day becomes even more difficult. It's very frustrating for me and for the children. |
| 110. | I really like the new Rigby books we are using for the TRCs. Much better quality books, the questions are much better, and I feel they more accurately reflect the |

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| | reading level the students test at. I am extremely concerned about how much time I had to spend testing and not teaching. There is only so much work you can give an elementary student (even more independent ones) before they get stir crazy. I feel that I have wasted an entire grading period testing (although I value the results that I got from testing) first with the DIBELS and then the TRC. It would be SO helpful if the district would provide a sub for one or two days so I can pull students one after the other and test while my students are actually being taught. Instead, 3-4 weeks of instruction is wasted while my students have to sit silently while I test. |
| 111. | While this survey is only focused on TRC, it is important to note that we had to use the iPod to complete DIBELS and math mClass testing as well. We have been testing from the 2nd week in September until October 26th which has had a great impact on teaching and learning across the district. I met with each student for all 3 tests for an average of 45 -50 minutes when I should be interacting and getting to know the students in my class. |
| 112. | I am so grateful for our edge coach. She was a life saver. But the book levels r a joke |
| 113. | I'm doing way more testing than teaching! This is crazy! |
| 114. | If we are going to sign out Ipods on a daily basis, there needs to be a better system than going down to the library and waiting for a half hour to get it, sign it out, sync it, check it, sync it again, and go to classroom. In addition, at the end of the day, it takes 20 - 30 minutes to sign it back in. This takes effectively all my plan time, requiring me to stay an additional half hour and come in early daily (on top of what I need to do to complete my other tasks.) In addition, it is very frustrating to get students all ready to work quietly, set a student up to test, and have the Ipod time out. Although the setup of the Ipod is easier that the palm pilot, the way we have to sign them out, sync them, and check them takes way too much time from my day. |
| 115. | The levels appear to be more difficult than the levels that were to be obtained in K in previous years. In other words, it appears that my students will be less proficient readers, which is actually not the case. |
| 116. | First, I tried to ask Helena why we were adding the "tapping" test to the already hectic testing schedule and she yelled at me. Second, I asked why we were doing the "tapping" test and she had no answer but she did say that it doesn't matter what the kid says, we just tap the words. If it doesn't matter then why are we doing it? She also denied that TRC and Dibels testing take a long time. The 2nd grade level TRC writing question (M, I think) is a cause and effect question. That hasn't been taught yet in the beginning of 2nd grade. The writing questions were ridiculous in some instances. In 4 hours, I got 2 students done. |
| 117. | I lost 7 students data one day. This is unacceptable. |
| 118. | My students are able to work independently while I test because I have no other choice. I dedicated over a week to NOTHING but TRC and Dibels testing. My classroom is on the second floor of our building, and the wireless hub is in the basement. If the iPod crashes, I have to find someone to cover my class for 5-10 minutes while I go downstairs to log in again. I started using my own iPhone because I could sync from my |

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| | classroom, but only because I already pay for unlimited data. If CCS wants us to use the iPods, we need building-wide wireless access. |
| 119. | Some of the questions did not apply to me but I was forced to make up an answer. I am the Math teacher but do the TRC testing for my "homeroom" students. Therefore I have not lost time in teaching reading but in teaching Math. Also, our reading TOSA does all the syncing in our building. I also spent much of my lunch hours to do the testing in order to not lose teaching time . |
| 120. | I like using the iPods better than palms but syncing takes way too long. I often had to retype password 5-6 times before it would finally work. |
| 121. | nightmare |
| 122. | THEY SUCK AND TAKE TOO LONG!!!! Questioning is redundant, either require retell or text questions, NOT both!!!! |
| 123. | I would like an aide so I can just spend one or two days testing kids so I can get back to teaching. |
| 124. | Constantly lose ability to test because of lost connection. Have to leave room to reconnect. I keep being asked to put in password and then it still doesn't work. Cannot keep leaving classroom or staying after school to log off properly. |
| 125. | I think the process would go smoother if we were able to sync in our classrooms, if there were an app for the iPad that is compatible with the new ios6 operating system, if we were provided with a stylus, and if each teacher had their own materials. These are the major things that I saw hindered the testing process. |
| 126. | If McDonald's and nearly every coffee shop in America can provide Wi-Fi, why can't we have it in our classrooms? |
| 127. | If the iPods worked, I think they could potentially be faster than the Palms. It took a long time for Palms to switch from screen to screen even when they worked well. However, I think in general, we're wasting far more time , not to mention money, testing with technology (iPods and Palms included) than with good old pencil and paper. And, technology has made it more difficult for me to access the data I need. For example, I cannot batch print my running records for students--and pulling up individuals to print is entirely too time consuming. Perhaps I could just look up the records on the iPod but no, it's locked in a safe inaccessible to me when I need it, and there's a really good chance I'd waste a lot of my time trying to get at the info. Given the iPod seldom works right. Even viewing info on mclass online is entirely too many clicks away for ease of use. I have learned that I have to keep my own pencil/paper notes of observational data that informs my instruction and at the same time input data on tech devices just so somebody in some office somewhere has some numbers to crunch. If given a choice, I'd chuck the iPod and the Palm from a 12 story building. My pencil always works and I can always open my three ring binder to access information. |
| 128. | Too much valuable learning time lost to testing. Why can't the district find a test that the students can take independently on the desktop? |
| 129. | We give too many reading tests. The DAZE test and the dibels test are supposed to be so accurate and therefore they should be the only tests we give everyone. We should only be doing TRC for "at risk" kids. |

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| 130. | It has taken me 6 weeks to administer TRC and diebels to two class (approx. 60 students). There are numerous interruptions by students during testing and I had to stop at least 4 times a day to call parents or write out PEAK forms. This is ridiculous! If this is done 2 more times this yr. as planned. Students will have lost 18 weeks of classroom instruction!!!!!! This is totally not okay and having to test 2 classes is not fair even if we are departmentalized. |
| 131. | No Level A for Kindergarten. |
| 132. | I used my own iPad to test my student. There is an app for that. |
| 133. | The biggest problems are that the wireless network does not work so syncing takes forever and that we cannot sync from our rooms. That's the only thing I miss about the PALM. Then I could easily sync several times throughout the day and never lost data. |
| 134. | As a kindergarten teacher I was disappointed that level A was left off of the iPod testing. This is an important level. Therefore if students did not pass level B they were marked RB. We then had to retest students on old materials to see if they were level A or RB to mark on the report cards. This was not very valid because the books are not aligned. The new books are much harder. Why wasn't a level A book provided? |
| 135. | Why must things be sooo difficult? I am very concerned about the time it takes away from my teaching to administer this testing. My students get all off schedule and cannot work independently due to the length of testing. It is shameful to take all this time away from Kindergartners. |
| 136. | My kindergarten students CANNOT work independently while I test!!!!!!!!!!!! |
| 137. | The library has the router. I can usually sync from my classroom if the door is open. If not, I have to stand in one spot by the window by the door to sync. |
| 138. | They only go to Level U. What am I supposed to do with those students who test above a "U?" Doing a Dominic running record is a totally different test and is not valid when compared to use of the I-pod. Why are we forgetting to service the upper level students? |
| 139. | The added testing components have really lengthened the process. Asking students to read a question and then write the answer assumes they take the test seriously enough to go back to their seats and write a well thought out answer. The iPod will fail a student who read perfectly during oral reading, answered all comprehension questions right. If they don't write a strong answer. Since the training was very poor, we have large discrepancies in how the test is being administered. Are we to read the written question to the student or are they on their own to figure it out? What is the daze testing all about? It would be nice to know what the tests are for and how we can use the results to help our students improve. Isn't that the reason for assessing in the first place? We are doing soooo much testing now that I have done very little teaching during the first 6 weeks of school. |
| 140. | The MClass books are wildly inappropriate for our young readers. The lower level books have words that are not decodable, sight words that aren't taught in story town....it doesn't correlate to what we're teaching. I thought the push this year was to align our testing through the FIP your school and formative assessment strategies along |

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| | with our PLCs but yet our district wide testing measurement doesn't even align with what is taught. Did the reading department even look at these new kits before purchasing?? It's like we've gone back to the terrible Dominie. At least the leveled Harcourt Books aligned with the reading series. Now apparently we're supposed to teach to a test otherwise our kids will never learn the words they need to know in order to be successful. |
| 141. | Our training was totally on the job. We had no training prior to the window opening. We cannot access wireless anywhere except one spot in our school library. |
| 142. | There are no testing materials above fifth grade. The reading Department changed the levels required to be on grade level because these materials were not available. it does not seem that the materials should determine the rigor we expect from our students |
| 143. | The iPods are a waste of money and DO NOT work. Who can get to the library every 10 minutes? |
| 144. | Some students took longer than 11-15 minutes. |
| 145. | The reading department fell short when it gave us a new list of grade level books and then changed it AFTER interims went home...l. |
| 146. | Written response is a waste of time due to the fact that if the student is proficient in the oral comprehension questions, they are also proficient in the written comprehension question as well. This slows down inefficient testing even further. |
| 147. | When I called Customer Care to discuss updating to iOS 6, I was told I needed to use a computer equipped with iTunes so that the update could be completed. There are NO iTunes on our SCHOOL computers! So I took my iPod home, which I am not supposed to do, and even after trying to update via my personal computer at home, my iPod continued to give me the same message at school. I ended up finishing my testing on my TOSA's iPod while she spent time trying to fix mine. In addition, a colleague who was getting the same error message called Customer Care and was given an entirely different answer and solution to the problem; however in doing so she lost some of her data and it took 30 minutes to solve the problem which included deleting mclass and then putting it back on the iPod. I can't tell you how much instructional time has been lost since we started with DIBELS and TRC. I have spent at least 80% of each of my teaching days dealing with the iPods, whether it be testing students one on one, grading and recording written responses, troubleshooting, and logging in after being timed out or synching. It has added a great deal of stress on me and in turn on my students. All I have done in the last 5 weeks is test. It is very frustrating especially when the technology does NOT make things easier and doesn't work. It is a waste of my time and my students' time . Just ridiculous. Not to mention that there are a few people in the building who have spent THEIR time (our library assistant who is bombarded with our questions as we all come in trying to log on and sync, and our Instructional Aide who seems to spend her afternoons dealing with everyone's iPods) when they have more important things to do WITH CHILDREN. Even our TOSA who is attempting to help us with the iPods and has had " training " doesn't seem overly qualified to answer questions or troubleshoot. Add to that a testing deadline, learning how to use Infinite Campus, the |

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| <p>new payroll system, the new evaluation system, get ready for parent teacher conferences AND being expected to actually teach, and it is a joke!</p> |
| <p>148. I have had to use the hot spot on my smart phone in order to sync my iPod. I pay for using this service.</p> |
| <p>149. Text Readings, as known as "running records", were never meant to be administered with a device. They were designed to be given with paper and pencil. TRCs are NOT accurate. Students read too quickly for the teacher to accurately record all of a student's miscues into an electronic device. As a result, the teacher must decide to either (a) tell the student to stop or slow down which affects fluency and comprehension, or (b) to not record all of the miscues or fix the miscues that were entered incorrectly. Either way, it's inaccurate...I do running records in my reading groups with paper and pencil to get a true and accurate picture of my students' miscues.</p> |

Access To District Technology

Survey participants were asked if they had their students use district-provided computers as part of a lesson in their class during the current school year. Respondents who answered yes were then asked a follow-up question to determine if the amount of **time** their students spent using district-provided computers had been shortened by lengthy boot, login or software loading **times**.

Participants who answered yes to the follow-up question were prompted to describe any concerns they might have regarding lengthy boot, login or software loading **times** for their students.

All Teachers

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| 1. laptops that are nonfunctional (several years older than students using them); laptops taking 15-30 minutes to boot; desktops going black in the middle of use, have to be rebooted then take 10-15 minutes to reboot. |
| 2. Currently none of my computers are working due to fiber optic cable non-functioning. However, if all was working, would only have 3 thin clients because in modular that has to connect to other modular to get access to skateboard/ laptop. |
| 3. It takes such a long time to boot up with the Thin Clients and once functional they work SO slow, I use technology much less frequently than I did with our prior desktop computers. |
| 4. There have been times when we could not access programs at all on our school computers. The loading time is long frequently. |
| 5. I tell my students that the computers are thinking when they are switching sites on the computers, but it is not unusual for students to wait more than 5 minutes to get to a desired site. This is after I have come in early to get the computers booted up for a workstation. That process can take up to 20 minutes. |
| 6. The district's math website, First in Math, freezes from time to time . We also use United Streaming for research and educational support and it freezes too. |
| 7. It seems harder this year to log on. Our entire email address has to be put in to even get where we were last year with our user name and password. |
| 8. Everything is slow booting up. Network problems are a regular occurrence. |
| 9. Unable to use teacher computer to show video from the web on handwashing. No volume or sound. Couldn't use a student computer because it wouldn't load or took forever. |
| 10. By the time the students are able to boot up computers and log in, instruction time is |

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| greatly diminished. It isn't even worth doing a lesson on computers. |
| 11. No internet connection. Computers that don't work. Computers that freeze. Virus won't allow us to go to many sites. Can't get to Word. Can't print documents. |
| 12. Sometimes, the website freezes in the middle of the lesson. |
| 13. Updating and maintenance of laptop cart. |
| 14. It takes students at least 20 minutes to login and begin an assignment. |
| 15. not only does it take a good 15 min to log on, the worst part is I have 30 students and there are never 30 functioning computers in our computer lab...always several non-functioning ones so some have to sit out |
| 16. I have a hard time getting my students onto the computer because it takes so long to get them on and because there is not enough computers for my students even within our computer lab and ones that are working. |
| 17. Most of our laptops have domain usage issues Stand-alones take too long to boot up Laptop carts have issues charging laptops completely |
| 18. Very young students do not log in easily using student number and birth date in a lab setting. It would be very useful to have the option to log all computers on via a teacher station log in. I have heard that this type software is currently available and is in use in a neighboring district |
| 19. Sometimes I have a student go to the computers to start them all up so that they will be ready when we need to use them. I use the computers a lot less because it takes so long to get them going. |
| 20. I am concerned that our students continue to pay the price for the district "missing the boat" so to speak on the technology piece in the common core standards. How can so many students practice word processing skills with so few computers available? The skill set needed to encourage, plan for and execute technology use in the elementary grades is so "elementary" it is a crime against students that teachers are not adequately prepared and required (with actual consequences) to do so. |
| 21. My students are allotted 15 minutes to work on their projects during center time. The longer it takes for the computer to reboot, the less time they have to complete a task. |
| 22. trying to have all my students login on laptops takes at least 10-15 minutes- just to see if the wireless is on and deal with issues regarding their logins- not counting the actual time it takes to boot up the computers and get started |
| 23. Computers are so slow and take forever to boot up and always freeze. |
| 24. When going to the computer lab to use computer for 55 mins- some student only get 15 to work by the time we get enough computers running and working correctly- I am pretty good with computers and I can't even fix some of the issues |
| 25. We gave up using the computer with the projector to show videos in our class because of problems. My Elmo has problems also with the projector that causes big delays. |
| 26. Help desk tickets remain open all year, and when a technician does come out, he or she does not have the required parts to fix the problem. |
| 27. I always make sure to boot up and log-on my students' hours before I want them to get on the computers. |

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| 28. My computers are also sometimes kicking students off during the work activities. |
| 29. Websites previously used one week is blocked the next week and then usable again. The computers frequently freeze and must be restarted. |
| 30. The district computers shut down during storms, there is an error message, constantly and educational websites are blocked, but the children can still pull up inappropriate sites. |
| 31. It takes so long to login and open an app so I have dropped doing many technology lessons because I am discouraged and the students get so frustrated. I'm back to hard copy dictionaries because it just takes so much time to even just have a student look up a word. Students actually get angry when another student logs off because they know that it will take 15-20 min to log back on and then there's the wait just to an app open and willing to run and save properly. |
| 32. The desktops and laptops hardware does not equal the speed of the district servers. The servers need to be faster, upgraded and so does the hardware on the desktops and laptops. The laptop carts at our school need Microsoft Office 2010 uploaded and I placed a service ticket but Tech Dept is taking too long (over a month). Smartboards will be used if every classroom could have them installed. The computers need dusted and wire hookups neatly connected. They are a mess in most classrooms. The wires need organized. Need computers with speakers mounted in monitor or computer. Also need headphones for each computer. Need computer labs. |
| 33. Student laptops are in disrepair. When a repair order is called in, I'm told that the laptops are serviced all at one time. This means that time waiting for repairs is lengthy. Student work stations are usually timed at 20 min. This does not allow time for them to log-in and begin software. Usually this is done in advance as part of my prep time. |
| 34. When I have students use computers they often log off before the next student logs on so that students cannot access one another's data. In order for one student to log off and another to log on, at LEAST 5 minutes is required. |
| 35. I cannot count on computers to work, so I have to have a backup plan, Even if one of the computers works, it might not be the one connected to the projector. The operating systems we have do not allow for use of current Mimeo software, so (unless I make my own) use of Mimeo programs is limited. Basically, my Mimeo is useless and the "mouse /pen" is so 'touchy' it isn't effective with preschoolers. A smartboard would be much more functional. |
| 36. I go into my classroom about 45 minutes before my clock in time in order to turn on my computers and begin booting them up so that they will be ready by class time. |
| 37. My room does not have a Smartboard - a matter that made me disturbed at first, but now students are using more of their own skills and I am pleased. |
| 38. Technology is completely outdated and unreliable. |
| 39. The first 5-6 weeks of school there was not a single computer in our building that I encountered that worked consistently. They now work but are extremely slow! |
| 40. In our lab, we have at least 4 or 5 computers that fail to work or take more than 15 minutes to boot. The kids cannot log in to first in math. In my homeroom, computers have no sound at times or keyboards don't work. |

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| 41. I frequently use computers and often they will not boot up or connect to the internet and/or will not have enough computers to use for all my students to even share. My students get frustrated trying to use the technology and cannot get assignments done due to the lack of appropriately functioning technology. |
| 42. Takes even longer to boot up the computer on Mondays. |
| 43. web sites don't load properly; sound doesn't work properly; |
| 44. I am a special ed teacher. A lot of the software that I need is not able to be used because of computers that don't work or take too long to boot or even because the updates are not authorized without an admin password. Even IEP anywhere couldn't be used on internet explorer until 2 weeks ago. |
| 45. My biggest concern is how we are going to get our students college and career ready without appropriate technology. We are in a technical world that is constantly changing and our students are getting left behind. |
| 46. It takes the students their entire recess waiting for the computers to boot or log in. This is very disappointing to them, since it is their only opportunity to use a computer. Many of them do not have computers at home. Ridiculous!!!! |
| 47. A lot of times it takes a long time to get the students started on the computer and then the risk of being booted off always exists. |
| 48. I still have the old black desktops which were super slow but now I have thin clients, much better. |
| 49. The younger the students the longer the process. |
| 50. students lost time waiting for computers to start |
| 51. The district sends updates which delay the sign in process. Also, there are many times where the students are unable to access software because the wait time is too long. Issues with the smart board also delay students' time on task. (realign, freezes, lost data, lighting, projector) |
| 52. The student login and password take entirely too long. I have parent volunteers come in and log on so that all of our computer lab time is spent actually working on first in math. |
| 53. I use the computers less than I would like because they are not dependable. |
| 54. I have had to choose not to have children utilize the computers due to virus pop-ops, and now to the about of time it takes to load a program. Frustration is felt by students who are computer literate and are eager to begin a task, those anxious to learn, and I myself am often unable to utilize the computers for activities. It is also very difficult to utilize my teacher computer at times in order to project a web site or power point for a lesson as the load time is too lengthy for applications. |
| 55. When at Berwick my computers were new and at first had an error, then I called and it was corrected. Now I am at Liberty and it is a new room and I need a teacher computer, and four kid computers, plus a printer so that is my greatest concern for teaching my class. |
| 56. The time is too long and students lose attention. The students think the computers are not going to come on. The computers are not dependable! |
| 57. Current district-provided student computers are impractical to use. Lengthy start-up makes it impossible to use district computers for short intervention periods. This |

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| wasted time also makes using computer lab and the laptop carts inefficient. |
| 58. There is a TAPIT in my classroom that has been out of commission practically all year. |
| 59. It takes way too long to boot up some of my SmartBoard lessons. Sometimes I can't even get them up to teach them during the lesson. Sometimes I have to skip them entirely. Also, my SmartBoard will go offline or freeze for unknown reasons. Then I have to reboot it and the computer. Way too taxing and time consuming. |
| 60. Since there are no computers in my room, I have to use a laptop cart. We can never predict whether we will be able to access the internet with the unit on any given day in my classroom. When we are able to get internet access, There are ALWAYS SEVERAL laptops that either will not connect or will not FUNCTION AT ALL. Last year the software selection on our computers was not consistent so that some students wouldn't be able to complete the assignment. This year I assumed our carts would have received attention over the summer. I found the carts no more functional than last year. I only see my students 40 minutes a week. I cannot afford to waste up to 30 minutes of that time struggling to gain internet access. |
| 61. I had 2 computers that needed a tech services for the first month. I still have a computer that needs a program on for the students to use. The past two times the tech came out to fix /correct something they have said that they would need to send out a specific person to fix/ re-install the program. Still waiting! |
| 62. My students are working in 15-20 minute increments. If they have to wait to load a program they lose most of their time. Additionally the computers freeze up multiple times a day and the students have to wait 5-10 minutes or often have to shut the computer down and restart everything. This is the same problem with our Smartboard. We are still getting messages on all of my computers that the Windows configuration has been replaced or removed and needs to be reinstalled with a disk. This is the result of a virus that is most likely still present. |
| 63. Students have to wait for long periods of time when computers freeze up and then they occasionally have to reboot the computers and have to wait for the whole computer to restart which takes 5-10 mins. |
| 64. Mail client pop ups delay loading or freeze progress completely on certain school programs. Frequent reboots are necessary and time-consuming. |
| 65. There are so many steps involved on the student computers which really slow down the login process. |
| 66. They take too long to boot up. I never want to restart them because of this reason. |
| 67. An inexcusable amount of instructional time is wasted on logging in and booting up computers. It frustrates students and makes using technology take longer than completing assignments using pencil and paper and books. Students have computers at home and know that the computers they use at school are substandard...many of them want to take computer work home to do it there...but they can't because school technology is not compatible because it is so limited...parents realize this as well |
| 68. I had to change or reschedule some guidance lessons or group plans because computers or smartboards aren't working |
| 69. Oh, my yes!!! We usually keep the same log-in as long as possible, so that we don't |

