Columbus Education Association
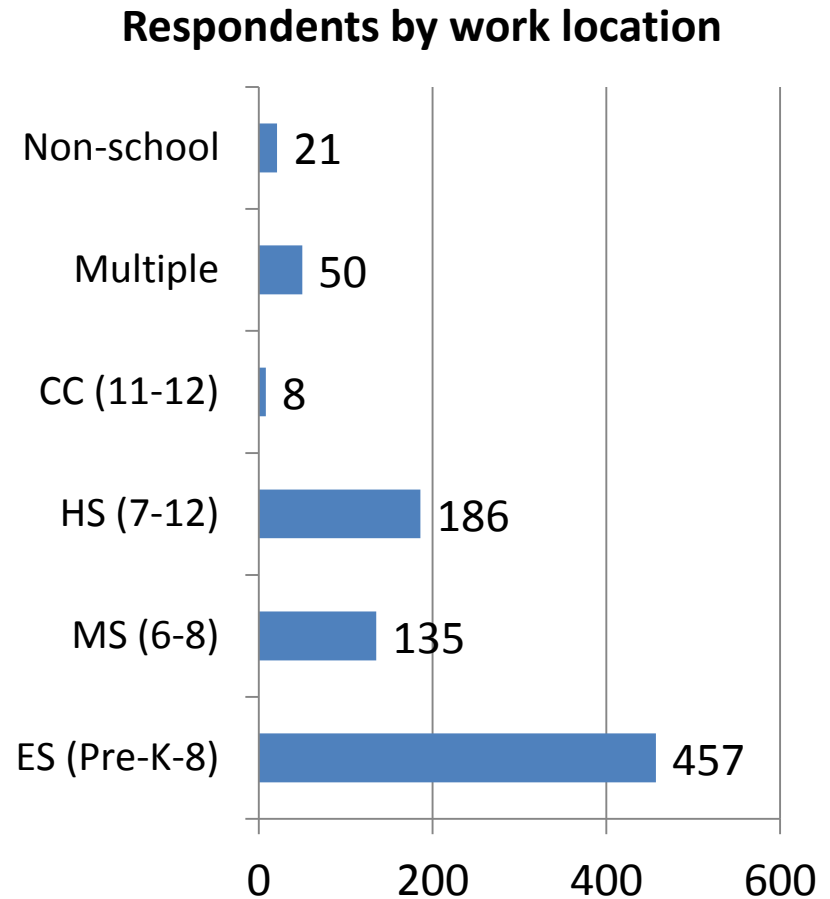# Technology Satisfaction Survey

Presented at the

Joint Labor-Management Meeting,
Monday, Nov. 12, 2012

Demographic Summary

- An email containing a link to the survey was sent to 3,013 CEA members personal email addresses.

- A total of 857 of 3,013 CEA members started the survey for a response rate of 28.4 percent.

- The completion rate of those that started the survey was 94.3 percent (808 members).

Demographic Summary (Cont.)

- Members from every school/unit participated in this survey.
- Survey participants' combined service to CCS exceeded 11,500 years.