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| <p>have to spend all that time on our classroom desktops, logging off and logging back on. However, this means if the district is tracking activity and assigning it to who is logged-in, it would be completely inaccurate. All of this is based on my 4 desk tops. Questions about our laptops on a cart would have completely different and very horrible answers. I may find a place to write about them further on this survey.</p> |
| <p>70. I teach a computer awareness course and in some computers even logging off takes a long time. I usually need to shorten class times to accommodate for it.</p> |
| <p>71. Students have issues logging in and it takes sometimes up to 10 minutes for the computer to boot before students to use their computer. This leaves smaller amount if time they can be on the computer.</p> |
| <p>72. Currently my special education's various ability levels keep them from logging in in a timely manner.</p> |
| <p>73. VERY SLOW!!!! Cannot depend on the computers. We have a laptop cart and in order for me to get out 6-8 laptops and log the students in, it could be at least a twenty minute process.</p> |
| <p>74. The length of time it takes to boot up the computer takes away instruction time. Therefore, I rarely put my kids on the computer.</p> |
| <p>75. I can never count on technology working in our school because it has limited wireless capacity and old electric outlets. I cannot run my lights, Elmo and a fan at the same time or everything shorts out! I cannot sync my I phone data except in a certain area in our school library. I cannot guarantee that websites I train on at Northgate will work in my classroom for any extended period of time. We definitely are not 21st century in any way at this school due to the historical nature of the building. I cannot even use my cell phone in some areas of the building. My Walkie Talkie does not hold a charge for very long because the electrical outlet in my room, and there is just one that works, doesn't always work!</p> |
| <p>76. I have had to change lesson plans on the fly due to computers not working</p> |
| <p>77. The students spend up to half of their 20 min time allotment waiting for crap to boot up. Then they get upset they didn't get their turn. And it is not fair they don't have a computer at home to "play at home... I teach 1st grade</p> |
| <p>78. The computers often freeze or boot so slowly that I have to give students an alternate assignment.</p> |
| <p>79. It Takes, on average, 15 min. to boot up, log on, and begin working. Because of the limited number of computers available for my 28 students, student use is incredibly limited. My students are not developing the 21st century technology skills in line with the district goal of preparation for a global society.</p> |
| <p>80. The laptop cart has many laptops that do not log in students correctly. When they use a different number laptop and try to log in for the first time it takes even longer because it is the first time that computer has logged in that student's ID. Interactive Mimeo activities were not able to be completed earlier this year due to lengthy loading of the software and of use once it was accessed. That computer has improved since then.</p> |
| <p>81. It is a waste of time to spend 20 minutes logging on to computers. It takes even longer on my teacher lab top for Smartboard around 30 minutes. Smartboards were not</p> |

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| placed on correct walls in classrooms throughout Cassady ES. This means that internet is very, very, very slow with 25 foot cords and some computers/Smartboards never connect to the internet. Not to mention, the Smartboard that has not worked in classroom 9 for two years. Maybe the district will wait until the warranties runs out and then fix the Smartboards. This is a waste of tax payer dollars. |
| 82. Startup time is ridiculous...Almost 30 minutes. Once computer is booted up, wait time to change from one web page to another can range from 1 to 5 minutes. |
| 83. Computers run very slow and will shut down while being used |
| 84. Log in times on the iPod touch and classroom computers can take too long to be useful in a lesson. Plus logging in to the iPods for benchmark testing is hit or miss on a daily basis. We spend endless class time and/or planning time just to try and log on to mclass. It has been very frustrating to say the least. P.S. I am taking this survey on my iPad at home because I would be waiting too long to get on my classroom computer or get kicked off to answer any of your questions effectively and I would just give up. |
| 85. Computers freeze up when on line. Students use them for centers. To reboot after frozen, takes their entire allotted time . |
| 86. CCS software often loads so slowly the students don't have time to work. |
| 87. Kindergarten/first grade students work independently in small increments of time . This means that (a) we use the computers less since we never know which one, if any, will work (b) a student could use most or all of their work period waiting for a program to start (c) I mostly don't include computers in my instructional plans, or I make back up plans just in case. Which makes more work and I already feel overburdened. |
| 88. I have a Tech Lab class with 36 students - I have 28 lab computers with usually 25-26 with working keyboards, monitors, or a mouse. I have to depend on a laptop cart that has 20 computers of which only 10-12 connect to CCS software or maintain a charge long enough to be used by a students. Usually it takes the first 15-20 minutes for everyone to actually find a working computer, log in and get to where they can actually work on assignments or projects. Often, the streaming is so slow that trying to do research or use most internet based programming is next to worthless as a lesson because they sit there waiting and behaviors become an issue, even if it is just talking that becomes loud because they can't do anything useful. |
| 89. Log in/boot times are slow (sometimes extremely slow), Microsoft Word will not load in multiple computers. |
| 90. The use of laptops for BOY math tests decreases student computer use as laptops are tied up for days |
| 91. Our computers are very slow or they don't work because of issues at kingswood tech |
| 92. I try to allocate 20 to 30 minutes for each student per day. By the time a student gets on, it's time for student to rotate. Assignments take much more time to complete as a result of this. |
| 93. I teach first grade and it's ridiculous to ask my students to log in the current way to access a computer |
| 94. Not yet but based on teacher complaints (I am a counselor) I anticipate this problem occurring when I use the computer lab. I will be using the lab with 6th Graders on 4 or |

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| | more occasions. I also want to use the lab to support some of my small groups |
| 95. | While using the laptops in the lab, tons of time is lost due to computer issues... |
| 96. | The computers will often freeze up requiring re-booting. Often times the sound will stop working requiring re-booting. |
| 97. | Some of the students can't log in due to their log ins not being hooked up correctly. The internet not working correctly due to wireless issues. The laptop cart laptops not working correctly or broken. Not having enough laptops for the whole class so some students don't get to use them and we have to rotate out. |
| 98. | By the time the computers get loaded, time is up for the students. |
| 99. | Too slow does not even show words that they typed delayed |
| 100. | There have been times in my day that I have planned for student to use the computers for a project and Kingswood has been rebooting or doing some type of work on the computers remotely. My students are frustrated and I get frustrated because then I must come up with a plan B ASAP. |
| 101. | Technology issues are ridiculous in general. To log in to take the BOY took most of my testing time. Smart Board never works. I could go on and on and on but I just don't have time for this! |
| 102. | I have even had to totally scrap my lessons b/c of software issues. |
| 103. | Time is limited and when students have to wait to get the computer up and working it often is often not worth it. |
| 104. | Logging in takes FOREVER!!! Losing lots of valuable teaching and planning time. |
| 105. | There is either an error message, boot up issue, printer hold up and/or 20 minute wait period to get into CCS software, IEP anywhere or when changing pages within a program. After someone comes to repair an issue, another issue arises within a week or 2 on the same or another computer and then I need to call again. A |
| 106. | Every use of the classroom computers is excessively slow. Often, the computers will not support what I am attempting to use, such as Smartboard lessons and instructional videos. The mclass home TRC Reading Assessments using iPods are completely unacceptable. The district network does not support the website needed to use the classroom computers for syncing data. This requires a trip to the school library to access the wireless receiver there. The iPods will not remain "logged in" long enough to test with them, requiring further trips to the library. This requires excessive use of time, disrupting instruction and, probably, reducing the quality of the data obtained as the testing process itself is compromised by interruptions. |
| 107. | I know I need to get more kids on the computer....but there isn't enough to do meaningful work |
| 108. | Every room but the special education rooms have thin clients. The three special education classrooms have archaic dells that malfunction frequently. |
| 109. | Logging the computers in during my morning planning time before students arrive takes so long that I walk away to do other things then return about eight minutes later. |
| 110. | I would love to use Class DoJo at school to track and reward student behavior. I spent a considerable amount of time this summer setting up my classes and configuring |

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| <p>it how I needed it. When I got to my classroom to start using it the website informed me that I could not even load the page because the district is using an old outdated version of Internet Explorer that is not compatible with the website. Also, our principal bought us subscriptions for Time for Kids to help address the common core. TFK has extensive video clips and other interactive features on their website. They can't be accessed with thin clients. A CCS IT tech person told us that we could never access those wonderful interactive features as long as we were using a thin client. It routinely takes a long time to boot up the computers, especially on Monday mornings. I will leave my classroom and come back 10-20 minutes later (on a good day) and they still aren't finished booting up.</p> |
| <p>111. I try to take my class to the computer lab to use district recommended programs, i.e. www.firstinmath.com, but that is a challenge for first grade students to boot computers, login, and then get to websites in a 40 minute period.</p> |
| <p>112. I have preschoolers. They primarily work with me using a Smartboard. However, you write anything on the Smartboard and then you wait several seconds, hoping it will show on the board. Sometimes it finally appears as a 'wonky' line. This is NOT very helpful when modeling how to write/print to small children!</p> |
| <p>113. So slow, also programs like Word often have problems that make it difficult for me to use, and is incredibly frustrating for students.</p> |
| <p>114. I teach special education and want to use Co-Writer and Write Outloud for my students' written expression. It is simple for them to access and use. The programs are not "supported" by CCS anymore and only occasionally work. The district has replaced it with Read And Write Gold. My elem. sp. ed. students are unable to use it. It is too complicated for them to use unassisted.</p> |
| <p>115. We use a specific software program for ESL students, Rosetta Stone. We have not been able to access it all week. I have e-mailed the ESL person in charge but it still isn't working.</p> |
| <p>116. We have a potable laptop computer lab and it easily takes 40 minutes of our hour to get all students on the specified website.</p> |
| <p>117. I do not have my students use their own logins because if I did, they wouldn't have time during their reading/math centers to actually do any learning. If a student accidentally logs out after a center session, that computer is lost for the next group because of the time required to log back in.</p> |
| <p>118. Technology is very slow and unreliable</p> |
| <p>119. When booting up it takes about 20-30 minutes. After booting up more time than not, the students are unable to sign in due to CCS not available. The other problems is, over half the laptops do not work.</p> |
| <p>120. There is no way to effectively use 4 computers in any room that I go to they are all in such different states of operation - some do not start, some take forever, some will not run certain sites that others will... So, it is impossible to coordinate teaching lessons or running an effective, aligned station.... VERY frustrating!! And really inexcusable... we should be using small tablets, or using these new iPods for more that testing...</p> |

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| 121. | Students waste a lot of time in computer lab trying to log on. After several minutes, they may move to another computer and waste time there as well. I think we need more bandwidth. |
| 122. | I wish you could access programs such as word with shortcuts rather than having to access through the CCS software folder. This deters me from using Word for quick tasks since it is not just one click away from use. |
| 123. | The computers in the lab are constantly going down (no longer turn on, internet can't be found, nothing loads . . .) |
| 124. | If there happens to be a power surge in my room or if I have to wait for my computer to boot up, it takes my entire planning time preventing me from accomplishing whatever I have set out to do. In the event that I am in the middle of teaching during a power surge, often it ruins the lesson and takes away from learning time . |
| 125. | A normal 5 minute job usually takes longer than 20 minutes. |
| 126. | All Internet service is SLOW |
| 127. | We got new computers this year and it's like a different world. The old computers were awful and the kids couldn't use them at all. |
| 128. | Not only is it lengthy to log-in on classroom computers, but our laptop cart takes twice as long to login and sometimes in an entire class period, students still aren't able to login!!! |
| 129. | Just had 3 of my 4 non working student computers replaced. Students were unable to use in spring and early fall. |
| 130. | Laptops not working. |
| 131. | It is ridiculous for students to wait 15 minutes after they log on. I have to let them log onto my screen so as not to waste time . I come to school early to get this task taken care of before students arrive. |
| 132. | First of all the log in process for a student is ridiculous for a second grader. By the time I help get everyone logged on the students only have about 15 minutes of computer time . We don't have any parent volunteers. So, we're on our own. Students should be able to be on the computer for the full 45 min. |
| 133. | Some computers constantly freeze up and need rebooted the rebooting takes so long that the kids get bored waiting for it and often start acting up. Sometimes their entire allotted time is used up waiting on the computer to eventually work. |
| 134. | I have no computers in my room, but I am able to use the computer lab. When we use the lab, it takes at least 10 minutes, (out of 40) for the computers to start up. |
| 135. | When it takes students 10 minutes to log, of course that limits the learning time on the computer. Programs like first in math, that can be used for quick math practice during dismissal time are almost useless at school. |
| 136. | You just can't build your lessons around CCS technology when you can NOT rely on them to function properly. |
| 137. | That darn hourglass seems to hang around forever. Loading programs each time you log in is a pain in the rear. |

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| 138. | When it takes 20 minutes to boot up the kids get restless and we don't have that much time to wait. |
| 139. | Computers are unpredictable so it is near impossible to safely plan a lesson that relies on district technology. |
| 140. | Laptop computers on the carts do not work. They won't hit the internet and can't hold a charge for long. We've had multiple help desk ticket numbers in this year and last to have them fixed. |
| 141. | Computer lab computers are not reliable enough to provide a working computer for each student. |
| 142. | I have an old laptop cart that has a few laptops that will not work without being plugged in to a power source. They no longer hold a charge. One currently does not get internet, and the help desk ticket has not been taken care of to date. The time it takes the laptops to start up and log in is ridiculous. There have also been issues saving documents on the laptops. |
| 143. | Computers are very slow. One will not accept any keyboard. |
| 144. | Unable to access adaptive technology for special education students. Difficulty accessing IEP Anywhere program for IEP completion/progress notes. Difficulty accessing working computers... many are broken, have viruses, etc. |
| 145. | The time factor is way too long. Also, the small hand held iPods are constantly booting us off. Additionally, some websites are blocked such as Bill Nye the Science Guy. |
| 146. | All too often, the computers freeze...the only solution is to power down computers completely. |

Locations Of Self-Reported Non-Functioning Classroom Workstations

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| A.G. Bell Program | 2 | Easthaven ES | 7 | Neil Avenue Center | 1 |
| Alpine ES | 7 | Eastmoor Academy HS | 4 | Northland HS | 5 |
| Arts Impact MS | 8 | École Kenwood K–8 | 1 | Northtowne ES | 1 |
| Avalon ES | 3 | Fairmoor ES | 8 | Oakland Park ES | 9 |
| Avondale ES | 13 | Fairwood K–6 | 1 | Oakmont ES | 3 |
| Beatty Park ES | 2 | Fifth Avenue K–8 | 5 | Olde Orchard ES | 5 |
| Beechcroft HS | 2 | Forest Park ES | 1 | Parkmoor ES | 1 |
| Briggs HS | 2 | Ft. Hayes HS | 2 | Ridgeview MS | 8 |
| Broadleigh ES | 5 | Ft. Hayes CC | 18 | Salem ES | 1 |
| Brookhaven HS | 5 | Gables ES | 1 | Scottwood ES | 4 |
| Buckeye MS | 3 | Georgian Heights ES | 2 | Shady Lane ES | 4 |
| Burroughs ES | 1 | Hamilton STEM Academy K–6 | 7 | Sherwood MS | 1 |
| CAHS | 2 | Highland ES | 2 | South HS 7–12 | 4 |
| Cedarwood ES | 5 | Hilltonia MS | 7 | Southwood K–6 | 8 |
| Centennial HS | 6 | Hudson Community Education Center | 1 | Starling MS | 5 |
| Champion MS | 2 | Independence HS | 8 | Stewart ES @ Beck | 1 |
| Clinton ES | 4 | Indian Springs ES | 5 | Trevitt ES | 3 |
| Colerain ES | 9 | Indianola Informal K–8 | 16 | Valley Forge ES | 4 |
| Columbus Africentric EC SS | 7 | Indianola Informal K–8 | 4 | Valleyview ES | 2 |
| Columbus City Preparatory School for Boys | 1 | Johnson Park MS | 13 | Walnut Ridge HS | 2 |
| Columbus City Preparatory School for Girls | 2 | Leawood ES | 3 | Watkins ES | 1 |
| Columbus Downtown HS | 8 | Liberty ES | 6 | Wedgewood MS | 2 |
| Columbus Global Academy | 21 | Lincoln Park K–6 | 3 | West Broad ES | 7 |
| Columbus International HS | 1 | Lindbergh ES | 1 | West HS | 12 |
| Columbus Spanish Imm. K–8 | 35 | Linden-McKinley STEM 7–12 | 6 | West Mound ES | 4 |
| Cranbrook ES | 3 | Livingston K–6 | 7 | Westmoor MS | 32 |
| Devonshire ES | 9 | Maize ES | 2 | Whetstone HS | 5 |
| Dominion MS | 2 | Marion-Franklin HS | 9 | Windsor STEM Academy K–6 | 3 |
| Eakin ES | 1 | Maybury ES | 1 | Winterset ES | 2 |
| East HS | 11 | Mifflin HS | 2 | Woodcrest ES | 5 |
| East Linden ES | 1 | Mifflin MS | 1 | Woodward Park MS | 6 |
| Eastgate ES | 1 | Moler K–6 | 13 | Yorktown MS | 8 |

Reasons For Not Using CCS Hardware

Survey participants were asked if they had their students use district-provided computers as part of a lesson in their class during the current school year. Respondents who answered no were then asked an open-ended follow-up question to determine if technical, availability or scheduling factors prevented their students from using district-provided computers as part of their lessons.

Elementary and K-8 Classroom Teachers

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| 1. Logging on with student ID and birthdate is challenging for kindergartners, let alone us trying to instruct them to do it in FRENCH |
| 2. not enough computers for all my students to use; laptop cart with 20 computers still doesn't provide my class of 26 with enough computers, plus the fact that it takes a great deal of time for 1st graders to learn how to/and log on to laptops; plus I've been so busy testing students that we haven't had time to learn much about using computers. |
| 3. I cannot depend on the student computers. They end up being more of a headache and are not efficient. I would love to use them more effectively, but it's just more hassle than it's worth to me! |
| 4. No teacher or student computers available. LLI scripted lessons. |
| 5. Sometimes computers froze up and had to be re-booted, which caused students to have a shorter amount of time to work on the computer. |
| 6. My classroom computers never work. And the gentleman who visits our school to deal with technology is always very surly & grumpy when I inquire about rectifying the situation. It has been very frustrating. |
| 7. We have a school computer room. We are a K-8 school. The middle school schedule is complicated and has a lot of requirements for technology, report writing and publishing, etc. Also, the middle school teaches reserve the room for their math and reading testing on the iPods (previously on the palm pilots). So, this means that younger classes of students have little time left to schedule learning in the computer lab; AND, of the "open" time slots, those often conflict with lunch, recess, or specials, and cannot be used. IN ADDITION TO THIS, young students such as K-1, cannot manage the complicate login process independently. Even with older students come to help, the compute are so slow that, by the time everyone is logged in, there is little or no time left to explain the lesson and let the children execute it. THIS IS A SIGNIFICANT LOSS TO US, as we were able to teach so many technology skills in the past while also reinforcing math, language arts, science, and other important curricular areas. |
| 8. I don't have any student work stations available in my classroom to use. |
| 9. I have learned not to depend on the computers. If I include computer work in a lesson, |

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| chances are the computer won't work at the right time. |
| 10. No Projector for my smartboard, they took projector to install in the conference room |
| 11. Moved to a new modular unit in Sept. They did not hook up computers until last week! Have been without computers the entire year. |
| 12. Computers were not hooked up in the classroom until mid October. |
| 13. There are not enough computers for the students to use. There are laptops, but they are for the whole school and aren't available regularly. |
| 14. None Known |
| 15. My students use the computers on rotation- 5 students per day (including the Teacher computer) during recess and end of day for First in Math. Most students in my room do not have the knowledge to navigate the computer. We do not have a smart board so that we could show them how to do research or how to use word. If I want to show something from the computer on the projector, I give up my lunch time to set it up because it takes so long. We have laptops, but there is no one in charge of them so they are rarely charged for students to use. When we tried to use them I spent the entire time helping students navigate and troubleshoot and never got the lesson taught. |
| 16. First, the students are not able to use their information to log on to the computers. Second, the computers run so slow that the students will keep clicking because they think nothing is happening and then the computers freeze up. |
| 17. There are times when the computers are not working for one reason or another. I do not plan lessons that involve students using the computer because they are not reliable. |
| 18. The special education computers need to be shut down every other day or more in order for them to work. However, a lot of the educational programs are lost and need to be reloaded after every shut down and it takes too long. My touch screen for my computer has been lost in the transfer of my unit from one school to the next. For 2 or more years I have asked to have it replaced. This year, my students are unable to successfully use the computers without it due to their developmental delays. |
| 19. I only have four computers that work in my room and they just came last week and fixed the computers so I can use them. There is no use of letting my students use the computers due to the fact that so many web sites are blocked by Columbus. Half the time the computers don't work. |
| 20. There are only 4 in each room. |
| 21. Until recently I was down to 2 working computers. It makes using them for class work nearly impossible for 26 students. Also I don't plan to use them for instruction because they are so unpredictable. |
| 22. There is little access to the computer lab for me, and there are no student computers in my classrooms |
| 23. technology takes too long to load, especially when my classes are only 40 min. |
| 24. Virus on computers Rarely able to get on some - the inconsistency make it impossible to plan a lesson/activity around |
| 25. There are no student computers in either of my rooms. |
| 26. We don't have enough computers in our lab for every student. |

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| 27. I choose not to incorporate them. I find them so unreliable I just don't want to even bother with them. |
| 28. The technology to support the new Tap-It for my students does not exist in my work space. |
| 29. not enough computers to use |
| 30. Young students and cumbersome log-in procedures take too much time away from what I really want them to do; also, although all of my students' computers are currently working, that could change tomorrow. They work sometimes and don't work sometimes and I have no warning when they stop working. So far, they have been fixable. |
| 31. Hard drive on Tap-It not working fast enough for students to respond--i.e. too long to boot up, once pressed, screen takes 5 min or longer to respond |
| 32. At our school even in the computer lab the computers do not load or function in a manner so the students could work. In my classroom it takes between 0-5 minutes to load...in the lab anywhere from 10-15 or 20 minutes to load. Ridiculous! |
| 33. Our "computer lab" has 12 working computer. Not worth me taking my class there for a lesson or activity. |
| 34. Only 2 of 4 computers work, and a third is on its last leg. With 10 special ed students, it is not possible to use the working computer due to the massive behavior issues that would occur if students had to wait 3 or 4 days for a turn. This has severely limited independent work that my students could be doing on a daily basis using technology. |
| 35. The first thing that prevented my students from using computers for lessons was the inability of the guide to student conduct that contained the internet permissions slips and then I've had numerous issues with computers not working. |
| 36. not applicable- nurse |
| 37. Smart board continues to not work. Computers are unreliable |
| 38. We do not have enough computers for my class. |
| 39. Computers are not available for my use. |
| 40. There are not enough computers in my classroom for each student to use one on a daily basis. The computers in the computer lab are only available for 1 hour a week for my classroom. |
| 41. Not enough computers in my room! |
| 42. Insufficient computers for the class. |
| 43. The login is too difficult for first graders to do. I have to use my planning time to log in all students first with my own login info and then the student site, such as firstinmath.com. Many, many times the students get kicked off and I have to redo the process. At least 20 min of instructional time is lost because of this. The versions of flash or java or Adobe pdf are never current enough to run programs or use various sites. Smartboard and Mimeo software at school is never the latest version, so if you create something at home and put it on a flash drive to use it at school, it won't work with older versions. I also have cords all over the place! Very unsafe. I have had to buy my own cord raceways and extension cords/power strips to prevent tripping accidents. Students constantly trip over portable Smartboards and it must be re oriented |

frequently. They should all be mounted overhead.

44. I don't even try to get my kids on them because it takes so long for them to log on and get started. I don't have time I troubleshoot.

45. Instrumental Music--only one of my rooms has student computer stations. Therefore I do not plan student technology use in my classes.

Middle School Teachers

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| 1. My classroom is a gymnasium; therefore, there are no computers in the gym. When I have the students perform stuff in the classroom - I just ask to borrow an empty classroom. |
| 2. The time it takes for the computers to come up when the students need to log out before another students use |
| 3. I only have 4 computers in my classroom & I use one of them! |
| 4. In order to use computers, I have to schedule to use the library/computer lab |
| 5. I did not have working computers until two weeks ago when my dept. purchased new ones. |
| 6. I do not know if there is a cart of lap top that we could use. Taking the m to the library would not serve my purpose. |
| 7. One of my two computers has not been functioning since before the beginning of school. |
| 8. 1. It takes too long to boot up to work, 2. I have three computer workstations and 29 students, 3. I have to constantly watch the students to be sure they are on the correct site; I find it hard to watch & troubleshoot three students on computers while the other students do not complete the seat work because they need individual attention no matter what. 4. I am NOT a multi-tasker. |
| 9. They don't work properly so we don't waste instructional time with them. |
| 10. The district refuses to buy music software that would open a whole new world of educational possibilities. The computers can't handle some software on these workstations |
| 11. Music software is not provided by the district, so it cannot (affordably) be used in my classrooms. Additionally, neither of my rooms has a smart board, so I cannot use interactive technology in that method, either. |
| 12. Not available in my teaching area. |
| 13. I put in a help desk ticket to have the sound from the computers play through the smart board speaker system, it took nearly one month and several calls to the help desk and an e-mail to my administrator and CEA to have the system properly fixed |
| 14. The computers In my classroom functioned so poorly that I requested they be removed. Constant network issues, software and hardware glitches. Extremely slow log in and buffering times. No access to many relevant sites because of filters. |

High School and Career Center Teachers

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| 1. I don't have the ability to hook up my computer to a projector and project any visual on a wall or board. I have one printer, but just recently was serviced. The 6 computers in my classroom have plastic bags over them that I put on because we use clay on the same tables that the computers are on and I don't want them clogged up with clay dust. This is an art room however was not originally built for an art room. I have put in 2 help desk tickets to get the computers removed for fear of damage. Nothing has been done. I don't want computers in the same location as students work with a variety of art materials. It's not safe for the computers, however other tables for me to use have not been made available to me. |
| 2. It takes 15-20 minutes for students to log-in, and an additional 3-5 minutes to install programs needed for the assignment. It wastes too much time. |
| 3. The number of available computer labs for a building our size is not optimal. Additionally, the laptop carts are not functioning more often than not. They always have to be re-images during the school year....counterproductive! |
| 4. We do not have access to laptop carts in our wing and there is only 1 computer in my classroom, making it difficult to do technology activities. I have used the laptop carts many times per year previously. |
| 5. We don't have a laptop cart. We used to have 2. Two school years ago, we're told we were getting two new carts with computers. We never received them. We have library computers and a computer lab available, however, the demand for computers is high and it is very difficult to get time reserved. |
| 6. Yes, but not able to describe the problem at this time. |
| 7. Takes too long to get system going - log in, being assured will operate |
| 8. When I tried to enter grades on Infinite Campus last week, the log-in screen disappeared. 2 hours later and 2 phone calls I was able to complete the task of entering quarter 1 grades. |
| 9. The computer labs are being used on a daily basis by teachers and their classes. If I want to use the lab, I must schedule at least one month in advance. Once I have a chance to be in the lab, the computers run so slowly, it is nearly impossible to get the lesson completed in the time allotted. |
| 10. I have no computers for students to use. Computer labs are booked solid for months and laptop cart cannot be used because we have no elevator to get cart up to 2nd floor. |
| 11. There is very limited technology for students to use at my school. Most of the classrooms don't have computers. The computer lab that is available is reserved for the use of the elementary school, the middle and high school must try to schedule around their schedule. Although we used to have a Mac lab with at least 25 Macs they have somehow disappeared. There does not seem to be any real plan in this day when students need to be using technology to get them this major resource. Help! |
| 12. I do not plan lessons that utilize technology as there is limited availability in the |

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| building. |
| 13. Yes. We have no labs for teacher/class use and have not had working laptop carts for years. |
| 14. I do not have a classroom and rely on the lab or cart for computers. I have to plan early and sign up to gain access. The challenge is that we do not have much technology, so everyone is trying to get into the space. |
| 15. I absolutely do not depend on the district's computers. I plug my MacBook up to the SmartBoard because 1) when the system goes down, the computer is useless. Am I to always have two lessons, one for when the crap system is working and one for when it is not? And 2) the computer is SO SLOW that it cannot keep up with my writing on the SmartBoard and often just freezes. I do not have time to deal with such inadequate equipment, and my students do not have the patience to. It is once again rubbing in their faces how little some think of their education when they have to accept such subpar technology. |
| 16. I have used district provided laptop carts but |
| 17. I only have one computer in my room. |
| 18. After repeated attempts, my students this year have still not been registered on Plato in order to utilize various programs. Additionally, computer access is very difficult in my building. |
| 19. With only two computers. And 30+ students per class, it is not possible. |
| 20. I am a high school science teacher with zero district computers in my room. There is a science-only computer lab I can sign up for, but I am afraid to schedule time for it because the boot/login delays and performance lag are so unpredictable as to make district computers essentially useless. They may as well not be there at all. |
| 21. Our school has only 3 available computer labs and not all computers always work in these labs. When you have a class of over 20 students, you cannot risk taking your class and having them argue as to who uses computers. |
| 22. Scheduling time in the library (blocked for VCAP, English classes, OGT Testing, etc.) |

Multiple Work Locations/ Non-School Work Location

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| 1. In my art room at Huy there are no computers available for the students to use. There are no printers for the teacher or students to use in the art room either. |
| 2. I am required to use computers for my job and mine is barely functional |
| 3. Many of them do not work in the special education classrooms. |
| 4. Both! |
| 5. I teach Physical Education. I do not have a computer or a drop at either school. When asked, no it can't happen. The one principal even said we have an extra computer I'd like her to use. No there's no drop. Well it seems like the counselors and speech path. And the like have no problem getting a drop installed whenever and where ever needed. We are required to do state mandated testing and reporting and it is quite hard to do so without the use of a computer or a tablet provide to help. It would be VERY helpful in recording and submitting data with a handheld object. Here again the classroom teachers got handheld devices to do their reading testing. |
| 6. Availability issues |
| 7. NA |
| 8. Computers are not available in one school. |
| 9. I would love to use computers with students in phys. Ed. However, the district is very closed minded on how this can be utilized in my area and it is very frustrating. |
| 10. If technical or availability/scheduling factors prevented your students from using district-provided computers as part of your lessons, please feel free to describe those factors below. |
| 11. Computers don't work; take too long to boot up; websites for particular lessons are blocked; |

CCS ISS: Hardware Issues

Survey participants who responded that they experienced malfunctioning or unusable computer hardware in their classroom or workspace during the 2012-2013 school year were asked a series of follow-up questions regarding their experiences with the quality of the CCS ISS response to their technical problems.

At the end of the section, participants were asked to include any additional concerns they felt were pertinent to their experiences.

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| 1. They have handled different requests differently and as they are available. They are always polite, even when I have to follow up and "complain" at times. Some issues have been resolved on the spot or remotely. Others take hours, a day, a few days, or within a week or so. The current one, a month old, is unresolved (see prior page). Here is a description of that: The sole desktop computer I use on Tuesdays at Brookhaven HS in a room off the main office is still fairly nonfunctional. (Social worker uses this computer on 2 days as well.) It has been slow since last year and started the year even slower. It sometimes just freezes. I have waited extra hours after work trying to print IEPs, enter data, reply to colleagues, etc. I called in a Help Desk ticket on 10-9-12 that is still unresolved after 2 follow up calls. They reportedly emailed the person whose assignment it is today. |
| 2. When you contact CCS IT on-line you are often not given a ticket number. It's not always convenient to call and wait on hold when there is a problem or call and leave a message then have IT call back during class time. |
| 3. Once a week for at least a month same issue has been called in on printer, each time it takes a week to get IT person in room, they "fix" problem and leave and immediately it "jams" again. |
| 4. Our ELA supplemental materials are online. CCS does not currently have the correct version of Adobe Reader necessary to view and/or print from the Pearson success net site. This is incredibly frustrating & a waste of a resource. |
| 5. If the entire IT department was as efficient and pleasant to work with as Anne Stewart, it'd be a better place. |
| 6. Takes toooo long to get repairs. And some of the people are not friendly at all. |
| 7. Given the arbitrary nature of the computers to work, I don't know of someone came in and fixed them while I wasn't there or if the computers just started working by themselves. Is there some reason why the intranet request doesn't work? I don't often have access to a phone and the intranet is more convenient. |
| 8. It's have been out to fix the same problem several times |

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| 9. The helpdesk is not helpful when we are having Network boot or software loading issues. They seem to have no idea how difficult teaching 28-30 middle school students is when the technology is unreliable. Some students are ready to begin in 3 minutes and others are still waiting after 30 minutes on a bad day. |
| 10. The help desk and technicians are very willing to help fix computer problems at our school. They are very responsive to our needs. |
| 11. Fixes are band aids and not real solutions because they happen again and again within the month. Computers are constantly down and do more harm than good |
| 12. A request has been submitted since before the first day of school to have computers moved from one room to my room and this has not been completed. |
| 13. I was told the board would have to approve the piece needed before my printer could be fixed. That was later found to be untrue. |
| 14. I just wish they would stop changing everything from year to year. |
| 15. There needs to be a way to track your ticket and a ticket number must be given each time! |
| 16. The help desk and its representatives are often courteous and knowledgeable. The problem lies within the number of individuals that are housed in the tech department. There are just not enough people to properly support the technology issues that come up on a daily/weekly basis. Often times our school has to wait 2-3 weeks until the tech person can schedule a visit to our building. When he is there - he is great. He is knowledgeable and is often able to solve the issue at hand - his workload is just so large, he can't respond as quickly as we need him to. |
| 17. The issue with my Smartboard was an audio visual cord so it was solved quickly. |
| 18. I can resolve most of my technical issues on my own before calling help desk. Most of my colleagues come to me before calling. |
| 19. They didn't contact me to tell me that they ordered the part and that they would come when it was in; or even acknowledge that they had even received the ticket. |
| 20. The problem was fixed, but then another technician who was in the building messed up my printer trying to fix someone else's equipment. This has happened before in our building. |
| 21. These computers are a joke! If we are expected to teach 21st century skills, then we need technology that works! |
| 22. Still waiting for them to remove 6 computers out of my room after putting in 2 help desk calls. |
| 23. I have had a problem with my smart board since the beginning of the school year. It has been reported several times and it is still not fixed. I can use it but the visual on the screen is pink. It does not show colors or even clear pictures of things. It is hard on the eyes, and much more difficult for the students to see individual things. I teach Special Ed. I need their visuals to be easy to understand and accurately shown. |
| 24. The two computer labs that I have access to are poorly installed/set up. Wiring is haphazard. Student screens face in all directions; the teacher cannot present any information or directions and also cannot monitor student activity at all time. As a result, additional time is required to instruct all students during an activity and |

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| unmonitored students vandalize and abuse computers, keyboards and mice. |
| 25. Although, they came out and "fixed the problem", a week later same issues. So realistically it has not been resolved. |
| 26. Took too long |
| 27. I wish I could retire NOW. The technology demands within the environment of non-working computers & no responsive tech personnel, no training or arrival of testing materials in a timely manner, the constant pressure & limitless expectations are making teaching impossible. It's totally teacher- antagonistic ... And it's just all getting to be too much. |
| 28. It is true that sometimes messages are not returned. On the other hand, sometimes the phone is answered right away, depending on the time of day. I would say that repairs done are INCONSISTENT, very fast at times and very slow at other times. |
| 29. Because I travel from school to school, I took laptop to Kingswood. Picked it up the next day. |
| 30. I realize that with the change from esis to Infinite Campus in addition to beginning of the year bugs to work out, the CCS IT department is doing all it can to keep up with a large volume of calls. I really appreciate their help given the current circumstances. May have been helpful to their department to hire more temporary staff in anticipation of an increased volume of calls (maybe they did do this?)... |
| 31. My two week average was because I had to wait a long time early in the year, but now IT has been pretty regular and fairly timely. |
| 32. I typically email the help desk, but there is rarely a response. Luckily, our IT person/people stop out at school frequently enough that I can grab one of them to check out the issue(s). |
| 33. They fixed part of the problem but I still have a virus on all of my computers. This has been there for over a month. |
| 34. A technology person should be assigned to a number of schools at the beginning of the year. That person visits the school until all issues are settled; after that, use the help desk when needed. |
| 35. I had to use the email not given to me by Phil Hayes. |
| 36. It took 6 weeks and 3 tickets and phone calls for someone to come and connect my document camera to my Smartboard. |
| 37. My printer keeps jamming - I have been without a printer for most of the year |
| 38. The IT professionals have been as helpful as possible. They are fully aware that our server doesn't properly support the new technology that we are using. |
| 39. My concern is that working technology involves more than one department and that these departments do not communicate and work together in an efficient manner. I need one stop shop. I shouldn't have to call three places to get SMART Board, Document Camera, Computer, Printer, sound, installation of missing programs connected, configured, set up (compatibility) for optimal use with students. This takes too much time, effort, knowledge and energy and takes away from teaching and learning. I have a room in one of my buildings where I am located most of the time. Unfortunately, I often have to move to a new room each year and continue to have this |

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| <p>problem with getting assistance. I also travel between schools and work off flash drive when I teach in other teacher's classrooms because I don't have time to log into a computer and wait for it to load to begin teaching. It is more efficient for me to put my flash drive in a computer to teach from so that I can begin quickly and exit as next class enters. I rely on the classroom teacher to make sure his/her technology is working. Many of them use their own personal laptops because they are too frustrated.</p> |
| <p>40. We are spending MILLIONS on Schoolnet and Blackboard, and have not been able to use them for instruction for the entire first quarter, meaning very few individuals will now take the time to go back and re-incorporate them at this juncture. This is not the fault of these companies, and they still have our money, it is a result of poor planning and problem-solving by IT/administration going in to this migration.</p> |
| <p>41. I need to have Microsoft office 2010 installed on my computer that I use connected to my smartboard so my students can present powerpoints they create on Microsoft 2010 on their computers but can't present them on mine so I have to disconnect my computer and connect another one which is a hassle. I have asked the help desk for a ticket but received NO response of any kind</p> |
| <p>42. I have opened up at least 5 tickets since school started. One ticket was access to prezi...we can get on the website, but when it comes to actually downloading a prezi presentation it is blocked and won't open. Students in our building need access to netshare...we have had it every year since it has been open except for this year and they don't know why. Some of my computer monitors are not hooked up to printers, shut off randomly, or don't work at all. The representatives see that you can get to log-in screens and don't go any further than that to fix issues. By the time they come, post it notes that are left, by the time they show up have disappeared, so I have had the same problems with accessibility all year.</p> |
| <p>43. Our tech guys Arthur and Nick work very diligently at resolving our tech issues</p> |
| <p>44. The easy fixes are done quickly the more challenging are not</p> |
| <p>45. Printers are outdated and have to be replaced.</p> |
| <p>46. Since I do not have student computers in my room (even though I am an English teacher and desperately need them), I am forced to take students to the library lab. Frequently, many of the computers in our lab don't work or it takes 15-20 minutes to get them booted up and ready to go. It is also frustrating that there is no way to boot up computers and have the web pages pulled up so that students don't have to waste valuable class time.</p> |
| <p>47. The IT department works pretty well on all of our other issues. They usually don't call back after they have been called because they show up at the school pretty quickly in response to calls. That has been my experience over the years. The biggest issue is the writing lab which they will not fix.</p> |
| <p>48. I think the Help desk is usually very helpful. I believe that they are becoming more aware of our time constraints when we call them. I used the option of notifying them via computer, but both times the response took MUCH longer. I believe they are just overwhelmed!</p> |
| <p>49. The tech at Parkmoor is awesome! !!</p> |

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| 50. Every year there are significant computer problems especially starting the year since the custodians move all of the computers to wax floors then each teacher in the building has to call individually to get their room back up and running. Often computers print to an invisible printer in some unknown location which requires a second call. This year, Ann came out, got things up and running, checked and verified her work and things appeared to be working until just the other day when a student got on the computer at lunch and the screen is still doing funky things....unable to get a clear picture which will now require another call... |
| 51. Look, it's not Kingswood or the field tech's fault that things don't work; it's the policy, leadership and attitude from above that created a terrible system. Now everyone has to work with what we have...Rod Haup's legacy. I feel sorry for most of them. The server team and techs have their hands tied -- they would much rather work on a well-designed and amply funded system, but that's not what they have. It all needs to be torn-down and rebuilt from the ground up. I fault Rod Haup, Michelle VanDyke, Norm Fry and especially Gene Harris for accepting and allowing this mediocrity to have formed and persist. Perhaps the new superintendent will clean house. |
| 52. When I call the help desk rather than emailing, I get better and faster service! |
| 53. I waited 7 weeks to get the computer fixed. I gave up and asked the IT person at Northgate to fix my laptop. |
| 54. CCS has a "NO HELP" desk. It SUCKS! The only thing they do well is responding to low toner calls for my printer |
| 55. The help desk is a joke. When you call in they just assign a ticket number. Who actually works the phones? |
| 56. 2 of my computers were not working; one has had the keyboard replaced and now works. The other one was taken away and brought back but without a keyboard so I have no idea if it works or not. |
| 57. When asked to set up my classroom, they did so without any input from me or my fellow engineering teachers. They created a computer lab which was totally useless for teaching, then yelled at me when I fixed it as best as could be done with limited resources. They wasted thousands of dollars doing work that I could have done better for less money. |
| 58. It was a great inconvenience to instruct students without the use of my equipment. |
| 59. The problem is NOT primarily the Help Desk - the problem is the lack of bandwidth and all the filters on academic-related websites. The thin clients would make better use as doorstops than actual computers. |
| 60. I have three computers in my second grade and none of them are working. Bill has been in multiple times and the same three; broken computers are still sitting in my room taking up space. |
| 61. How about the district purchase computers that the military uses, they are sturdy, tough, rugged and can endure under extreme working conditions...i.e. hundreds of kids using them daily! Give sensitivity and patience training to bill mcgillis the tech for the east side. |
| 62. Equipment is old & outdated. It often takes over 11 min for me to print 1 piece of paper |