Respondents by work location

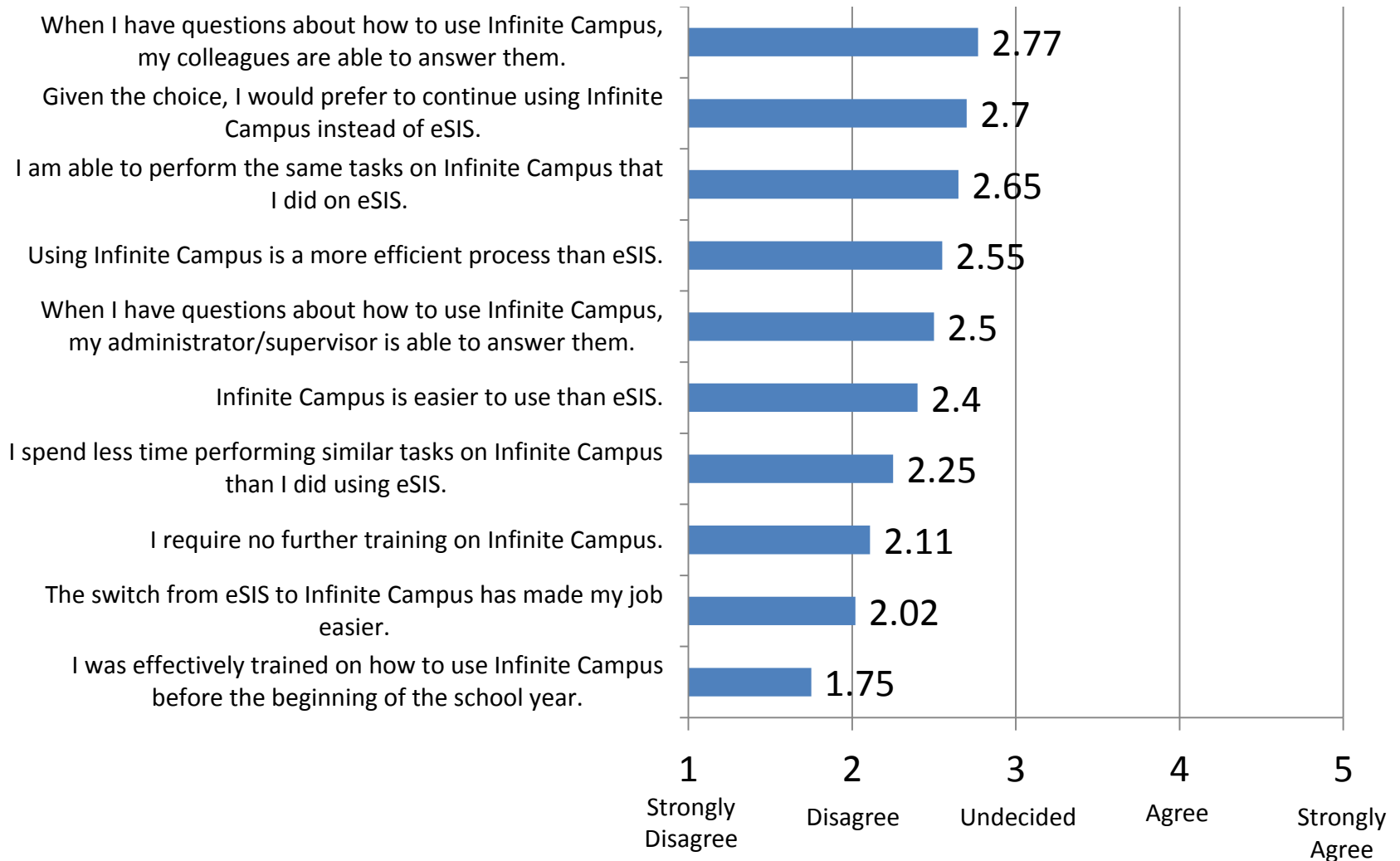| Work location	Count
Non-school	21
Multiple	50
CC (11-12)	8
HS (7-12)	186
MS (6-8)	135
ES (Pre-K-8)	457

Survey Overview

- The survey contained 104 questions designed to measure members' experiences using district-provided technology.
- The survey included questions about:
  - Access to district technology
  - Infinite Campus
  - iPods
  - Classroom/workspace computer hardware
  - District-provided software
  - CCS Information Support Services' (ISS) response rate to customer service concerns.

Infinite Campus

- Survey participants were asked if they used Infinite Campus (IC) as part of their work assignment; 87.6 percent (740) indicated that they did.

- Participants then responded to 10 statements about their training, IC ease of use and troubleshooting using the Likert Scale from the annual Staff Survey.

Infinite Campus (cont.)

Statement	Rating
When I have questions about how to use Infinite Campus, my colleagues are able to answer them.	2.77
Given the choice, I would prefer to continue using Infinite Campus instead of eSIS.	2.7
I am able to perform the same tasks on Infinite Campus that I did on eSIS.	2.65
Using Infinite Campus is a more efficient process than eSIS.	2.55
When I have questions about how to use Infinite Campus, my administrator/supervisor is able to answer them.	2.5
Infinite Campus is easier to use than eSIS.	2.4
I spend less time performing similar tasks on Infinite Campus than I did using eSIS.	2.25
I require no further training on Infinite Campus.	2.11
The switch from eSIS to Infinite Campus has made my job easier.	2.02
I was effectively trained on how to use Infinite Campus before the beginning of the school year.	1.75