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| from a Thin Client to the printer in my room ... Not sure how effectively we're supposed to do our job when we waste so much time waiting for technology |
| 63. I am not able to access the Help Desk via internet. |
| 64. They need to hire more staff for IT. They need to have dedicated people to machine ratios. |
| 65. It is very upsetting to not get a reply from the IT Department to phone messages or via the intranet. You have to make repeated requests or calls to get a response or even acknowledge they got your requests. |
| 66. printer service delayed because system does not allow for offsite addresses in report |
| 67. More tech help is needed on a regular basis. |
| 68. I need a printer! |
| 69. I have been w/o a classroom computer for my students for 4 years. And since we don't have a student computer lab I have been forced to limit student learning when it comes to tech. |
| 70. They come, walk in and get on their cell phones to solve all problems. It is disruptive and when our class needed to move on to another activity the tech just sat there in the way! What happened to remote access to fix basic things? |
| 71. Updating our school laptop carts with Microsoft Office 2010. Ticket was placed at help desk 6 weeks ago. No one has been out to upgrade. What we do on the desktops we need to be able to do on the laptops. The software has to be compatible otherwise the students will not be able to open their work for presentations. |
| 72. I felt like I had no idea if the IT department even received my request for help because I did not get a work order number or any other type of contact. The. One day about 10 days later a guy showed up and fixed my computer. |
| 73. Had to use a student computer from my class in order to have one for my desk for my use only |
| 74. Requested a computer drop in my classroom that had the set up for it in July. Wasn't done until end of August but no timeline was given initially. Also requested wireless access via my personal iPad for school use since I don't have computers in my classroom and I require an internet connection. Help desk took all my information including IP address and other items and nothing ever happened. I am using my own data plan to perform school related tasks with no compensation. |
| 75. The IT department was unable to fix my computer issues. Instead of fixing the problem they closed the ticket.... Twice! Individuals at help desk were nice but actual workers were awful! Thank goodness ESL purchased new computers for my room. |
| 76. IT department staff are professional, helpful, and do a good job, but they are also doing the best job they can with limited resources. The machines and software are old, have 'glitches,' and have incompatible software. |
| 77. There were 2 problems with my technology...one problem was repaired and the second problem is supposed to be repaired at a later date. |
| 78. They had to wait for a replacement part- out of their control |
| 79. I have more problems with the people answer the help desk phones being no help. |

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| When the techs come to the school they always fix my problems! |
| 80. We had a virus for 5-6 weeks. Computers were WORTHLESS! I would spend my entire planning period trying to troubleshoot technology/and or call Kingswood. Now they work but are very slow. Still can't check non-CCS email, which is what parents use. A new problem every day for awhile. Would call and they would want specifics. Tried to explain that there wasn't one problem. It could be any number of problems on any given day. Got nowhere for weeks. Finally, fixed now. |
| 81. Still waiting on the laptops to be updated so students can access and utilize PLATO. |
| 82. I have very little technology in my classroom. I was asked by my principal last spring if I wanted a smartboard. I told her that I did want one. The first week of school, the tech dept. installed smartboards in all the other classrooms at my grade level but I did not get one. They simply said that I was not on their list. I asked my principal and was told that I would be getting one later this year from a building that is closing. I still don't have one. Today, my LCD projector and elmo (that another classroom teacher gave me when she got her smartboard) stopped working. I am now using transparencies and my old overhead. |
| 83. Satisfied as long as the issue only affects one computer station. When I call because we have no internet that is very unsatisfying because the help desk often does not know what the problem is. |
| 84. Tickets amazingly get closed without a tech ever stopping out. My printer has been "fixed" three times now and doesn't work when the tech leaves. My desktop will not even turn on, I cannot stream half of the software, and my class webpage gets blocked at least once a month. |
| 85. one computer doesn't turn on; at least one computer is not connected to printer; laptop doesn't have Microsoft installed on it and it won't install via usual method |
| 86. I had other tickets that were fixed during the year but it still took multiple phone calls and more than 2 weeks. |
| 87. Many of the IT's have stated CCS network cannot support all the technology, programs, hardware. And soft ware we need to use. |
| 88. With a district the size of a major corporation it is incomprehensible that we do not have adequate technology. |
| 89. My smartboard is connected to a thin client. My students think it is funny that when I write on the smart board we have to wait for the computer to catch up and actually show what I have written. I have an elmo, but cannot use it and the computer at the same time because I need some sort of connector, but the computer people do not order that. |
| 90. Technology must be functioning properly in the classroom, delivery of our instruction depends on it, and We cannot have it malfunctioning every other week. Why doesn't someone look into what other districts like Westerville use that promote success, |
| 91. The problems I had with my thin clients were taken care of immediately while on the phone and the lady was wonderful to work with and talk to. The issues with the laptops, on the other hand, have not been dealt with for longer than two weeks or so and when I called back the young lady said that the ticket # was going to be taken care of when |

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| they had the time. Who knows?? |
| 92. The district seems to be ill-equipped to deal with the computer virus that has spread throughout the district. I can't use my flash drive from home because I don't want to infect it with the school virus. |
| 93. The work required my principal to order a part from Smartboard while still in warranty. That took a year and a half and a new principal. The part was finally ordered and installed in less than a week! |
| 94. I am completely exhausted from having to teach from three rooms and not give students the instruction they deserve. |
| 95. I think that all this tech stuff should be completed in the summer instead of when school starts. It seems we are adapting a Microsoft approach rather than an Apple approach, where we throw stuff together and send it out for use and use the teachers as guinea pigs to find the problems then fix them during the school year. |
| 96. It would be nice to have someone knowledgeable enough to help on the phone. Seems like we just get a ticket number every time. |
| 97. Sometimes they don't even answer the phone when we call! We have to call multiple times on the same issue. How are we going to be able to administer the OAA on computers when they are not reliable? I can already see another scandal in the newspapers on this one. It is a major problem waiting to happen. How are we going to get a levy passed when voters hear we having smartboards sitting in classrooms able to be used, but they are not because there is no new bulb in the projector and the school has no money to replace a bulb when someone does come to address an issue? |
| 98. My understanding is that there is no resolution to who is going to pay for the rewiring of the internet cable that was removed from my room during this summer's remodeling of the chemistry rooms. I have had to greatly reduce the use of my Smartboard and the internet in my lessons from last year. |
| 99. With each issue I have had this year it has taken multiple requests to get it resolved. Sometimes someone would come to fix it but then say that they weren't able to resolve that issue and they would send someone else. The only problem is that then it would take another 1-2 weeks for someone to come fix it. I ended up resolving some issues on my own. |
| 100. When I call the help desk and get a person Brent is out on Thursday to fix the problem. If I get the recording I don't bother. Brent is always helpful, polite, and informative as he fixes the problem as soon as possible. We had the black dells replaced with thin client and had problems with smartboards, printers and the computers themselves. |
| 101. Most issues have been taken care of quickly. I just have 1 issue that was not. |
| 102. My teacher computer had a virus that affected the entire school...so my computer was then reconfigured to be run as a thin client computer....so I now do not have the options I once had at utilizing the computer itself to store materials for school purposes, such as saving items to my desktop for easy access (I use a lot of power points and specific websites for presentations). I have often loaded the websites onto my desktop the previous night for easy access in the morning and have come to school to |

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| | find that my computer has been turned off and upon rebooting; the materials placed on the desktop are no longer there... |
| 103. | I had to be moved from school to another and the new school has no computers or printer yet. I have mentioned this but it is now going on three weeks and I have no computers my administrator is working on it, so I'm sure it is coming but it is taking a long time especially since I use it four my teaching and center time. |
| 104. | They say the equipment is old and cheap. |
| 105. | There is no uniform way to report a computer problem. Some ask for numbers from the computer, some just need the room number of the school. Every time I call I feel that I have the wrong information, or not enough, even though I don't know what else I can give them. |
| 106. | Not enough IT personnel to fix the issues in the district. Kingswood has no qualified leadership!!!!!! |
| 107. | There is only one man, Jonathan, to work on printers in the district. That is absurd! I think CCS I T department is grossly under staffed! |
| 108. | Sometimes when they fix one problem another is caused or they don't thoroughly fix the problem. Ex: Don't reinstall the printers so I have to call back. Also, we have the old computers. How do we get new ones? |
| 109. | I called 2 additional times after making the original call. Each time the representative could not give me any time frame when my hardware would be looked at. It took 3 weeks. |
| 110. | If the problem can be solved remotely I have had some relatively helpful individuals fix the problem while I am on the phone. Some have walked me through fixes. Most solutions come from Dominion's computer teacher. |
| 111. | It has taken a long time from the first time they came and the second request to come again. |
| 112. | The Help Desk has always been courteous and helpful to me. I call them often, but I don't like leaving voice mails. I get very good service when I talk to them in person. They are quick to write up a ticket, and they give me a fairly good estimate as to when that ticket will be delivered to my room with a representative who will fix my problem. This year the Help Desk has been very professional and courteous with me. I am satisfied with their work, but I am saddened that I have to call them so often. |
| 113. | First the tech came to fix my computer after two weeks of it not working. He booted it up, it came on and he said it was fine and walked out. It still did not work. Another tech was in the building the next day for something else and the secretaries sent him to my office. He figured out that the Ethernet cable was bad and replaced it. I was without a computer for about two weeks. I was using a laptop and the second tech left a second Ethernet cable for the laptop. It has been a huge help since I use my own laptop for loading transcripts into Naviance eDocs that the counselors are using to send transcripts to colleges for our students. The thin clients do not work with eDocs and the old "fat" Dell we have in another room is so slow that it can take an hour to do what I can do in minutes on my laptop. Now our printer does not work. Two techs have come out, parts have been ordered, and we were told it was fixed. After printing about 10 |

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| | items it quit again. We are now printing transcripts to the main office and running across the hall to get them because of confidentiality issues. This is absolutely crazy. We are inefficient because of the lack of properly working technology and no one seems to care. |
| 114. | I know that the beginning of the year the department is swamped. But if they expect us to be functional, then they need to have our technology ready. If they are understaffed, then staff them. As the saying goes "If things aren't broken, don't fix it" |
| 115. | Devonshire Elementary has been hit by a virus. I have called every few days with no resolution. They keep telling me they are working on it; however, the messages about the virus have not gone away. Now my equipment is constantly freezing up or not responding in the middle of programs. It never used to do this before. Everything takes twice as long or doesn't even get done because we run out of time. We don't have the time to wait for the equipment to unfreeze or to restart it. I also can't expect 8 year olds to patiently stand by in the middle of a lesson. |
| 116. | I asked back in September to have my one working computer moved into my office and that has not happened. |
| 117. | Time to outsource tech. Our kids are facing a new era of segregation. The great technologic divide. |
| 118. | It took too about 2 weeks. I only have 4 computers and they are used every day. Having 2 non working computers for so long was really discouraging. |
| 119. | I think they are overwhelmed with all of the technical problems and are trying to do their best. |
| 120. | To call in to the help desk you do have to call very early in the day. The last time I contacted the IT department the on line reporting system did not work so I had to call in. |
| 121. | with only 4 computers in the classroom, we rely heavily on a laptop cart which has 16 computers...at times more than 5 were malfunctioning...I keep being told that they are so old that they will continue to break and will not be replaced...how is this equitable throughout the district? |
| 122. | One of my schools was hit by a very bad computer virus. The tech took days to come out and every computer had it! No one could work! He would come for a few minutes and leave out of another door. We didn't know where he was, nor did Kingswood. |
| 123. | This has been since last school year....I have made numerous requests to have my non-working computer replaced...I get different response...I still don't have the computer replaced. |
| 124. | There is a virus on the CCS network and causes daily problems. |
| 125. | It's part of the renovations of science labs |
| 126. | They have done nothing to fix it. They claimed that it was an issue with the contractors who were renovating the science rooms...but it has been months and nothing has been done...the contractors are DONE...it is now up to CCS IT. |
| 127. | Thank you help desk! I love that they can remotely help us and take control of our computers now. I use my cell phone and call right during class time and in front of |

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| | the computer and they help us through and fix stuff. |
| 128. | Rep was helpful but a technician did not arrive for 2 weeks to resolve a printer issue. Other issues related to software (IEP) were not fully resolved but I was shown a work around. |
| 129. | I believe it should not take 4 weeks for a time stamp error code to be fixed. However, I am happy they did eventually get fixed and have been working well since. |
| 130. | Our school is still unfinished. Some people have technology some do not. Wiring in the building is not finished. |
| 131. | The technician was also very rude to other staff members on other occasions in the building. He complains about coming and fixing school technology as if we break things on purpose and seek to annoy him. We simply want things fixed within a timely fashion. |
| 132. | The toggle switch on my printer was totally missing so I couldn't turn on the printer. I called two weeks before school started and 1 week after school started to check on the progress to get it fixed. The printer was fixed at the end of Sept. I also have very old wires that connect my computers to the mainframe box. The service person explained to me that it is so old that I should just bend the wires and play with it myself rather than call them when there is a problem because we won't spend any money on these old computers! |
| 133. | I had to call in a malfunctioning printer 5 times and finally this week they replaced the printer after 3 prior repair visits. I had a brand new thin-client die...they came and replaced the hard drive and since then no issues. The help desk has been very helpful and only once was a ticket lost (the first ticket called in). Our hardware tech has been swamped and is usually a day or two late on projected repair visits. This week he was right on time and replaced my printer. |
| 134. | I like our tech he is getting to all of our stuff. |
| 135. | The paper-length-adjuster bar in most printers at my school slide all the way down frequently, causing jams and other problems. The district knows about this and everyone I talk to has a different suggestion, I have been told to wedge index cards in the back of the paper drawer, for example. This problem is widespread, why don't they find a bracket or something we can all use? |
| 136. | When spoke to it department, I knew what both the problem and solution was. When I tried to explain this I was told "I am just a supervisor here. I am probably the least technical person here. I cannot help you." |
| 137. | I had printer problems that were extensive. I was finally told that I would receive a "new" printer. I finally received a different printer that was old and filthy. I had to wipe it won myself. |
| 138. | I first reported the issue during the first week of August. I called back several times and kept getting the same message because they did not update the ticket. Once the ticket was updated others did not read the whole ticket (?) because they kept telling me the original issue. Finally, I talked to someone this month (Oct) who told me that it was not an issue they could resolve. I talked to 4 different people about the issue, not including the tech they sent out the first time . If they had told me the 2nd, 3rd, or 4th |

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| | time I called that the issue had to be handled by the folks at Northgate maybe I would have a working dock right now. |
| 139. | The problems with our technology (excessively slow running times, extremely long login times, blocked apps, viruses) are beyond the expertise of our helpdesk personnel. I think many of them do the best that they can given that the problems can't be resolved without purchasing new equipment and updating the network. The thin client technology seems inefficient at best and a waste of district resources at worst. It isn't worth the time wasted and frustration trying to use the school computers any longer. Many of us bring our own and do our jobs at additional personal cost. This is inexcusable, not to mention the disservice being done to our students, many of whom are already technologically left behind. |
| 140. | Multiple tickets were created this year. Many Helpdesk representatives were professional and helpful. Computer hard drives were replaced but programs were not all reloaded. The grade level color printer (purchased by PTO more than 8 years ago and in use since then) no longer has access. The technician told the teacher present the day he came that they don't support color printers...even though it was loaded prior to receiving technical support for other issues. Adobe is another example of a necessary program that was not loaded after new hard drive replacement for CCS laptop due to a district virus issue (based off what a district technician told me was the problem). When they come to the building the technicians are always courteous and professional, as well as when they are on the phone at the Helpdesk. |
| 141. | There are almost daily issues---it's a good day when all of the technology works. We have trouble with the computers freezing, very slow loading, etc. |
| 142. | It took almost 6 weeks for them to fix my problem, enough said! |
| 143. | The IT person who visited my school came and fixed a problem that I had not reported yet. He was very helpful and nice. |
| 144. | There was no service for the Palms last year-just a run around play games with teachers. Smartboards are still under warranties and broken in the building. Why are we wearing blinders on our eyes? How many help desk staff does it take to fix all the Smartboards at Cassady ES- that means working, connected to internet, and running at a normal pace? |
| 145. | Person was extremely helpful and I was helped very quickly. They were in the building for another issue and took care of all issues in the building at once....Which makes sense. |
| 146. | Techs do not let me know when a problem is resolved or if a part is being ordered. Also, no Internet response, including no ticket number this way. |
| 147. | Most of the time the help desk number is busy. |
| 148. | We have had a rep come to the building to do a sweep because of so many problems occurring. Sometimes you get lucky and sometimes not so lucky. They may or may not get to your room. |
| 149. | The printer in my room is missing and has been since the beginning of the school year. Repeated attempts to get a replacement have not been successful. The help desk says the administration has to approve the move of a printer from an empty room to |

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| | my room but when I have contacted the person in our building who is in charge of this, I am being told that the printer is still being looked for and nothing can be done until it is decided whether it is misplaced or stolen. I print confidential documents and printing to another room and then having to run to that room in hopes of getting them before someone else gets them is not good. |
| 150. | We were told that a request to fix the computers (none of mine were working and aside from a common virus, they each had different problems) has been put in for the whole school. I waited weeks. I put in my own request when the IT department called me back (I was in the middle of instruction) they wanted a separate ticket for each of the computers. I gave the information for the teacher computer but, it being instructional time, had to call back later with the information for the other computers. The IT person came to fix my computer when I was on lunch duty. Luckily I was able to leave because, had I not, he would have left without properly investigating my computer which he thought was working. On my insistence that he check further, he spent the next two hours working on it and basically had to strip it and put everything back on. On the plus side, he fixed my other computers even though I had not yet sent in the separate tickets. |
| 151. | Terrible customer service. No one has been out to mix my numerous problems, and worse yet, the CCS IT Department cannot give me a date when someone will come out to fix my computers. |
| 152. | Slow booting computers are not replaced or upgraded---this is not an issue for Kingswood. If additional drops/wiring cannot be installed, CCS should consider wireless access for devices, including projectors, document cameras, and scanners. |
| 153. | Still need printer part. |
| 154. | Best technology component in the district is the failing inkjet printer replacement ink contractor who comes immediately and as long as your printer still works - they replace the ink and you are good to go! |
| 155. | CCS Help Desk is great but IC help desk was not so great. They act like they do not know what they are doing. So I stop calling them. IC help desk representatives are not helpful at all. |
| 156. | I haven't had much contact with the IT Department, however, when working with computers that have been "fixed" it seems like 4 more things are not working when they are finished. I began bringing my own laptop because of login times, convenience to access, and reliability to access programs |
| 157. | I remember calling about a computer problem, but I don't remember the conversation or the results. Eventually the computer was repaired. |
| 158. | Printers stop working all the time, they come out every 2 weeks. |
| 159. | Why don't all classrooms have the same technology? Equal supplies? I do not have a Smartboard or Elmo and others do? |
| 160. | I had to call back 2 times to inquire about when someone is going to come and fix log in problem with my CCS laptop. The helpdesk representative emailed the supervisor and finally it got resolved after 2 weeks. |
| 161. | 2 of my elementary schools had non functioning library circulation computers. |

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| In both cases it took over 2 weeks to get them fixed. | |
| 162. | I have been waiting nearly 2 months to have the 3 desktop machines and my laptop cart issues addressed. |
| 163. | The problem had to do with my printer. It was not properly fixed the first time and required a second visit. Finally, the second technician decided that I also needed a new printer cartridge so I had to contact the company that does the cartridges. That was 3 people which lasted a month from help desk ticket to resolution. My smartboard doesn't work right either. But I haven't done anything about that yet because, realistically, what's the hurry? |
| 164. | So far, so good, but I am told that parts are not available for my student computers, so if a piece of hardware breaks it is not fixable. |
| 165. | When I contacted the Helpdesk, I called in several classrooms issues. The IT person came out and fixed the other 2 rooms problems, but mine did not get taken care of. I had to call back and have the tech come out again. He did apologize and say somehow he got distracted and missed mine. |
| 166. | It is not it fault the counters are old and should be replaced |
| 167. | My principal has requested my projector to be mounted 3x since August 1st and I am still waiting. Trying to use it without is crazy. |
| 168. | They came out and 'fixed' a printer multiple times- I would repeatedly call and 2 months later it was finally replaced- with a refurbished/used printer. Also there is a non working old computer - and they refuse to remove it, I was told it must stay where it is?!?!? |
| 169. | We are in a brand new building and they brought the computers from the old building. Most of those computers were not working at the end of the year. Several teachers have nonworking computers that cannot be fixed and have not received new ones. It takes forever to boot up the computers and log in. Also, sometimes when doing a Smartboard lesson, the computer may freeze up or shut down unexpectedly. It's very difficult to use technology regularly when you don't know if it is going to work! |
| 170. | I use the online ticket system, call the helpdesk, and I sent email to Kingswood |
| 171. | I don't think they can fix many of the problems. The materials are not fixable! |
| 172. | Since I am in the building, teachers ask me to resolve tech issues on a daily basis. Waiting a week is too long to be without classroom technology. I can resolve most issues (SMARTBoard, printers, CCS laptops) and submit helpdesk tickets for the rest. I have contact with our schools IT support, but it would be nice to have some district training / release time to maintain and prevent problems with the buildings technology. |
| 173. | Our CCS IT people are very nice and for the most part helpful in any way they can. Some have gone the extra mile. However, I believe they are totally overwhelmed and doing the best they can. |
| 174. | The technicians who have assisted me have been most helpful. The problems I have experienced are server-related and virus-related |
| 175. | I called the help desk once to check on a previously called in ticket number. The problem had not been resolved and the girl I spoke with told me that the ticket had been closed and marked resolved. Someone lied. |

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| 176. | They are uniformed about all aspects of technology. |
| 177. | I've had to call different times for different problems. Answering your questions was based on more than one instance. In one instance, my problem was solved very quickly. In another, it has yet to be fixed. Once or twice, I've been at least able to talk to a live person fairly quickly. Other times I either had to wait or was sent to voice mail. One time I was sent to voice mail but was cut off before I could leave a message. |
| 178. | I have no confidence that my school issued laptop with open ticket will be fixed during the 2012-13 school year. I am not young, but I use smartboard daily. I would like to better include flash files and video files but then again, my laptop would need the re-imaging. I'm also proficient with TI products, but once again, they would have to be loaded onto my lap top. How about the ability to update adobe so I could open attachments from CCS e-mail? Good golly, I don't have that ability. So mean while, I have to work with flash files etc at home and transport to school. No use bringing laptop home because it will not accept my wireless because I do not have administrative access on the laptop. Here's one for the survey, try assigning every student at the school, 759 students, summer assignments on PLATO. Good golly, they cannot complete assignment at school thin client or laptop because operating system isn't upgraded. That makes upcoming conferences interesting. Currently, if class discussions warrant a Google search I have the students complete it on their phones. I can open attachments on CCS email on my phone, but not my laptop. Umm... |
| 179. | Unsatisfied is my feeling. The computers were not fixed because they were too old. The warranty isn't available so they don't want to waste their time. |
| 180. | I'm still waiting for needed cords so I can use my smartboard, elmo and projector |
| 181. | I have been satisfied with some help from the help desk. However, no one seems to be able to bring in new hardware to replace dead computers. I can't even get anyone to remove the broken computers so they aren't wasting space in my classroom. One has been there for an entire year. |
| 182. | SmartBoard not working correctly. Help desk contacted 4 times. Finally a help desk tech told me to call another department. And those people were out within a week. However the difficulty continues and I have not called back. |
| 183. | This question only lets me respond to one issue I have. I have called on 3 issues. Two were resolved and 1 still has not been resolved and I submitted it on October 8th. I now have another non working computer that I need to submit. |
| 184. | I have submitted multiple requests for our computer lab and the same laptops are still not working. |
| 185. | Most of the technical problems are not from the result of broken equipment. They are from the slowness of the network, the viruses in the system and the absolutely ridiculously old workstations with processors too old to handle the software. The teacher stations at our school are so inefficient that it makes more sense to bring in your own laptop. The computer is no longer a tool for making work easier but a hindrance. This is the worst condition they have been in since the technology and Internet was brought into the school system. |

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| 186. | I have had several issues. On some occasions they have been exceptional. If they can't help me and pass it on it is no longer in their control and they have no idea when help will come. Chris Francia's response is exceptional. Jack is great but he has to wait until he goes down the list-the techs are spread too thin. |
| 187. | I had four non-functioning computers. Three were missing mice and/or keyboards and one had a broken monitor. IT has replaced the mice and keyboards on the aforementioned computers and they are up and running. Nothing has been done about the broken monitor. |
| 188. | Apparently my printer was connected to another computer. I feel like this should have been resolved before the school year started. |
| 189. | Hardware and software outdated. Filters are ridiculous. |
| 190. | I am a frequent user of the help desk and have tried to cultivate a respective knowledgeable relationship with the technicians who serve my building. Because I have normally tried and can describe in technical terms my efforts I believe that the techs take my issues seriously and respond promptly. |
| 191. | I think the support that I have received from IT has been overall effective. My concern is the infrastructure. Loading of applications and freezing up of the technology has been my largest frustration. The students and I lose time that cannot be replaced. I think the system needs to be upgraded to provide quick and efficient service with minimal interruptions. |
| 192. | Last week the net share or G drive was wiped out in the middle of the day and I was doing speaking tests at the time. All of the files that were stored in there were wiped out. I called the help desk and the information was not retrieved. I lost over 28 WAV files of my students. My colleagues from other buildings experienced the same thing. This was October 18th. Netshare files should be cleaned out but never during the school day or without notification. |
| 193. | We still have laptop not working. On top of the laptop cart there is a sheet showing which laptops are down and what is wrong with each one. |
| 194. | The ticket was opened because my SmartBoard began to malfunction. It took repeated calls to the HelpDesk to find out it had been assigned out and they would follow up. Before resolution, the SmartBoard quit working and the HelpDesk could not do anything but e-mail the tech. It took a call to CEA to get someone out to look at it. That person then told me he couldn't fix it but told me who to call in the department responsible for light bulbs and cleaning. That person was out within 48 hours. |
| 195. | I am spec ed my students need a touch screen mine was broken by a summer program that used my classroom it has never been replaced it has been 2+ years. |
| 196. | Why do we have such poor equipment? The thin clients have had trouble form the start. |
| 197. | Fixed the ability for anyone to log in but in the process wiped out the printers that were loaded on that computer. |
| 198. | When you place an online work request, it doesn't appear that you are told what the work ticket number is. |
| 199. | I have had people come out and solve problems, but the computers stops |

working again within 5 mins of them leaving. I have only had a working fat client for 3 days in the 1st 10 weeks of school and it is not working now. I have had a ticket into the help desk for weeks.

200. I think this issue was not the tech's fault but inferior equipment. Aside from this issue, I would love to use technology in my instrumental music classes but I can't because there are no computers on the stage. I would love to be able to use my iPad and an LCD projector with my own cable to help students read music and show videos of proper playing position so they can see what they should be doing. I would also like to show musical performances to them but I am unable to do that as well. These are things that would enhance their education. I have been able to do this at Easthaven where I have an LCD projector and I can hook my iPhone and my own cables. It doesn't help that there are buildings that I teach in that I have poor cell service and can't get a signal. I went to Infinite Campus training. I haven't used it because until this week, I have been on the roster but I haven't had any classes. (Elementary instrumental music) no point in working with it if you can't access anything. I've found that the district technology has been a waste of my time and I'm better off using my own for everything from accessing my email (iPhone and personal laptop) to grading software (iPad) and correspondence.. I travel too much to depend on district resources that may or may not work and frankly, I only have access to computers in two buildings out of 5. (Don't have time in 2 more and the 5th building- Southwood, the technology is so screwed up I can't figure it out. My stuff prints to Ft. Hayes and I don't understand that since I've never worked there in my whole career in the district. (The tech helped me figure that out)

201. By the time this school yr is over I will have probably last 4 months of my life waiting for technology to work properly. It had caused much frustration because I spend my entire special time (when not forced to attend a PLC) trying to use technology to make copies, print, make lesson plans and Rex but to no avail since nothing ever seems to work properly!

202. The tech complained (at Hamilton) that he has over 12 schools and was overwhelmed with all the work.

203. They replaced a malfunctioning old computer. They told me they were not going to replace the two other old (slow) computers.

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| 204. | Left a voicemail. Was told I would be contacted in 8 hours. It was 2 weeks before I was called back. Returned call and got a live person. Problem was fixed over the phone at that time. |
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205. When they come it is fine, but 3 weeks is a long time to wait

206. My computer is STILL not working with my SmartBoard! It is almost November!
As of two weeks ago (replace bulb, and install long VGA cord to computer) but since it
did not have a 'splitter' I have no computer screen! This week my computer lost its
connection with the SmartBoard so I have neither one! Shouldn't these things have
been repaired during the summer!!!!!!!!!!!!!!!!!!!!!!!!!!!!????????????????????

207. Our school computers still have a virus. A new teacher in the building has been waiting a long time to get his issues resolved.

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| 208. | I would like to be informed when someone is going to be coming out to check on |
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| | whatever I called about. |
| 209. | No one responded to my request until I spoke personally to a tech guy in my building - but he was not my school's tech guy. |
| 210. | I have not been able to use United Streaming all year with my brand new SmartBoard. It will not run properly. When I called initially I was told that it was a problem with the website. I called again on 10/30/12 and was told they could not fix it over the phone. They gave me a ticket number and said someone would be out as soon as possible. It is now after school on Friday and nobody has been out yet. |
| 211. | Once again IT is spread too thin and probably run ragged like so many of us who are told to do more with less. |
| 212. | There are not enough of them to do the job well. Additionally because there are no teachers at Kingswood they often don't fully understand our issues. |
| 213. | Did not hook the printer back up to my laptop when it was fixed. |
| 214. | I have tried multiple ways--in person when a random IT guy was in the building was my last attempt; have left voice mail messages and submitted online requests, I cannot access IEP Anywhere and cannot use the color printer for our department (this request was first submitted in the beginning August as I work in the summer) |
| 215. | This would be an issue from last school year but is ANOTHER reason I still don't use CCS computers. The IT dept refuses to update software on the drives. For example, the TI-Smartview TI-84 calculators recieved a software OS upgrade over two years ago. I updated my personal version and have it on my computer. It is necessary! I've requested they do the same. NOT HAPPENED! VERY ANNOYED! |
| 216. | I have two major issues; first my office was moved from one location in the building to another; it took 6 weeks to get my computer and printer communicating. Secondly, I am responsible for VCAP. I found that the PLATO software was upgraded in June and the CCS hardware was not. Schools were put on a schedule which scheduled Mifflin to be upgraded three weeks after school started. Students could not do their work for three weeks because the computers could not run the software. |
| 217. | I had to wait from sept 22 to oct 18 |
| 218. | When they changed my printer cartridge, it was actually a bad one. So, I had to call them back to come change it again. It took about a month to resolve it. |
| 219. | I don't understand why Columbus is investing in all of this new technology to work when the stuff we have cannot be supported by our aging network. Anyone you ask for help just passes the buck or tells me it can't be done. I need some cables to hook up an Elmo so the cords are not hanging down in students' way. In an elementary school this is not safe or practical and often leads to damaged equipment. When asked who can assist with that, none of the tech guys seem to know or say I have to buy the cables myself. This is ridiculous. Get in the technology age Colum bus and provide your teachers the tech support needed to implement these things in our classrooms! |
| 220. | Hardware problems are fixed fairly quickly. We have outstanding IC problems from back in early August. |
| 221. | It seems the technicians are talented but the system is not set up well at the school. |

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| 222. | I have called the help desk several times for all four of my computers. Some of the issues are reoccurring |
| 223. | It takes about 8 minutes for each print command to be process and print! That really eats up the planning time. I print at home, spending a lot of money on my own printer ink and paper. |
| 224. | My computers are from Special Ed. One ceased to function a year ago and was removed. It has never been replaced. Another special ed. teacher let me take one of hers, but it has never worked in my room. |
| 225. | Why can't someone answer the phone??? |
| 226. | Ongoing issues, repairs did little to fix problems for more than a couple of weeks. Frequent BSOD, SLOW network connections |
| 227. | Some calls were made on the phone and some by computer. Some problems got fixed right away. Others took long times to fix. I still have a computer monitor that needs fixed. |
| 228. | The issue was partially resolved. It won't be fully resolved until the thin clients are upgraded to a more current browser like Google chrome |
| 229. | It took nearly a month to have one issue resolved, and the issue with my printer had to be called in several times before it was properly resolved. |
| 230. | My computers crash when I attempt to use Harcourt Leveled readers for my students to hear fluent reading. This is a serious problem. My computers are ancient. |
| 231. | Thin clients need to be replaced, we need Apple computers instead of PC, and Technicians should have a territory and rotate among their schools for easier accessibility and quicker response times. We need quicker response time from Kingswood. More servers are needed maybe like the schools are divided (divisions) |
| 232. | I feel like my tickets are not addressed. It isn't until the tech person comes to the building, and I can address the issue in person that it is fixed. |
| 233. | The only thing I have needed this year is a print cartridge. The real problem doesn't seem to be able to be fixed...the computers are so slow that it often takes half a class period to open a program or to log on. There are not enough computers for the number of students in our building. The labs fill up quickly and there is never a chance to even utilize them unless I sign up 2-3 months in advance. |
| 234. | Computer speed is inconsistent; varies day to day and even thru the day. One computer will not accept any keyboard (several have been tried). |
| 235. | The IT dept was actually in my building for several days in October. I spoke with a technician about my ticket that was submitted on Sept. 14, 2012. I was told I was on the list and someone would return to my classroom by the next day to help me....that was several weeks ago and I'm still waiting. |
| 236. | The "helpless" desk can never answer questions, try to solve the issue. They just want to issue a ticket and pass the buck. I end up calling IC when I need help. They are great and follow up right away. |
| 237. | JDF has ONE computer for entire staff to access. JDF teachers are unable to email daily attendance-our most pressing requirement other than instructing. Unable to receive email from our supervisor. JDF has not been given permission to use Infinite |

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| Campus. | |
| 238. | The long wait time for things to be resolved adversely impacts instructional time |
| 239. | Someone came in to replace my broken mouse but when I went to use the computer it would not turn on. |
| 240. | The Help Desk employee told me that he tried to call me but when I inquired further, he admitted to calling after 4 PM when I am not at work. Also, no message was left, no e-mail was sent. A person usually does not answer and a voice mail takes DAYS/WEEKS to get a response! Kingwood is better. |

Open Hardware Tickets By Work Location

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| A.G. Bell Program | They have not told me my ticket numbers for the three help requests I submitted |
| Alpine ES | <ol style="list-style-type: none"> 1. I do not have the open ticket information here. The hard drive on the teacher computer has not worked for two weeks now. The Help Desk is aware of the problem. 2. Printer was removed from my room almost 2 weeks ago for repairs, it has not been returned. I don't have the number. |
| Briggs HS | <ol style="list-style-type: none"> 1. laptop computers don't print to the correct printer 2. don't know because I am at home... laptop needs to be reimaged for my new school 3. Classroom set of laptops aren't imaged for the printer and don't have usable Internet Explorer. Google docs is unblocked now, but can't be used because the Internet Explorer is too old to work with Google docs. |
| Cassady ES | ????? projector-principal requested 3x to be mounted |
| Centennial HS | Since the intranet request form doesn't seem to work, I called them. They said they'd create a ticket but they didn't tell me the number. |
| Colerain ES | 2022804 virus on computer, now unable to use it |
| Columbus Downtown HS | <ol style="list-style-type: none"> 1. I don't have the ticket number since I am at home, but it was to replace the teacher computer/modem. Computers are not available for replacement and I have waited over a month and a half to get it fixed. 2. Computers in my classroom are still not working properly. I asked the representative to replace a monitor for at least one of the student computers and it has not been replaced. Told some are being refurbished...that has been over 2 months ago. 3. Tickets are open for my class, yet issues when they come are still not resolved. |
| Columbus Global Academy | <ol style="list-style-type: none"> 1. Disk drive malfunction 2. Unknown ticket number: online form does not give a number. Laptop computer won't project on Epson projector. Laptop error. 3. No printers connected 4. Virus on computer |

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| Columbus Spanish Imm. K-8 | <ol style="list-style-type: none"> 1. never got a number emailed to me, but the printer would not print 2. never got a number emailed to me, but the smart board license needed updates as they expired |
| Cranbrook ES | <ol style="list-style-type: none"> 1. not sure of ticket # but laptops often say "CCS not available" laptops continuously broken 2. I don't have the number. Our mouse was broken and when the tech. person came to replace the mouse, the computer stopped working altogether. He was made aware of the problem at the time, but was unable to fix it. We had to call again to have someone else come out. There were several problems wrong with the computer and we are currently waiting on parts. This began at least 3 weeks ago. |
| Devonshire ES | <ol style="list-style-type: none"> 1. I have been told the entire school, Devonshire Elementary, has an open ticket to resolve a virus that has run through most of the building. They will not give me a number. 2. I do not have this with me at home. |
| East HS | <ol style="list-style-type: none"> 1. color printer malfunctioning needed ink 2. the ticket number is at school I cannot print anything from Microsoft 3. color printer not working 4. computer does not load 5. all student computers not working, no key boards 6. LCD computer not working properly 7. microphone needs batteries etc. |
| Eastmoor Academy HS | The technology staff has talked with me regularly. They cannot proceed until the internet wiring in my room has been replaced. |
| École Kenwood K-8 | ?? Printer is non-functional |
| Fairmoor ES | I don't have the number with me now. It was to repair multiple laptops that weren't operational. These are the same laptops that were not working last year but the ticket was never completed. |

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| Ft. Hayes CC | <ol style="list-style-type: none"> 1. I don't have the exact number but I have a ticket in since July 18, 2012 to check the computer lab in room 101 in the health building at fort Hayes and bundle the cords under the tables. Also I have 8 non working computers that were approved to be replaced by my principal last school year that have still not been replaced 2. I don't have the ticket number with me but the computer in h204 has not been connected since the international high school left. We use this room for large assemblies for health cluster students 3. The computer lab in room 207 is not working at full capacity due to computers that have not been reconfigured. There is a computer course that has to be taught that is not getting full attention 4. There is another issue in room 101 health building the teacher computer has not worked this school year and the teacher cannot monitor student work from it or do anything in that space for the benefit of students health building fort Hayes 5. There is a ticket out for room 104 to connect computers sitting on a cart this entire school year health building fort Hayes |
| Gables ES | ticket numbers are not issued - laptop is not functioning properly |
| Hamilton STEM Academy K-6 | 2050982; I have multiple laptop computers that are not able to find the CCS domain, can't log onto the internet, or have difficulty starting up and staying on. |
| Independence HS | <ol style="list-style-type: none"> 1. I do not have the ticket number at home. The problem is that my computer says that some very important websites have security problems and that I am not supposed to use them. However, I HAVE to use these websites every day. Also, a Photoshop program that was purchased for individual use, states that the license has expired and that I need to uninstall and reinstall the software (which I am not permitted to do). 2. I do not have the ticket number at home. The problem is that the computer in my classroom will not boot up, and it is the computer dedicated to run my Smart Board. Consequently, my Smart Board is useless. |

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| Indianola Informal K–8 | <ol style="list-style-type: none"> 1. My system doesn't recognize me and says that I am a temporary user even though I have been in my room for 4 years and have used the same computer for four years. 2. don't have it at home with me - need a new drop put in to move the projector installed AWAY from the window so you can actually see it on the wall have been waiting for three months 3. viruses on all school computers - they have responded after Jill D. got involved but they are still not completely cleaned 4. laptops don't connect to CCS to access Netshare or Teachshare servers for students or teachers 5. laptops if they won't connect will not open student work because they have 2003 WORD and not 2010 6. printers are failing and district will not replace or allow building to purchase either because they will not support them |
| Innis ES | <ol style="list-style-type: none"> 1. Wireless 2. Printing 3. Internet drop 4. Smart board |
| I-PASS @ Mifflin MS | 2064767 |
| Johnson Park MS | ticket numbers at school, but I have 3 separate orders pending |
| Juvenile Detention Center (JDC) | 2044948 virus has frozen computer |
| Linden-McKinley STEM 7–12 | I don't have ticket numbers at home. I've put in at least 4 tickets to have my SMART board repaired. Each time they have been out, they've been unable to resolve the issue. It still won't turn on. |
| Livingston K–6 | <ol style="list-style-type: none"> 1. a thin client that won't turn on 2. don't have the ticket with me, I cannot open Microsoft 2010 on my laptop |
| Neil Avenue Center | <ol style="list-style-type: none"> 1. Color printer not working--have had 3 tickets/calls/online inquiries but no one has come to fix it 2. laptop needs reconfigured--called/internet request/ in person request when IT at the building for another reason |
| Northland HS | I do not have the ticket number at home. Monitor on thin client does not work. |
| Northtowne ES | Don't have this info at home with me. The printer part that holds the paper is broke. |
| Oakmont ES | <p>"the computer is just dying and I don't think they will replace it" says Mr. bill the tech.</p> <p>I have given up. Neither the help desk nor the special ed dept have been able to get me working hardware.</p> |

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| OT/PT | Countless tickets, numbers unknown since we don't get emailed responses to intranet requests. My previous laptop needs to be re-imaged. The replacement has been seen by technicians twice in the last 2 weeks, and also needs to be re-imaged. Viruses a repeated problem-why can't the district purchase adequate virus protection? I now have 300+ email messages which are related to Mazebhat (sp?) viruses. |
| OT/PT | Multiple assistive software requests outstanding- Write: Outloud, Co-writer, Read and Write Gold as well as Intellikeys installation. We need one person to contact rather than getting the 'run-around'. Some of our dept tickets have been open for over a month; others were closed without being worked on. I am not going to spend any more time looking up numbers and recording them because we've been doing this for years and nothing ever gets resolved. |
| Scottwood ES | The ticket number is at school. I am at home taking this survey. The problem is when I start the computer up; the screen that tells you to push Control, Alt., and Delete to continue on to the sign in page is frozen. I push Control, Alt, Delete and nothing happens. I tried turning the computer off for awhile, that didn't solve the problem. I left the computer off for the weekend that did not solve the problem. I believe I called the first time on October 1st. I wrote the date down along with the ticket number. |
| Shepard Center | <ol style="list-style-type: none"> 1. 2015658 doesn't work all computers have sticky note since 9/10 and they remain unfixed 2. 2015664 slow running called in 9/10 3. 2038071 my laptop had starting problems - called in 10/2 |
| Speech & Language | <ol style="list-style-type: none"> 1. #2045331 desktop computer I use Tuesdays at Brookhaven HS is fairly nonfunctional, sometimes just freezes. 2. Unknown number pieces missing to the computer (cord, slider opener, etc.) |
| Starling MS | <ol style="list-style-type: none"> 1. Cannot access open ticket info- Printer Room #3: cartridge not engaging 2. Cannot access open ticket info- Printer Room LLC: cartridge error 3. Cannot access open ticket info- Printer Room 117: consistently jams 4. Cannot access open ticket info- SMARTBoard Services / Tools frequently encounter error when loading |
| Wedgewood MS | 2057145- supposedly opened; 4th attempt in a month to get printer lever fixed; broken lever in paper tray makes printer show a paper jam and will not clear out |

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| West HS | Don't have number with me. Printer part was supposed to be ordered. Never happened. |
| Winterset ES | <ol style="list-style-type: none"> 1. Don't have the ticket number...same problem keeps recurring on laptops...cannot connect to CCS domain 2. Don't remember ticket number (never got email!) - The monitors on all of my computers are not aligned with the image. it is a half inch or so to the left leaving some parts of the image unclickable (they are "off" the screen) |
| Woodward Park MS | <ol style="list-style-type: none"> 1. unknown, CCS no longer e-mails a ticket number when submitting through Intranet 2. I am at home right now so who knows? |