Scale: 1 Strongly Disagree — 2 Disagree — 3 Undecided — 4 Agree — 5 Strongly Agree
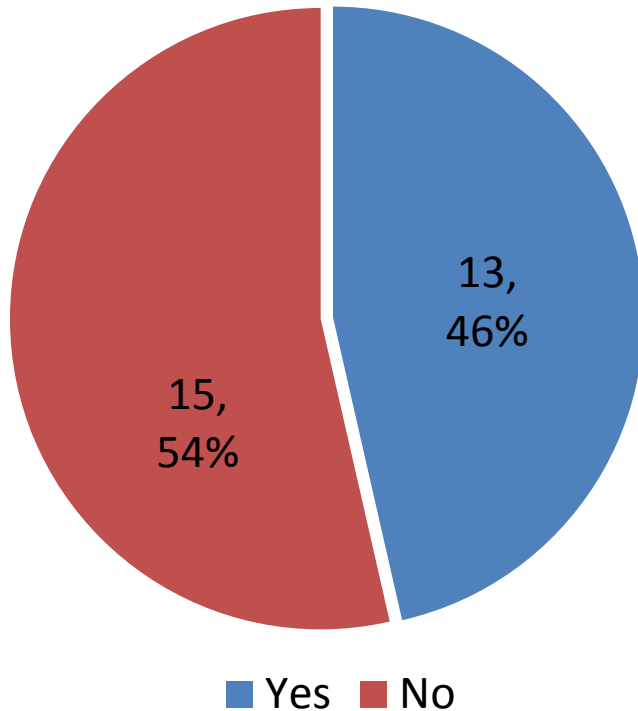
Infinite Campus (cont.)

- Participants were also asked about:
  - Possible future use of IC for daily attendance
  - Possible future use of IC for period-by-period attendance
  - Current use of the IC gradebook feature
  - Grade entry experiences during the first nine weeks
  - The impact of IC on participants' ability to perform job-related tasks
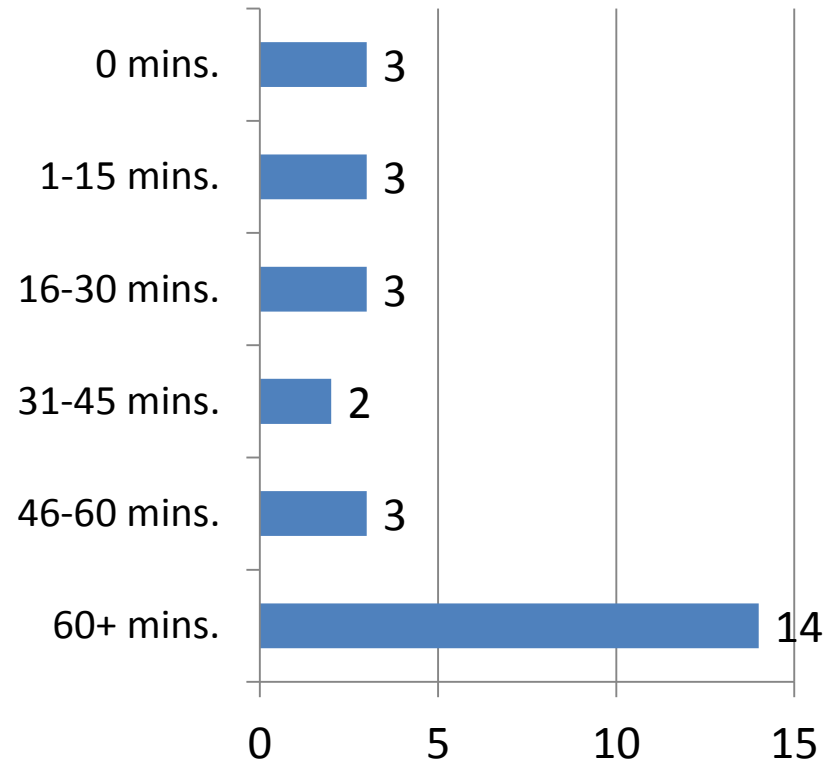- Participants' responses to the open-ended questions asked in this section can be found in the *Open-Ended Question Responses Appendix*.

iPods

- Survey participants were asked whether or not they used CCS-issued iPods during the 2012-2013 school year.
- A total of 297 participants indicated they were classroom teachers who used iPods to test their students.
- An additional 28 participants indicated they were trained by the Curriculum Department to train teachers on how to use iPods to test students.
- Participants' responses to the open-ended questions asked in this section can be found in the *Open-Ended Question Responses Appendix*.

iPods: Common Core TOSAs

Did the initial training you received from the Curriculum Department effectively prepare you to train teachers in your building(s) on how to use the iPods to test students?