Reasons Why Teachers Don't Follow Up After Their Initial CCS ISS Contact

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| 1. I gave up. |
| 2. It is being worked on by my principal and IT. |
| 3. Fiber optic cable to our modular is down, have to contract out so at least a week. No computer or any technology access. |
| 4. What's the point? Our computers are slow and sometimes don't do what we want so we use another computer or go to another classroom. |
| 5. They said they were not able to fix it in one of the cases, and in the other they said they would be back but have not returned |
| 6. When I put the job into the system it did not give me a ticket number, an issue I have had for several years now. An IT person was out for another problem and said I would have to put a ticket in for the issue since the original ticket was not asking for the right corrective measure. |
| 7. Have not had time to resubmit |
| 8. It is not my classroom. I go to the teachers classrooms and have more than one school. |
| 9. I have a million things to do. I forgot. |
| 10. As I explained, they said they were not able to fix it. |
| 11. It has been too long since initial contact was made and I said it wasn't there issue to fix that is why I never received a ticket number. I resolved on my own with help from a colleague. |
| 12. Contact was made by administration and/or librarian |
| 13. No one called me back so I actually have no idea if I was ever given a ticket number because none bothered to call me back and inform me if they were going to bother to handle it |
| 14. I do not have time. |
| 15. My issues with Kingswood are macro -- not the day-to-day piddly stuff. I get involved when we lose Internet, when all student log-ins are disabled, when educational websites are suddenly blocked, or to find a way to make technology better for the district. I have hotline numbers and text to key people at Kingswood. Things get solved quickly when I call direct...the help desk is a speed bump. I have found that usually Kingswood has no idea when a building is offline, etc. |
| 16. If I do, I don't remember it. |
| 17. Have no idea what has or has not been done. Have not been contacted |
| 18. I was not given a ticket number. Two technicians came to fix my printer. The last one came in late September/early October and told me a part needed to be ordered. I have not heard from the IT department since then. Neither technician provided me with a ticket number. |
| 19. Frankly, I have no idea how to tell if I have a ticket number. During current and past |

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| interactions with them, primarily via email, I have never been made aware of such a number. |
| 20. I'm so sick and tired of calling the help desk and not having problems resolved that I rarely call at all anymore. I bring my own laptop in because I HAVE TO GET WORK DONE during my planning period and can't do it using district resources. |
| 21. They said "Bill" would have to take care of the problem because it was not a hardware problem. |
| 22. My building contacted the IT department because we were affected by the big virus last year. I was instructed that IT was coming to the school to try to solve the problem. I did not personally call, my building did. |
| 23. I threw it away as I figured out the problem myself. Things have changed so rapidly in so many arenas of technology and application processes. Often I feel like I'm trying to find a needle in a haystack when I need to begin work. But I find others who think they can help so I waste time waiting for them to also conclude it cannot be accomplished. Then I'm behind on my work. I come to work early or stay late just to do paperwork; and I do a lot of that work at home. I'm getting wide on the bottom from sitting w/ technology so much! |
| 24. Someone from IT dept came and looked at printer. Said it will work even though a part needs repaired. It will sometimes work (if I load paper just right and close the paper drawer just right). I can use the bypass try to load paper and that works. |
| 25. I assume they closed it without coming out |
| 26. It's been 2 months since I contacted them about repairing student laptops. They told me that laptops would be repaired altogether but did not give me a date. Also- smartboard projector bulb could not be changed because we did not have the correct bulb. Smartboard has been down for 4 weeks. |
| 27. I did not get a ticket because I was able to fix the problem myself. |
| 28. They came out to "refix" the problem yesterday. It is still not working and I did not have time to recall in a ticket today. I plan to do it tomorrow. |
| 29. Someone was in the building and I stopped then to ask about my problem. I showed them my ticket number they looked at it, stated I did not have the right piece. They said they would come back when I got the piece I needed for the smart board. |
| 30. He said that it should be fixed the next time I restart my computer. I was on the phone with him my entire planning period, so I have not had time to call back and be on the phone that long again. |
| 31. Tech said the problem was fixed. The computers are so slow and do not come up for students to work without waiting 20 plus minutes. The tech stated that they were old but worked. They are the black old computers and not the flat screen desk tops. |
| 32. I left voice mail. About 3 to 4 weeks later someone came to fix my problem. |
| 33. wiring not finished in the school yet so they cannot fix the problem |
| 34. The technician who initially checked the computer placed a repair request for another tech. The second tech did not share the need to replace the computer with me or the previous tech. When the first Tech, who I think may have been the supervisor returned to check the progress I was informed the computer needed replaced and due to my |

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| Special education status the department would have to approve the replacement of the computer. That is where the ticket process stopped and I am short one working computer since the beginning of the year. |
| 35. I do not have access to the ticket number at this time. |
| 36. The people who fixed one part couldn't fix the next issue. |
| 37. My short throw projector has no sound I don't know why? |
| 38. They closed the ticket saying that it was not their responsibility to replace the non-functioning dock. I have to report the issue to my director and someone at Northgate has to order a replacement. |
| 39. I spoke to a technician when he was in the building and he said he would take care of it. My computers do not recognize my printer even though I reset them for my room to be the default. The computers were moved this summer because I changed rooms. At this point, I just print what I need in another classroom. |
| 40. I was given a solution that does not really solve the problem. The solution I was given was temporary...the problem reoccurs again and again...and I am forced to fix it myself. |
| 41. They have come out on 2 separate occasions and told me it was fixed; but it was not. A computer in my classroom will not print. I will contact them again...someday; I just don't use that computer if I have to print...and when students have a work assignment it is an inconvenience. |
| 42. My secretary took care of the problem. |
| 43. The computers have been slow and randomly not worked for years...I have called and opened tickets and the techs come out and say problems are resolved but they aren't. I don't feel like calling the IT dept is helpful. It is time consuming and frustrating to deal with this over and over and still have computers that take ridiculous amounts of time to boot up or randomly lock up or simply boot u off which results in lost work. In addition I have been told by techs that they will deliver needed equipment but never do... |
| 44. Not sure what it is... |
| 45. Because the computer cannot be repaired |
| 46. They fix it and if only world for a fray or two |
| 47. there are many talented colleagues in the field |
| 48. They never called me back |
| 49. They said it can't be fixed or replaced. I believe CPS received much better tech service from the former tech co. |
| 50. They came out and fixed one problem and not the other. I have no idea if there is a ticket number or not. The technology in the building is too old to fix! Children cannot be expected to use technology that is so old. Just plain dumb! |
| 51. I am a special ed teacher. I've had 3 of 5 computers stop working since the beginning of the year. When I called the IT Department, they came out and said that they couldn't do anything because they are "special ed computers" and they won't replace or repair. I need to contact special ed to get new computers. When I called Special Ed., they said that they are working on it, but they don't have the money to replace everyone's computers. Why do my special ed students not receive the same technology as regular ed students? |

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| 52. Frustration with time it takes to resolve problem |
| 53. ? |
| 54. lost faith, discarded the ticket # |
| 55. It is a computer lab issue that will not be fixed. |
| 56. No time to wait on the phone!! They told me I need an electrician. |
| 57. I was told that the equipment would not be replaced due to its age. This is after several techs came out and each did something different that did not work. |
| 58. Because he said he fixed problem not sure if he is coming back he came on COTA day when I wasn't in room |
| 59. I originally placed the order online and a guy came out and discovered that the printer needed a new roller. He supposedly ordered it but I don't think he has been back out yet. I have no idea of what the ticket number is. |
| 60. Don't remember what it is. The tech couldn't get the printer to print without finding the IP address for the printer in the former music room. It is a non-issue for me now since there is not a music room any longer. |
| 61. I was told that my computer could not be repaired and that the special education dept. was trying to buy new computers. I am down to two computers in my room. |
| 62. A colleague helped me solve the computer problem and the iPod continues to make mistakes or loose data. |
| 63. The initial contact to fix it was from last school year so I no longer have that information |
| 64. Because I do not have a computer hook-up in my gym (god forbid physical education should be a part of technology....by the way, the apple stores are loaded with useful technology for p.e. that might interest students in keeping fit) I have to use a computer in the library...when she doesn't have a class, and the malfunction was in there. The library assistant and I teamed on the call. |
| 65. The principal emailed them and took care of reporting it. It was that the green and sometimes the blue pen on my SmartBoard tray do not work. |
| 66. Arthur came out twice, stopped just inside my door and promised to bring me a computer that will work with my mimic. I have been waiting weeks. I never got a response email from my help desk ticket when I put one in on the computer. This is the second computer I have tried this year. My fat client was taken because I was told it had a virus. It was replaced by a thin client which is very inconsistent about when it wants to work! I keep expecting Arthur to come back and fix the problem but he has not. I just assumed he is still working on my ticket. |
| 67. Who knows if I have a ticket number or not? I have gotten no response (email or phone message)... The frustration is unbelievable! |
| 68. I was told by the tech that she would resubmit the problem so someone would come back out and I honestly haven't had a chance to enter the work ticket yet again. |
| 69. We had a building-wide ticket, so I didn't have my own ticket number. |
| 70. I NEVER get a ticket when I send an email to the Help Desk. When I call, I frequently get someone who doesn't know how to fix it and I'm on the phone for my whole planning time. I gave up. I am too busy to deal with CCS technology. I spend hundreds of my own money for technology I want. Disgusting. |

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| 71. I don't know whether or not there is still a ticket on one of my non-functioning computers. The other was repaired and then broke down again. |
| 72. QED... until I get more up-to-date hardware, software improvements are not possible. |
| 73. IT attempted to fix my problem while I was on the phone. Because it was taking longer than expected, the IT person took my cell number, and said I would be contacted in 15 minutes to follow up. I was never contacted. |

CCS ISS: Software Issues

Survey participants who responded that they experienced problems using CCS-provided software during the 2012-2013 school year were asked a series of follow-up questions regarding their experiences with the quality of the CCS ISS response to their technical problems.

Incorrectly Functioning Software Titles

Respondents were asked to list the software titles that they have experienced problems using during the 2012-2013 school year.

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| 1. Adobe | <ul style="list-style-type: none"> 1. Adobe Acrobat not working, unable to open documents 2. Adobe Reader - quit working 3. adobe reader will sometimes not open...or i have to go out of what i am trying to do to open ccs folder then manually open adobe... big waste of time. 4. Adobe--fatal error 5. adobe-issues with attachments 6. Adobe--refusing to open 7. cannot open pdf files or adobe 8. I have to download adobe EVERY time I need to print an IEP! It takes 15-20 minutes for the download. I have to do this EVERY time I restart my computer. This is such a waste of time!!! 9. Adobe Acrobat files cannot be executed from a local server within e-mail program 10. Adobe-cannot view IEPs/PDFs 11. Adobe not opening files 12. Adobe Acrobat, not loaded on all computers 13. Adobe PDF files not opening/freezing computer |
| 2. Audacity | audacity-will not record |
| 3. BASC | BASC scoring software |
| 4. Blackboard | <ul style="list-style-type: none"> 1. Blackboard - attempted to apply to PAS and website would not work or come up 2. Blackboard extremely slow 3. Blackboard non-functional 4. Blackboard: so slow to load the page that I gave up trying |
| 5. Boardmaker | <ul style="list-style-type: none"> 1. Board maker the CD is not usable in my classroom computers 2. Boardmaker Program - difficulties with dynamic boards functioning adequately. |

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| 6. CiMS | <ol style="list-style-type: none"> 1. CiMS - Not updated and CCITs were not given access until just recently (two weeks ago). 2. CIMS- I use cims to create classroom assessments. The last Internet explorer update (8) caused an issue with cims... I wasn't able to download bubble sheets for nearly a week, which meant I had to wait to give my assessment. 3. CIMS or School Net, it will not allow you to print test or bubble sheets 4. CIMS-Trouble registering for a PLC and CEU's |
| 7. Co-Writer | <ol style="list-style-type: none"> 1. Co-writer- not able to open 2. co-writer unable to load, no speech 3. co-writer - unable to access |
| 8. Envision | <ol style="list-style-type: none"> 1. Envision animated teaching programs are not available anywhere. They are supposed to be on the shared drive. (Not referring to Envision Tech tools.) 2. envision math animations on the ccs software....it does not load this year. |
| 9. Fonts for Teachers | Fonts for Teachers had been removed, but since my complaint (without a ticket number)it was restored |
| 10. Fonts for Teachers | Fonts for teachers- it was randomly removed a few weeks ago, I use it to create American sign language materials- because I have no resources I create them. It took weeks before it was put back! |

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| 11. IEP Anywhere | <ol style="list-style-type: none"> 1. IEP Anywhere Portal - wouldn't work 2. IEP Anywhere - Getting program to open and getting it to print 3. IEP anywhere would not save or print docs 4. IEP anywhere. I was helping another teacher and we had issues printing an IEP. 5. IEP Anywhere - could not get to website 6. Unable to use IEP Anywhere without assistance from help desk. Made about 4 calls before functioning correctly. 7. IEP anywhere shut down while I was writing an IEP. 8. IEP anywhere 9. IEP Anywhere - printing - link between Adobe and IEP Anywhere 10. Issue with adobe software not working with Internet explorer to open PDF's from a website 11. CCS portal/ IEP anywhere 12. Had difficulty accessing IEP Anywhere. 13. IEP Anywhere would not open up. 14. IEP Anywhere refused to let me print an IEP 15. IEP Anywhere - was unable to access from CCS computers 16. IEP anywhere - can't get on, takes more than 15 to get logged on, system boots me out and I lose any unsaved work 17. IEP Anywhere - can't print 18. IEP Anywhere - could not get it to open 19. IEP Anywhere - Internet Explorer was upgraded for IEP Anywhere but not for CCS server, unable to access IEP Anywhere on a CCS computer 20. IEP Anywhere - printing - link between Adobe and IEP Anywhere 21. IEP anywhere - timing out, not able to print, freezing, work won't save, not able to access at work 22. IEP Anywhere - Unable to access/log-in 23. IEP anywhere unable to print, login 24. IEP Anywhere accessing it 25. IEP anywhere- couldn't log on 26. IEP Anywhere did not work for a while and we had to use an alternate method to open IEP Anywhere. 27. IEP Anywhere I never knew they changed how you access the program until I complained to a colleague that I couldn't get on she showed me the new site. No info from special ed. that this had changed. 28. IEP anywhere inconsistent access/changes 29. IEP anywhere loading, finally fixed 30. IEP Anywhere pdf printing 31. IEP Anywhere- way too many hoops just to access this |
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| | <p>website. Should be able to just type in the web address.</p> <p>32. IEP anywhere- won't boot and won't bring up PDFs to print hardcopies of IEPs</p> <p>33. IEP Anywhere, initially would not load on district computers, problem has since been resolved</p> <p>34. IEP anywhere. Simply accessing it at times and now I'm having issues with printing.</p> <p>35. IEP Anywhere.... would not load on district computers... had to use my own laptop from home to do my job</p> <p>36. IEP Anywhere: For the beginning of the year we weren't able to access IEP Anywhere because the Internet Explorer was not the most up-to-date.</p> <p>37. IEP Anywhere--difficulties w/ saving info, format changes while using program, random shut down of program, not able to use district web browser to access because out of date</p> <p>38. iepanywhere</p> <p>39. IEPAnywhere, unable to log in online or through the CCS Portal. Information lost.</p> <p>40. Internet Explorer 8 = Was supposed to fix issues with accessto IEP Anywhere website; stil could not print IEP documents from school computers.</p> <p>41. Printing from IEP anywhere</p> <p>42. took 2 months to upgrade internet exp to 8 so iep anywhere would be used without jumping through hoops</p> |
| 12. Letters and Numbers | Letters and Numbers- loads on some computers but not all. |
| 13. Media Player | Media Player- dvd's for training of staff will not play on the computers. |
| 14. Microsoft Excel | <ol style="list-style-type: none"> 1. Excel - opening up 2. Excel and Word files missing 3. excel would not open or froze 4. microsoft excel not activated 5. Not able to save Excel spreadsheet to desktop. |

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| 15. Microsoft 16. Internet Explorer | <ol style="list-style-type: none"> 1. Internet Explore 8 locks-up and crashes constantly. Reboots are necessary 2. Internet explorer needs to be updated 3. internet explorwer is an old version and I am unable to update it myself, it is no longer compatible with many websites 4. Internet - extremely slow 5. Internet browsers not up to date causing problems using online resources such as google docs presentations |
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| <p>17. Microsoft Office</p> | <ol style="list-style-type: none"> 1. I had a problem with the CCS office applications. I cannot save documents to my documents and be able to retrieve this saved document. 2. Micosoft Office 2010 documents cannot open on laptops with Office 2003 still being used. 3. Microsoft office 4. microsoft office - all would not open and gives an error when trying to use them. 5. microsoft office - freezing or closing unexpectedly 6. Microsoft office - takes forever for the application to open 7. Microsoft office - the version available on my CCS laptop is outdated and won't read many of the documents sent to me 8. Microsoft Office 2010 It has frozen up on me. Especially when it's in compatible mode. 9. Microsoft office apps not opening. 10. Microsoft office must be reloaded each toe the computer is shut down 11. Microsoft office takes too long to load 12. Microsoft Office,- computers do not have sufficient memory (outdated stations) to run 2010. I am currently working wirh 2003 version. 13. Microsoft Office, program wouldn't load, kept trying to re-install. took 2 tickets to repair 14. Mircosoft Office - Virus on CCS net 15. MS office - all 2010 products frequently wont load from desktop while at work 16. MS Office occasionally encounters "activation" error and closes 17. Office 2010 on laptops doesn't allow students to save on flash drive or My Documents 18. Office 2010 streaming 19. Office Suite - there are 2 in the software listing. get rid of the old one and eliminate confusion 20. opening Mircrosoft Office from the CCS software link on the laptops from the laptop cart. It brings up some plugin that never loads and won't run 21. Sometimes Office doesn't show up on the laptops that are part of my laptop cart. |
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| 18. Microsoft Outlook | <ol style="list-style-type: none"> 1. CCS email, Virus 2. email- not opening; not functioning properly 3. email. login repeatedly before accepts 4. Outlook, email attachments don't open 5. School email - finding the address book to send emails-it is crazy to log on to a system only to have to log on to yes a separate system to check or send emails. 6. outlook - did not tranfer correctly and had to be reconfigured 7. Outlook not opening and/or closing immedately upon opening 8. Outlook update does not allow me to access my personal hotmail account, which it what I use to communicate with parents. 9. CCS email does not function correctly sometimes 10. Outlook - email server down 11. Outlook email is confusing when trying to read multiple strands of a conversation. Replies appear disorganized and not chronologically efficient. What works better you ask? Hotmail, Yahoo mail, Gmail. All much much smoother and simpler. 12. Email--refused to send, email was delayed. 13. Outlook - Virus on CCS net |
| 19. Microsoft Powerpoint | <ol style="list-style-type: none"> 1. PowerPoint - my laptops were not saving PP files properly. Many students lost work before saving b/c of formatting issues. 2. powerpoint 2003 does not authenticate (or work) |
| 20. Microsoft Publisher | <ol style="list-style-type: none"> 1. publisher shuts down randomly sometimes my stuff doesnt save evenn though I save it. 2. Publisher...closed unexpectedly and did not save |

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| <p>21. Microsoft Word</p> | <ol style="list-style-type: none"> 1. Word - had trouble getting Fonts for Teachers 2. booting up Word 3. Cannot get into Word 2010 4. Getting in and out of word 5. laptop doesn't have word installed; won't download it 6. Microsoft Word - Wont download templates 7. Microsoft Word 2010 - trouble loading 8. microsoft word 2010 not loading on the ccs folder or when on other website and trying to connect in order to print. 9. Microsoft Word 2010. It will not always open for me. It freezes. 10. Microsoft Word- Every document I open takes 3-5 minutes to download if the computer is working that day 11. Microsoft word- just didnt work 12. Microsoft Word not loading 13. Microsoft word not loading or kicking me off. 14. Microsoft Word not opening/freezing computer up |
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15. Microsoft Word- slow to load, locked up
16. Microsoft word takes to long to get it to open
17. Microsoft Word- timed out
18. Microsoft Word was unavailable
19. microsoft word will not open
20. microsoft word won't stream
21. Microsoft word- would not run
22. microsoft word, it won't power up, not available??
23. Microsoft Word, says licence expired, but is fixable with rebooting
24. Microsoft Word, way too slow to open...
25. Microsoft Word. At times it doesn't load correctly.
26. Microsoft Word. Cannot open it at all at this time.
27. Microsoft word....would not save documents or closed unexpectedly and document was lost
28. microsoft word...would not load
29. Microsoft Word~will not load
30. Microsoft Word--at one point none of my 4 computers would open this program I use daily.
31. Microsoft Word--extremely slow
32. Microsoft Word-freezing up, not loading, etc.
33. Microsoft Word--Will not open. Can only be opened through old documents.
34. MS Word takes a long time to load
35. MS Word would not load, had to be reinstalled
36. MSWord does not open in CCS folder.
37. problems using Microsoft Word due to failure to load within a reasonable amount of time
38. something is wrong with word on some computers
39. trouble opening Word 2010
40. Unable to boot Word or any 2010 system
41. unable to log onto microsoft word, access
42. Word - freezing up in the middle of a document
43. Word - some of the schools haven't changed to Word 2010
44. word - take forever to load
45. Word 2010 Could not access it at times - would not open up
46. WORD 2010- kept shutting me out
47. Word 2010, "error message" and not able to load on district desk top
48. Word 2010; slow loading
49. word 2012 wont load
50. Word isn't on all my computers
51. Word locks up or is extremely slow
52. Word not opening or taking forever

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| | <p>53. Word- often freezes, or will not start</p> <p>54. Word sometimes saves, takes minutes to open</p> <p>55. Word- takes a long time to load. Sometimes it doesn't wake properly i.e. the menu bar disappears.</p> <p>56. Word won't load onto computer</p> <p>57. word wont run to show examples of work</p> <p>58. Word would not open.</p> <p>59. Word, loading settings, installing apps every time SLOWLY</p> <p>60. WORD, would not open, after several attempts it finally opened but it took a class period to open one document</p> <p>61. Word...Takes forever to load</p> <p>62. Word: slow boot and response time</p> <p>63. Word--too slow and buggy.</p> <p>64. Word - freezing</p> <p>65. Microsoft Word- not listed as a program on all computers and when it is it takes forever to load.</p> <p>66. On word, the ABC teacher don't package disappeared for about a week and a half, then reappeared, AND WE RELY ON THAT HEAVILY!</p> <p>67. opening saved Word documents takes a very long time.</p> <p>68. Word freezes during printing</p> <p>69. Microsoft Word- lost what I was working on</p> <p>70. Word not printing correctly</p> <p>71. Microsoft Word stalls and takes five minutes to type a word</p> <p>72. cannot open Microsoft word or powerpoint</p> <p>73. Computers going to a black screen with words, then not working.</p> <p>74. wouldn't open a new word document</p> <p>75. Word will not allow me to open a new file. I have to open an existing document, then open a new one</p> <p>76. Could not open Word</p> <p>77. Microsoft Word freezing</p> <p>78. trouble saving on word 2010</p> <p>79. word -- not responding</p> <p>80. Microsoft word on CCS Software will not run.</p> <p>81. Word - opening up</p> <p>82. It is very unhelpful that we can not customize, for example word. If you go to the trouble of customizing the menu bar, it disappears the next time you open it.</p> <p>83. Microsoft Word..slow to load and freezes often</p> <p>84. Programs from CCS Folder (word, excel, etc.) take forever to load</p> <p>85. Word not opening and/or closing immediately upon opening</p> |
| 22. MicroType | MicroType will not open on all the classroom computers |

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| 23. Mimio | <ol style="list-style-type: none"> 1. Mimio always has to be rebooted for me to use it again 2. When I tried to run Mimio software, it would lock up my entire computer. |
| 24. MUNIS | <ol style="list-style-type: none"> 1. Munis, attachment reading 2. Munis-requisitions and purchase orders |
| 25. Pearson Online | Pearson online student literature books. Teachers can't load students into the current system so that students can access their text online. I have used this in the past and can't right now. |
| 26. PLATO | <ol style="list-style-type: none"> 1. PLATO - Student names were not loaded onto the software or they were loaded in the wrong classes. 2. PLATO requires Internet Explorer 8 to run; it is still very slow and sometimes cannot support the running reports and loading tutorials. 3. Plato. For one, it took a while to figure out that we needed IE 8 for the new Plato to work. There are multiple problems beyond that. Multiple. 4. PLATO: Modules aren't working properly. Students can't access assignments. 5. Plato: students could not access it |
| 27. ProLandscape | ProLandscape Installed 1 month after school started. Software was available for install in July. |
| 28. Read 180 | <ol style="list-style-type: none"> 1. I use Read 180 software. The CCS filter creates problems with my software. 2. Read 180 took weeks before we could access info. 3. Read 180, data base issues |
| 29. Read, Write Gold | <ol style="list-style-type: none"> 1. Read write and gold. Does not load 2. Read, Write, Gold - won't open 3. Cannot access Read Write Gold |
| 30. Reading Counts | <ol style="list-style-type: none"> 4. Reading Counts - Log in problems 5. Scholastic Educator Access, both Reading counts and SRI; frequently will not boot without error |
| 31. Renaissance Responder | Renaissance Responder - Receiver would not become active. Had to shut down and restart the thin client for it to work. |
| 32. Rosetta Stone | <ol style="list-style-type: none"> 1. Rosetta Stone - can't log on 2. Rosetta Stone. Sometimes it loses connection to the host network and I have to call in to get it reconnected. Currently, I am told, the software has crashed and we are waiting on its repair. I use this software weekly as part of my LEP students' weekly English language instruction. |

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| 33. SEMS | <ol style="list-style-type: none"> 1. SEMS had to call three times to have my work location correctly changed. i believe that due to one mistake a sub did not pick up the job they had me listed as working at Neil Ave after calling and telling them i had moved from one es to another when i talked to the secretary about making the change she said she had no way of doing so 2. Sems Where is the Approved Absence button 3. Sems does not allow 1/2 days 4. SEMS: wrong work location |
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| <p>34. Smart Technologies</p> | <ol style="list-style-type: none"> 1. Could not access smart technologies 2. expired smart board software license 3. Smart board keeps asking for a code 4. Smart lard soft ware not able to load 5. smart notebook - slow does not keep up with writing on the board 6. Smart notebook freezes and takes a long time to load. 7. Smart Notebook...slow and feezees often 8. Smartboard 9. Smartboard - freezing and being kicked off 10. Smartboard - Sometimes it works and sometimes it doesn't. It is not reliable enough to plan lessons that require the use of the Smartboard. One day it works and then it won't work for a week or so. 11. SmartBoard (multiple problems!) Have not used once this year! 12. Smartboard freezes, pens don't automatically register 13. Smartboard malfunctioning 14. Smartboard software 15. smartboard software crashing 16. smartboard technology incompatible with ccs as explained by smart representative 17. SmartBoard updates needed for computer 18. Smartboard was not replaced properly. It's currently a \$3500 19. Smartbook notebook 20. Smartexpress taking forever to load 21. streaming a dvd onto smartboard takes a very long time. 22. The Smartboard kept turning off during my use. 23. Smart Notebook won't open many of my saved files. 24. Smart board not working 25. smart board 26. smartboard - would freeze up 27. Smart board freezes when you click on a drop down window 28. Smart notebook says licence expired but is fixable with rebooting 29. SMART...Takes forever to load 30. smart board software, take forever to load 31. SMART services / tools don't load on startup 32. Smartboard/Smartware - slow, jerky 33. Teacher Computer not hooked up to SmartBoard 34. smartnotebook |
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| 35. SRI | <ol style="list-style-type: none"> 1. Scholastic SRI - multiple icons in the. CCS software which confuses students & wastes instructional time 2. SRI (SAM)- classrooms not listed due to course coding, issue being resolved |
| 36. Success Maker | Success Maker: pop up error messages freeze computers |
| 37. Symwriter | Symwriter - repeatedly closes and stops during use. |
| 38. Teacher Works | Teacher Works CD ROM for Biology Book |
| 39. Think Central | <ol style="list-style-type: none"> 1. Think central could not log on 2. Think Central often doesn't work |
| 40. TI Smartview | <ol style="list-style-type: none"> 1. TI Smartview not updated! 2. TI software not loaded on math teachers accounts |
| 41. Ultra Keys | <ol style="list-style-type: none"> 1. Cannot access Ultra Keys using my log in 2. Ultra key- won't open in lab for children to use |
| 42. VLC Media Player | <ol style="list-style-type: none"> 1. VLC Media Player - it was hard to access it/I had to call help desk to have them walk me through it. 2. VLC Player crashes nonstop |
| 43. Write Out Loud | <ol style="list-style-type: none"> 1. write out loud - unable to access 2. Write: Outloud - not able to open 90% of the time |

Software Helpdesk Open-Ended Responses: All Teachers

At the end of the section, participants were asked to include any additional concerns they felt were pertinent to their experiences.

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| 1. CCS needs more IT consultants or consultants that are assigned to each building. |
| 2. I am very frustrated because I feel like I am in the dark ages of teaching. I know the problems will be taken care of soon, but it totally affects instruction. |
| 3. Microsoft office 2010 is not always comparable with older versions |
| 4. To fix the loading problem I turned all of my computers off, let them sit for about 15 minutes, restarted all of the computers, and then I was able to get Microsoft Word 2010 to load. I did not have to call the help desk. |
| 5. I don't know that I can say anything is the IT department's fault. Communication is soooooo bad I don't know if they know of the problems in order to respond. |
| 6. The person I talked to was unable to comprehend my job description therefore she was unable to answer my questions. |
| 7. Hardware Issues are fixed in timely manner. Network issues are frustrating because we here things like, "boot storm", or "we are experiencing problem too". Experiencing problems when you are an adult sitting behind a desk is very different than experiencing problems when a class of middle school students is trying to use technology on network issue days. |
| 8. Would love to have a smartboard, have used technology for almost thirty years, but, because I am not a "core" class, I have none! VERY disappointing for me AND my students! |
| 9. Again, when I am able to get a hold of CCS IT, they are generally helpful and competent. The problem lies within the time it takes them to get back with me. |
| 10. Arrrrrgggghhhhhh!!!!!!! |
| 11. Once they make a weekly visit to the building and have a work order, the work is satisfactory. |
| 12. I would love to use technology in my classroom, and would love to correspond with colleagues via e-mail, but I cannot fit it into my busy day because the computers are too slow, and broken ones have not been fixed. I want to get my students' lexile scores, but we have not had time because of the slow and broken computers. With more working computers, and faster connections, I could have some students working on the computer while others work on other tasks. In the past, I have been able to do this, but as computers have broken they have not been replaced or fixed, and things are slower this year. At one time I had 8 computers in my room, but 3 have been located elsewhere, and two have broken. |
| 13. Our school provides laptops to teachers and students, but only a few of them work. |
| 14. I have not notified the IT Department this year so I cannot answer the above questions. Since the survey would not let me continue until I answered them, I used my experience |

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| from previous school years to answer them. |
| 15. I would like CCS to consider a Mac platform as most school systems that use them seem satisfied. |
| 16. Not sure who resolved the issue |
| 17. I never notified CCS IT, so nothing was left unresolved |
| 18. Same issues as written about in previous question |
| 19. I didn't notify the dept. because it was not my work computer and/or my space. So I left it up to the staff in charge of the technology for that particular space/school. |
| 20. Old computers waste at least 40 min. each sch. Day student and staff |
| 21. How about as one of our school choices offering a school with NO technology!!!! It's being done in other parts of the country. I love technology, but if it is not helping and is actually hindering education, then something should be done. I am in the classroom to teach my students, not to be the test market researcher for a new tech gadget. Also, if CCS wants to implement new technology, they need to be sure it works BEFORE they get it. This might mean that every school has its own tech person-instead of off sight! And if we really want our students to be prepared to use technology it MUST be taught- such as keyboarding- from the beginning of their schooling. |
| 22. 7 week wait time |
| 23. Teachers need open access to the internet. We should also have the ability to open sites to our students much faster when we need them for lessons. We live in a high-tech world and if we need to teach our kids how to live in it we need immediate access to the tools that are out there. The current process is long and time consuming. I don't have time to complete the forms and surely can't plan detailed enough lessons far enough ahead to take advantage of what's out there. Something needs to be done. |
| 24. I thought we were to have a dedicated teacher computer assigned to us in each building, however that is not the case as I have to travel to 5 buildings and log-on at each school sometimes it takes too long to log-on and then I have to teach and unable to take care of what I needed to on the computer. |
| 25. I received an email from my supervisor telling me how to access IEP Anywhere and never actually heard directly from the Help Desk. |
| 26. The Help Desk did help me access eSIS that day, but then a few days later it was again, not working. |
| 27. It took a long time. Many of my lessons are done with Mimio software, and none of them would work. Instead of teaching my students with 21st century technology, I had to go back to pencil, paper and glue. |
| 28. They did not understand the requirements that the software needed to meet. |
| 29. Somebody will answer the phone at CCS IT. They will tell you they are fixing it by remote. You stay on the phone, unproductive because the compute cannot be used while they have remote control. After 30 minutes they say they don't know why it won't work. Then it gets left undone by me. I have no time for this. |
| 30. called 10/31--not resolved yet |
| 31. Websites are blocked while others should be! Sick of dealing with it dept that doesn't |

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| understand we are teachers who can't wait forever for computers to function |
| 32. Couldn't the AV department have bulbs for our ceiling projectors instead of relying on the school to know which bulb to order? Our building has 4 different models of projectors. |
| 33. MS Office was repaired in 2 visits; IEPAnywhere was not called in because it was a district wide problem (fixed about 3 weeks after school started). But, of course, this was AFTER I was left without an IEP during an IEP home visit. Mimio (I haven't tried it), but was told last year that the updates won't work with our systems. I haven't tried the transportation software again because I was told CCS was no longer using the software. Also, even though I have 14 children enrolled in my class, I only have 6 on my class list from the office because the secretary doesn't know how to put them on my class list, so I can't imagine the transportation software will be any more accurate. |
| 34. None at this time. |
| 35. Non- working technology has put my stress level through the roof. I has 2 kids in CCS, am a teacher but if there was a levy this year I would vote against it. They have wasted tons of money on iPods; have computers without proper virus software and infinite campus should be nicknamed infinite chaos! |
| 36. Even though I am still waiting for an issue to be fixed, the other issues were fixed relatively quickly. |
| 37. When it comes to software issues IT is incompetent. The usual response is to have the user log out and log back onto the system or to blame bandwidth for the issues. If they would quit trying to modify the software to keep them in a job and let it run as designed without attempting to restrict CCS employees things would work. Several times when I have called, they don't understand the problem because they are not restricted at their end. They do not see the same image we see. That is the problem! |
| 38. I've had guys come during class or when I have to be at after-school duty and they leave and don't come back to fix anything -- they kind of duck out |
| 39. I did not contact them |
| 40. The thin clients do not have the memory capacity to handle the smart boards. Switches and connectors should be handled through the help desk; making teacher track down these supplies is ridiculous. |
| 41. I am required to use technology daily to deliver curriculum to students and the lack of support prevents me from delivering needed support to students |
| 42. I feel we are not putting enough focus on the technology in our buildings. I keep being told that LCD projector bulbs cost about \$300, but when they go there is no money to fix them, so the smartboard will not be able to be used. I have a doc cam, but I am unable to use it because there are no chords available to hook it up. I have tried to buy one on my own, but have been unsuccessful. I know of many teachers who use their smartboard as background for their overhead projector because it does not work. |
| 43. The entire virus problem and the amount of time it took to repair the problem was ridiculous! |
| 44. When I worked at Fairwood in 2011 I had a very quick turnaround, when I went to Berwick it took a bit longer now I'm at Liberty and I am waiting for my computers to |

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| arrive. If there is a new school and a teacher is in it I believe that priority should be placed to get the new classroom computers ready as quickly as possible by contacting the teacher in their new room or by checking into the new school that the teacher is arriving at. I hope the problem works out. |
| 45. The thin clients are a disaster. As new versions of Internet Explorer come out....it seems that these thin clients are doing less and less and are operating slower and slower. I have attended Web 2.0 conferences and workshops sponsored by eTech Ohio (with the full endorsement of the Ohio Department of Education) and can't use 90% of the tools that other districts are using. No wonder we are losing students to charters and other private schools. There still isn't a method to unblock websites that are a clear educational benefit to our students (We were promised 2 years ago that Social Studies Department was going to get. The idea that we are educating students for the 21st century is a highly questionable statement given that we aren't allowed to access the sites that would give us more of a multimedia presence. Again why isn't there a joint committee between CEA and Kingswood about these educational resources? Who made Kingswood experts about these resources such that they can easily decide that they aren't necessary for our students? Are doctors treated the same way at hospitals? |
| 46. The computer issues in this district are inexcusable. I cannot imagine being a classroom teacher during this ongoing technological fiasco. |
| 47. Outsource |
| 48. The audio visual department ignored 10 vm I left regarding my class microphone and I have nodules on my vocal chords and need a mic at docs orders |
| 49. I can't use the CD Rom/DVD player in the school provided teacher laptop. I also can't use the USB ports to open any flash-drives. This makes it difficult to do many of the things I need to do to prepare for my teaching. |
| 50. My desktops I can handle, but something needs done about the laptops. |
| 51. No real solution was found. We were able to find a work around after lots of discussion (2 hours). |
| 52. Gave me info (took ten minutes) which was Wrong! |
| 53. I have called and sent tickets in regards to the SmartBoard in my room that is still not functioning after 10 months! I don't even know if the device even works, since it has never even been powered up and it has taken months to get the thing installed on my wall and then to have an outlet placed in the ceiling, and now it just takes up wasted space in the center of my board. It is basically a glorified projector. What a waste of technology...who do I have to contact to get this resolved? |
| 54. I feel they are very responsive to my requests. I spend ALOT of time maintaining my computers so they will run the best they can. I depend on the use of my 3 student computers and 1 teacher computer daily. I have a personal iPad and have downloaded educational apps for my students to use. Plato and Read Write Gold were district problems. I waited or am waiting for district solutions. Too many sites are blocked because they are games. There are educational GAME sites that can support learning in my classroom. I have not submitted to get approval because it just seems to be more time spent on my part to bring technology into my classroom. I think there needs to be |

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| <p>a better coordination between the IT and Education parts of technology. Educators need to be part of the IT department. The problem seems to be when I speak to the IT Dept -they want to help but they have no concept of how the software will be used by teachers or students. Too much time spent trying to access the programs that do work. Do you use the CCS Portal, CCS software, Internet? Access seems to change with no notice. I come to work early to get computers loaded and programs loaded for the day. If you wait until everyone is in the building it takes much longer for everything to load and run.</p> |
| <p>55. No one came out or replied to my request - the problem seemed to be fixed internally - later I was told it was a server downage that caused the software not to open.</p> |
| <p>56. Usually I resolve my technology problems on my own; however, on the occasions I have needed the assistance of CCS IT it has been provided in a timely manner and the problem has been resolved.</p> |
| <p>57. They know something is wrong and they tell you to try to use something else. Why is it okay to have stuff that doesn't work?</p> |
| <p>58. Again, I think they do the best they can. The rep was able to fix the adobe problem, once the virus was cleared up, but they can't fix the ongoing access issues.</p> |
| <p>59. Amount of time to get a technician to school was lengthy. The technicians were always knowledgeable, courteous, and helpful.</p> |
| <p>60. Adobe software issue was resolved, did not report the outdated intent explorer issue.</p> |
| <p>61. could not use plato until Oct.</p> |
| <p>62. The issue with Office isn't resolved.</p> |
| <p>63. It depends on the problem. Techs on phone are helpful. Techs that come into bldg. act like they are sorry you can see them. Communication not good.</p> |
| <p>64. When you talk with the CCS IT department, they are nice but all they do is tell you to try this or that and if that doesn't work call they back. When you call back you get the same run around. They do not want to give you a ticket number now.</p> |
| <p>65. It took about 4 calls for problem to be resolved.</p> |
| <p>66. The issue was resolved, and I am able to access the program, however it is not easily accessible and not worth waiting for the boot/login times or slow server times.</p> |
| <p>67. Had to call the help desk a second time and the second person was unable to help and solve the problem. The first person couldn't solve it and didn't get any one else to help either</p> |
| <p>68. When a system balks at operating inefficiently it impairs my ability to be productive during the conference and duty (bookroom) periods. It is greatly aggravating to be so hamstrung in using technology and I probably waste 5-15 minutes a day using technology at school.</p> |
| <p>69. I don't know why this is saying this.</p> |
| <p>70. I contacted them about Reading Counts and they have still not contacted me back even though I have called them 2 additional times and left messages.</p> |
| <p>71. I am frequently not able to use CCS hardware because the server is down. When this happens it is hard to access many programs needed on a daily bases.</p> |

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| 72. Why was the program removed in the first place- the license has been purchased indefinitely, yet no one knows this because there is no one on charge! No one overseeing who needs what, who owns what! Pointless! Its 2012, we are grossly behind other districts and doing an injustice to our students! |
| 73. bev russell is VERY COMPETENT, however, neil ave. center continues to be in disarray as amy dennis is lost in space. |
| 74. The technicians clearly work the problem(s) to the best of their abilities; yet, I feel the management team has no long term solution in place. |
| 75. Understand the IT dept. is working to resolve many district issues but I do not have a time frame or any communication about the status of "open" tickets. Is there a way I can access the open ticket info for my building and help communicate the status between teachers and IT? |
| 76. Our department laptops are approximately 10+ years old and many are not working properly. What is the district's plan for replacing them? Why is our Medicaid billing not being directed towards special education expenses? Medicaid should not be going to the general fund. There are law suits in other states regarding this issue. |
| 77. Again, I have several instances and you only give me the opportunity to give details of ONE. And I have no way on this survey to even tell you WHICH one! |
| 78. I didn't actually report a software issue |
| 79. See previous comment about the use of the archaic equipment. The Apple IIe was a great computer too, but eventually there came a time when it wasn't an efficient tool. |
| 80. Infrastructure Infrastructure!!!!!!!!!! |
| 81. The people are polite, professional and concerned about our issues. I don't blame them for our faulty equipment. |
| 82. Kingswood works at its own pace and does not recognize the need to have things up and running for the start of the school year, not when they feel like getting around to it as I was told by a tech. |
| 83. It is a recurring problem so, I've given up because I know that I will be told to reboot, which doesn't always solve the problem. So, as my colleges suggested I just leave the computer on all the time and live without the convenience of Word in my classroom. |
| 84. the above questions do not pertain to me but I had to answer to go on with survey |
| 85. I fixed the software issue by rebooting. No need to call IT. |
| 86. this problem was an upgrade which we all know IT cannot do |
| 87. Tech problems have absolutely ruined my year! Last year I was in a different room and used the SmartBoard and my computer everyday! This year I have not been able to use the SmartBoard and my computer issues have not been resolved! |
| 88. It was hard to answer these as I have had multiple issues-some resolved, some not, some not reported and some ongoing since last year. |
| 89. I was told the new imagine version had to be completed before software would work. Problem is that didn't happen until end of Sept and school started at the end of Aug. |
| 90. It appears that the district's server is having problems handling the volume of requests and necessary requirements. |

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| 91. I still have issues with iep anywhere shutting down on me. |
| 92. At my previous school, a sub broke my Elmo that I had had for 2 days, but the principal said it couldn't be replaced, no money, and the help desk it wasn't up to them to fix, so I had no Elmos for 3 years there. |
| 93. Our technology helper is covering way too many buildings. It is ridiculous that Columbus City Schools believe that they will be able to keep up. |
| 94. After the help desk person could not help, Kevin from kingswood called about a week later. He was helpful and corrected the problem I was having with Google docs documents. The presentation feature on Google docs still doesn't work though because we need to upgrade the browser to Google chrome. |
| 95. It takes too long for problems to be fixed, a district as large as CCS should not have the problems that we have. This new email takes entirely too long to retrieve messages, to send messages and to locate a specific email. You should also be able to click on the new "to" button and a directly should pop up and we should not have to go to another screen to find the person you are looking for. This system is very poor! |
| 96. The CCS IT department is filled with techies who are not educators. The IT department needs people who understand the needs of teachers as well as the technical aspects of the job. Too often decisions are made without the understanding of what teachers and/or students need. There is also a very evident lack of planning on the part of the IT department. Infinite Campus should have had a detailed implementation plan that phased in the program - not just dumping it in and hoping it worked. It should have started with attendance secretaries & principals implementing attendance, scheduling & data functions. Then other secretaries, teachers & other key personnel should have been added. Infinite Campus is a great product - the implementation by CCS is a debacle of epic proportions. In addition, we need to acknowledge the limits of our infrastructure (network) before adding things like Apple products to the mix. Giving iPads to the middle schools has been another epic failure with no implementation plan. |
| 97. Kingswood is a waste of time and a joke in this district. For IC I contact other districts to solve my problems. Why does the district spend tons of money on technology and never seem to buy a package that working people in the schools can use to help us? Why are the GPA's, transcripts, and test scores a problem? Again, the higher up you are, the more you do not know about the common problems of the schools. The principals do not share because they don't want to look bad. Everything is rosy until the state looks into us. |
| 98. I have been less likely to use the software secondary to the frustration of how long it takes to have a student log on. |