13, 46%

15, 54%

■ Yes ■ No

During BOY assessments, how many minutes each day on average did you spend attempting to help teachers resolve iPod technical issues?
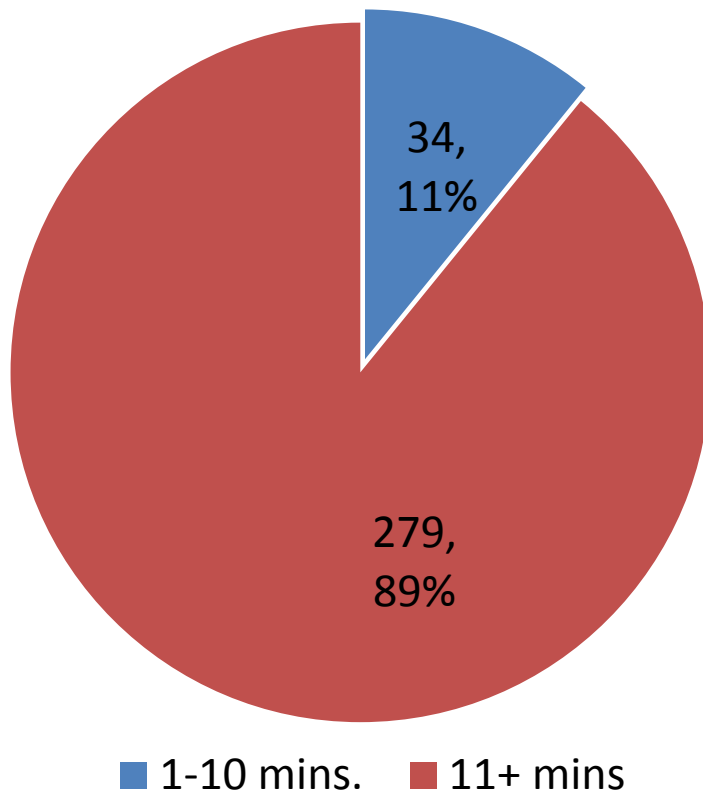

0 mins.	3
1-15 mins.	3
16-30 mins.	3
31-45 mins.	2
46-60 mins.	3
60+ mins.	14

0   5   10   15

iPods: General Questions

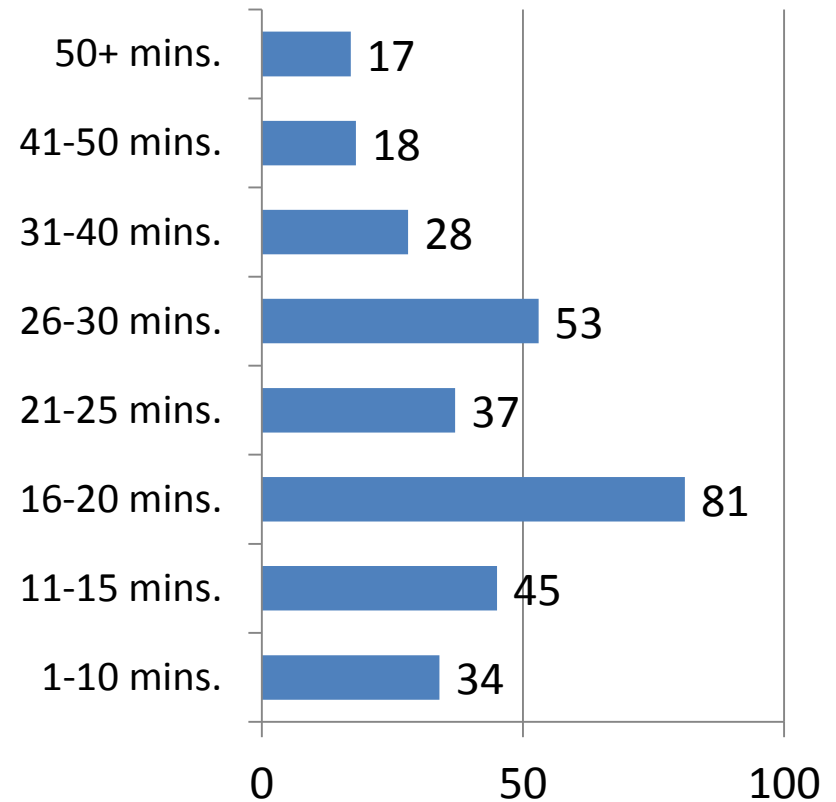| Question	Yes	No
Did the iPod training you received effectively prepare you to administer the TRC to your students?	32.6% (91)	67.4% (188)
Did you have the necessary amount of materials to properly administer the TRC to your students?	68.4% (210)	31.6% (97)
Did you experience instances where you decided to stop testing students due to the amount of technical difficulties you experienced?	78.1% (242)	21.9% (68)
Were there additional or missing words in the text of hard-copy books or on the iPod?	24.1% (70)	75.9% (221)
Did you receive your testing materials before the testing window opened?	47.1% (144)	52.9% (162)
Are your students able to work independently while you are administering the TRC?	26.0% (77)	74.0% (219)