Reasons Why Teachers Don't Follow Up After Their Initial CCS ISS Contact

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| 1. I emailed the tech who comes to our building about the issue. |
| 2. Didn't report it--see prior question. |
| 3. Most of the time when we have software problems we don't use the computers because eventually they work. We're so used to technology problems. |
| 4. It was a schoolwide issue and not an individual case. |
| 5. I think it is general knowledge of how slow the computers work at CCS schools. |
| 6. I don't know why not. In the past when I've called they've given me a ticket #. |
| 7. I did not notify the CCS IT dept. about the envision animations so I do not have a ticket. |
| 8. My principal is now dealing with the issue |
| 9. Because it's an institutional issue. The funding does not match the line items, and to tell you the truth I don't think it's really just an IT issue; it's just a really poor software package. Not user friendly. |
| 10. Due to prior, multiple negative experiences, I decided to forego contacting IT... Thin clients were a great waste of finances... |
| 11. I have just recreated the lesson instead of wasting time waiting. I don't have time to wait to get programs to work. |
| 12. A teacher in the building volunteered to call CCS IT and give them all of our building Smartboard issues. Instead of each teacher individually calling. The tech came out and "fixed" my Smartboard, he said that a cord that should have been plugged in, was not plugged in. Well, it worked that day, but not the next. I guess I'm just frustrated of calling and not getting any results, so I stopped calling. |
| 13. I did not indicate that I contacts the IT department |
| 14. For Boardmaker program, I contacted the manufacturer of the software directly as I was confident CCS would be unable to resolve the issue (they are most likely unfamiliar with the components of the program). For the printer - the problem is infrequent and not worth the hassle of contacting CCS. |
| 15. I am having a problem with this survey because I said that I did NOT contact the IT Department :) |
| 16. I did not contact them. Scholastic did it for me. Their people talked to CCS people. |
| 17. because you set these questions up without a n/a. |
| 18. We were told that the software itself was incompatible with Inferior Campus, so the scoring of one of our most widely used evaluations is only on 2 computers at Neil Ave for nearly 68 users; instead of on each laptop as it was previously--BASC scoring software. |
| 19. I did not contact CCS IT about the e-mail. I have contacted them about a computer that is not working. I contacted them on Oct.5, 2012, but no one has been out yet. My ticket number is at school, and I am completing this survey at home. |
| 20. They came to fix it. However, the problem re- occurred within a month. |

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| 21. Tired. Tired of fighting and calling and not getting any results. I have better things to do with my time. |
| 22. I don't know the ticket number. CCS IT is aware that our entire school has a virus and it's affecting all of our computers. |
| 23. These programs work intermittently. Some days I can access Word and reply to e-mails and other days I can't. I haven't had time to call the help desk so I just send e-mails on my phone or talk to the person/put a note in their mailbox if it is a coworker in the building. If I am having a problem with Word then I just do it at home. |
| 24. I have a ticket number out for the Adobe issue. The issue with CIMS was resolved after about a week. |
| 25. I am at different buildings so I often am not there to receive a response. |
| 26. I Did not realize this was a possible path to resolution of technology problems. |
| 27. one time they fixed it only for it to go back so I learned how to work around it |
| 28. To be honest, I did call the help desk and leave a long message about a problem I was having early in the year, but I never heard back. I think one of the techs was in the building for something else and I nabbed him to fix whatever it was. So much goes wrong; it's difficult to remember it all! |
| 29. Never contacted Helpdesk; emailed SEMS |
| 30. Did not ask for one |
| 31. I have contacted the Early Childhood department computer person and we are trying to fix the problem |
| 32. At home now... Don't know it. |
| 33. The problem was resolved when the font package magically reappeared. And, yes, my job keeps me busy through lunch with class preparations and school duties, so finding time to report technology problems is just one more thing to do! |
| 34. Thought it was due to the program provider not a system problem |
| 35. No, I did not contact CCS |
| 36. I had no choice but to call them. After getting angry with IT, they finally got their act together. |
| 37. Because the problem is not with the people who come to fix the computers. The problem is the antiquated software, system, server, and overall inattention to the fact that the district is growing by leaps and bounds with old technology. |
| 38. I try to fix things on my own. I call IT when I have time. |
| 39. I haven't had time to further pursue this, and/or I have found ways to work around it. It is still frustrating, but not at the top of my priority list. |
| 40. I don't know what the ticket number is. The shaking image was emailed by a tech person to another person because they didn't know how to fix it. |
| 41. The problem resolved itself. |
| 42. I have a million things to do. |
| 43. Because another teacher called the problem in for me. |
| 44. I fixed it myself |
| 45. no |
| 46. I did not report the problem |

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| 47. Sorry -- I did Not contact them about the software issue. |
| 48. I contacted IT Help Desk about getting my document camera connected to my Smart board. A colleague and I figured out the software issue |
| 49. yes I have the ticket |
| 50. Because it happens on a weekly basis and I don't have the time or the desire to have that many open tickets |
| 51. I resolved my software issues by directly contacting software support as indicated on websites |
| 52. I just remembered that at the beginning of the year there were a lot of error messages appearing, and our union rep called CEA. They had not responded to my ticket number yet, but after CEA was involved, we finally got some people to come to our building and fix the problem. Thanks, CEA! |
| 53. You needed to provide an "I don't know" response. I don't know whether the teacher, media specialist called or received a ticket. I simply alerted them to the problem. |
| 54. They don't seem to care so why bother? |
| 55. I am at home and not at work, so I don't have accessibility to my post it notes. |
| 56. I don't have it any longer. |
| 57. Not sure...admin of program still working on resolving issue |
| 58. We worked it out or it just started working again |
| 59. I didn't call, the instructional assistant called |
| 60. I contacted our English contact person at Northgate. She has guided us through these problems in the past. didn't know CCS IT handled Pearson issues |
| 61. Bev Russell is aware of the problem |
| 62. Have not reported it. That issue is not my biggest. Choose my battles. |
| 63. I did not contact the IT department. |
| 64. I'm getting along without it! Too tired, busy to deal with it any longer! |
| 65. I have too many higher priority items that I need to attend to in my work day other than trying to submit a Help ticket that won't resolve my issue. |
| 66. Computer problems, inaccessibility of internet sites needed for student projects, unreliable SmartBoard, all these problems still exist |
| 67. To painful...and testing is over. The 4 students lost all testing data...and. just had them start over. |
| 68. I gave up. |
| 69. The librarian called and she has the ticket. |
| 70. I do not know where to find the ticket number, it used to be emailed to us but this year it has not been sent via email that I know of. |
| 71. It was not a problem that could be fixed in the necessary timeframe. I had to make do with things as they were. |
| 72. Again, just tired of the same BS. The problem is bandwidth and processing speed (or lack thereof). |
| 73. Did not contact CCS it |
| 74. I worked around it by using my own laptop -- I have too many responsibilities that I don't have time to wait around |

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| 75. Same as before |
| 76. I threw it away |
| 77. I solved it. |
| 78. The problem was just called in by another teacher. |
| 79. I did contact them. I don't know the ticket number. |
| 80. They said it was a virus and there were other similar problems, but they were working to resolve it. |
| 81. I did not have to contact CCS IT, rather I contacted our representative within our Tutor group as well as CEA and they contacted CCS IT. Thus, I never opened a ticket. |
| 82. I'm filling out this survey at home because I do not have a computer in my classroom where my ticket number is located-if I can even find it because it's been so long since I called in. |
| 83. Was not given one. |
| 84. I sent an email to the Help Desk, but never received a response. |
| 85. I was left a message, number, and contact person to assist me with the problem |
| 86. I have one, but do not know it off the top of my head at home. |
| 87. I was never given a ticket number for software issues |
| 88. The guy didn't stick around to fix it -- maybe there's a ticket, but I don't know. |
| 89. I did not contact CCS IT dep. |
| 90. The explorer problem was fixed. The smartboard problem is related to the hardware/thin client. There is nothing they can do. |
| 91. Problem resolved |
| 92. I have had several issues and those that were reported have been resolved. I have not reported all issues because I have either resolved it myself or adapted. |
| 93. I did not call it in |
| 94. They don't seem to cone |
| 95. I contacted them but the issue has still not been resolved |
| 96. Sorry, didn't contact CCS |
| 97. It was at the end of last school year the last time I reported an issue with my smartboard. They sent someone out who looked at it, left the problem unchanged, and closed the ticket. |
| 98. I did not have a ticket. |
| 99. Others resolved it. |
| 100. The district's "fixing" the problem was to reconfigure my teacher computer so that it is the same as a student computer...yes, the virus problems are gone, but I do not have a "teacher" computer. |
| 101. I have not called the CCS IT about not having computers in the new school but my administrator is aware and I know it is being worked on so I have not called the department because it is a new school I'm not sure if it is a CCS IT problem or a school problem. So, maybe I should also be contacting the CCS IT office as well. I just didn't know if I should. |
| 102. Lost it |
| 103. I file mine electronically thru CPSNet link on the homepage. |

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| 104. | They keep passing the problem around. First Ethan was assigned the ticket. When he was leaving the building he said he did not have a ticket for my problem. When I called the help desk to find out why he did not have a ticket they said that in fact he did have a ticket and would be out to fix it in a couple of days. When I called again after waiting a couple of days they told me that it was a "server" problem and that their notes said that they were still working on the issue and that they did not know how long it would take to correct the problem. |
| 105. | I guess I need to download Notebook 11, but am very apprehensive to do so. Also, it takes 40-50 mins. and I'm afraid I'll lose what I already have. Also, it is configured differently and I don't have time now that school has started to learn it. |
| 106. | The library assistant usually handles the computer problems. |
| 107. | They told me there was nothing they could do |
| 108. | May have one but did not receive a ticket number over voice mail. |
| 109. | Ticket numbers do not help. Nothing gets done. I do not have time to wait on hold to get nothing in return. I am using my own laptop so that transcripts and letters of recommendation get sent in a timely manner. My software works and works quickly. What the district has provided me with is crap. |
| 110. | Someone else handled. Not sure who they contacted. |
| 111. | I fixed the problem myself so I did not need a ticket. |
| 112. | Another colleague had the same problem and called. |
| 113. | I did not contact IT |
| 114. | They said it would take time and we just needed to wait to work out the bugs. |
| 115. | Gave up on it |
| 116. | They finally came and fixed my two computers. |
| 117. | for the reasons I checked...I am tired of contacting IT and not getting helped (i.e. still no computer) |
| 118. | I did NOT contact IT I said |
| 119. | It's usually so long and slow to get issues fixed and too much paper work and time when calling. Kingswood is not there early in the morning when I would call |
| 120. | I am at home, do not have the ticket number with me, |
| 121. | It is not with me...I'm not at school where the ticket number may be written down. Also, I don't always have the ticket numbers written down. |
| 122. | They would come out and fix one laptop or one problem, and the next week I would go to use it and it would be a different laptop, a different prob. So each ticket was fixed, but problems persisted and became too overwhelming for me to keep up with it. I was the only one in the school doing it. |
| 123. | ??? |
| 124. | Equipment must be updated to solve the issues. |
| 125. | wiring not finished |
| 126. | There is no ticket number possible for computers that don't have the capacity to save work or can use either CDs or DVDs or even operate at a speed other than s-l-o-w. The district even blocks web sites that I need to use for my university classes. I see the district computer system as a joke. |

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| 127. | Your statement is not correct. |
| 128. | I did not call the help desk. I used the office programs given to me by the reading department. |
| 129. | I have not had the time to complete a ticket. I had forgotten about the problem I need to use the software. |
| 130. | The computer just needs to reboot sometimes to fix the error. |
| 131. | didn't contact them |
| 132. | Yes, but it's been such a long time I don't even know where the ticket number is. |
| 133. | I asked an administrator to address the problem in a staff meeting because none of my colleagues know how to report a return from an absence on the internet either. Perhaps we are just experiencing operator error. |
| 134. | Smart rep said ccs aware of incompatibility issue. |
| 135. | I indicated that I did not contact the help desk because I was able to resolve the issue on my own. |
| 136. | I do not believe they did a ticket. They said to open up an existing file under my documents and go from there. Why do we have a menu to open all this software when it never opens from there, you have to open up something you already have and delete it all, rather than starting fresh - it just doesn't seem efficient. |
| 137. | Was told the reason this happens w/ software - unable to access it is bc of virus. Was told by IT department there was nothing that could be done. |
| 138. | I did not contact IT for software |
| 139. | Will need to check ticket numbers when at school |
| 140. | Once the ticket remained open for 2 weeks, I told my principal. She combined my issue with others from our building and formed a new ticket, which was resolved, after another few weeks had passed. |
| 141. | I did not contact them |
| 142. | United streaming is a program w/which we are experiencing problems. Help desk gave me alternatives and said they are working on this. A ticket # is for equipment I thought. |
| 143. | This does not happen all the time. There are days when there is no problem and other days when it is impossible. For example, at times on certain computers, when trying to pull up Word, the computer reboots and will not open the document page. |
| 144. | Again...I find it easier to contact a colleague...try to solve the problem myself. |
| 145. | I didn't report it...therefore I don't have a ticket number. |
| 146. | "Thin client" was a district choice. |
| 147. | I either took care of myself or let it be. |
| 148. | Too much time and no results |
| 149. | They came to building but it was not fixed. |
| 150. | Just the hassle of taking time to do it. |
| 151. | I thought the problem was resolved and got rid of the ticket number and then a few weeks later experienced the same problems. |
| 152. | I don't have a ticket number |
| 153. | I must have marked that incorrectly. When I couldn't stream a discovery ed. |

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| | site, I just left it. I never contacted the CCS IT dept. |
| 154. | It's a Smartboard problem and CCS IT directed me to them. |
| 155. | It resolved after time. |
| 156. | gave up |
| 157. | I did not contact IT because the problem exists on both classroom and bookroom computer and appears to be systemic in nature. Other teachers report the same problems in the classrooms. Computer lab and library computers do not seem to have the same severity of the problem. |
| 158. | Did not contact staff member helped me fix it. |
| 159. | I did not contact them about software issues. It takes too much time and the unexpected closing of programs means that there is no way to get back what you did not save anyway so why waste the time. |
| 160. | it is slow not broken |
| 161. | lost it |
| 162. | I did not contact the Help Desk about the software. I feel the problem is related to the hardware problems my laptop cart is having. |
| 163. | I indicated that I did not choose to call CCS IT Department for the 3 listed reasons above. |
| 164. | I indicated that I did not contact CCS IT. |
| 165. | When I. Call I don't get an answer. My computers are so slow that I rarely use them for email |
| 166. | My department chair was able to work with Quentin Briggs |
| 167. | Over time, one learns to ignore the wolf at the door. |
| 168. | We resolved the problem in-house so the ticket was cancelled |
| 169. | Never spoke with them |
| 170. | I am assuming Kingswood is still working the problem. For example, students on VCAP can not access the offline documents (they come back with an .zip extension). The only fix for this virus is to shut down all PC's and reboot. I have not been notified of a fix. |
| 171. | I have not contacted CCS IT regarding software. I do not see how to correct this information within this survey. |
| 172. | We fixed it CPS does respond to all request. No one can fix outdated eq. & software. |
| 173. | Because I have too much to do trying to teach the common core to call CEA or the help desk all the time! I am just so done with the problems! |
| 174. | I cannot access open ticket info. I do not receive an email "confirmation" after submitting ticket support. I write down the ticket and post it to the wall in my room. Even then, I never receive notice if a ticket is open, pending, or closed. |
| 175. | Use computer in another teachers classroom and they took care of issue and contacting help desk. We have a great computer teacher who handles most of our issues. |
| 176. | Why bother? |
| 177. | The collection is too large! I would like to receive e-mails with ticket numbers when I file Intranet requests. This is an effective way to keep a paper trail. IT no longer |

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| | does this, saying that they were getting complaints about too many e-mail responses from IT. I think it is more likely due to making it difficult for us to track requests. |
| 178. | I have a ticket number but I left it at school. |
| 179. | They never got back to me either by email or phone. |
| 180. | I am at home and do not have my ticket numbers in front of me. |
| 181. | I didn't think it was an IT problem |
| 182. | Time |
| 183. | I had contacted the Service Desk for a more immediate issue that I could not work around. I have learned that when it comes to district computers, I have to choose my battles wisely. So, issues like slow programs have gone unreported because I can work around them with the technological knowledge I have, rather than calling on the phone, waiting, getting a ticket number, waiting, explaining, |
| 184. | I didn't report the problem. That would just be wasting more of my time. Why bother. |
| 185. | They never responded, I cannot wait for them to contact me or recontact them. |
| 186. | It worked the next day like so many of our computer issues. |
| 187. | If the ticket number is on the Intranet, then I can't access that from home. I have not seen a ticket from CCS email, but that is so inefficient to access at school that I may have missed it. |
| 188. | again lost faith |
| 189. | The issue can only be solved with additional bandwidth or new transmission lines. There is a lack of money and concern about bandwidth. |
| 190. | No I did not. |
| 191. | Told that this was how program worked and nothing could be done |
| 192. | The problems I experience are common issues. There isn't really a fixable issue. I did notify the help desk about the lost files. I just had to move on since I didn't get an answer. I gave the students a participation grade for their speaking assessment. |
| 193. | Was done by other staff members. When asked the state that they have contacted the help desk. |
| 194. | The problem ended up resolving itself. The next work day I was able to log on. |
| 195. | I don't know if I have an open ticket. I was told to reboot the computer but that doesn't always work. This has been a recurring problem and rebooting takes an enormous amount of time which can cause me not to use the smartboard so I choose to just go without printing or using Word. Often rebooting causes another problem to arise and I just don't have time to fool with it. My main need is the smartboard and the internet, for all other things I just do them at home. Sadly this means that I spend a lot of time at home engaged in work related activities. |
| 196. | I just need the number and time to call. I've been printing to other printers. |
| 197. | I wasn't given a ticket number because the voicemail wasn't returned and it miraculously started to work the next day. |
| 198. | Something is wrong with the survey questions. I indicated that I did NOT contact IT b/c I have worked around the problems (word works on some computers) and have not had time. |

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| 199. | I don't have it with me at this time. It is at school. Actually, when I contacted help on the intranet, I don't think I got a number. |
| 200. | No time... When is this supposed to be done? I already spend my entire evening at night grading papers, documenting daily behavior of misbehaving students, calling parents from my cell phone during my free time, making lesson plans and doing report cards during my time when I should be spending with my family. During my special time I fight to make copies on a copy machine that jams every two seconds and try to print worksheets and make copies on a printer and pray there's not a power surge like what often occurs resulting in having to reboot my computer which takes all day! |
| 201. | Don't have the number |
| 202. | A long reboot resolved the issues. |
| 203. | It's at school |
| 204. | I have had problems reported and fixed- this particular program I just work around with my laptop so I haven't had time to bother to report it. My laptop can run the program faster than the CCS system anyway |
| 205. | I did not contact anyone about the problem. |
| 206. | I did not contact CCS IT. I contacted Neil Avenue and got information about the problem and that it was being worked on. |
| 207. | I am at home and the ticket number is at school. |
| 208. | It was resolved, some sort of timing syncing problem but has occurred again since repair and I haven't recontacted IT Dept, |
| 209. | Did not contact them about this particular problem |
| 210. | No one ever got back to me |
| 211. | I don't know. I gave up. I sent a specific email as to how to repair the problem and now I just use my personal computer. I can't wait for other people to do things. I'll just work by the old rule: If you want something done right, do it yourself. |
| 212. | I'm at home and don't know what it is |
| 213. | I waiting for a keyboard |
| 214. | I did not contact CCS IT--not sure why this question keeps appearing. |
| 215. | never got a number |
| 216. | It was in the last few days, I thought it might come back. (sometimes it does) Hasn't had time today. |
| 217. | They came out put ram in computer because computer died then they temporarily fixed it then it died again and was put on put on hold until I called several times a part was on hold and then October 18 I called again and said get me fixed ASAP because I had no technology period. No VCR/ TV nor smartboard running. |
| 218. | No, I didn't contact IT. |
| 219. | I have a number, but don't have access to it while filling out the survey. |
| 220. | see previous comment. |
| 221. | I did not notify CCS IT, so this survey is having difficulty |
| 222. | There was no problem |
| 223. | My time is too valuable to waste calling the Help Desk, and I'm too busy with all the demands CCS is making of teachers, yet taking away so much planning time |

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| | requiring meetings and assessments and data recording. |
| 224. | The computer assigned to my room will not run the software. |
| 225. | No, indicated that I waited and attempted it again and it worked. |
| 226. | The problem was resolved, or I found a way to fix it independently of IT |
| 227. | I had a ticket number; it was taken care of after nearly one month. The onsite tech was unsure of when he would be able to get to our building to resolve the issue (Bill McGillis) |
| 228. | Gave up |
| 229. | I still have ticket numbers open from last year that were never resolved. |
| 230. | It was resolved after logging on a logging off several times which took about 30 minutes. |
| 231. | I don't know if there is still an open ticket. |
| 232. | I can't have a ticket number if I did not contact the IT Department. These problems are not just in my room. They exist on every computer in the building. |
| 233. | Did not receive a ticket number. Online submission of problem just said that the problem was submitted. |
| 234. | I never called, too difficult and time consuming. |
| 235. | I throw it away - they were not going to fix the problem for the common folk. |