iPods: Specific Technical Difficulties

Answer Options	Multiple times per day	Once per day	3-4 times per week	2-3 times per week	1 time per week	Never
Freeze ups	21.1% 66	16.6% 52	10.2% 32	15.7% 49	18.2% 57	18.2% 57
Time outs	33.5% 105	18.8% 59	7.0% 22	8.9% 28	10.5% 33	21.1% 66
Time-outs, requiring re-synch to continue testing	31.0% 97	19.2% 60	6.1% 19	13.1% 41	13.7% 43	16.9% 53
Error message: "Unexpected error occurred. Please try again."	22.4% 70	14.4% 45	13.4% 42	17.3% 54	16.9% 53	15.7% 49
Error message: "We could not connect to mCLASS home services."	34.5% 108	16.9% 53	13.4% 42	12.8% 40	11.8% 37	10.5% 33
Battery failure	2.6% 8	5.4% 17	2.6% 8	7.7% 24	14.4% 45	67.4% 211

iPods: Testing Time

On average, how long does it take you to administer the TRC to each student?
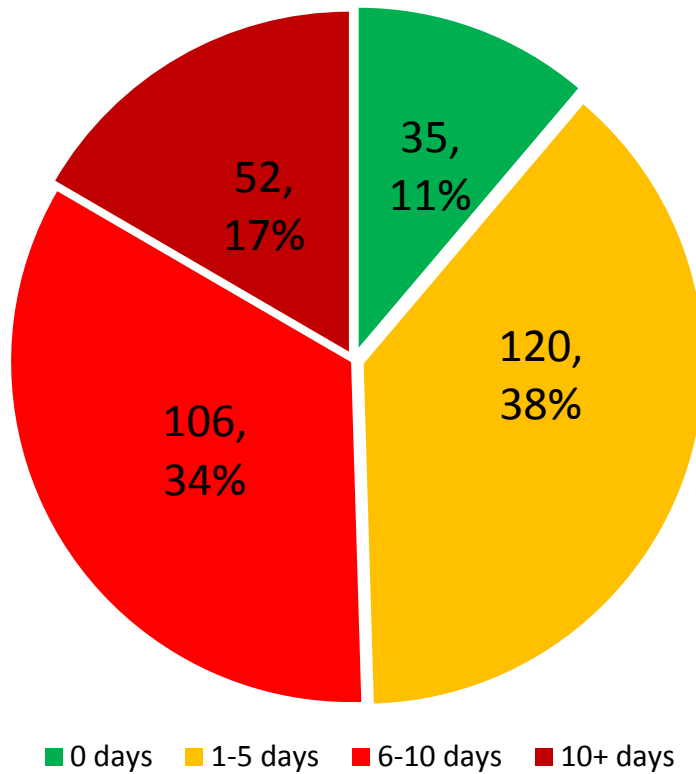
34, 11%

279, 89%

■ 1-10 mins. ■ 11+ mins

On average, how long does it take you to administer the TRC to each student?

50+ mins.	17
41-50 mins.	18
31-40 mins.	28
26-30 mins.	53
21-25 mins.	37
16-20 mins.	81
11-15 mins.	45
1-10 mins.	34

0   50   100

iPods: Instructional Delays

Approximately how many days have you fallen behind on the pacing guide for the reading curriculum as a result of the TRC?
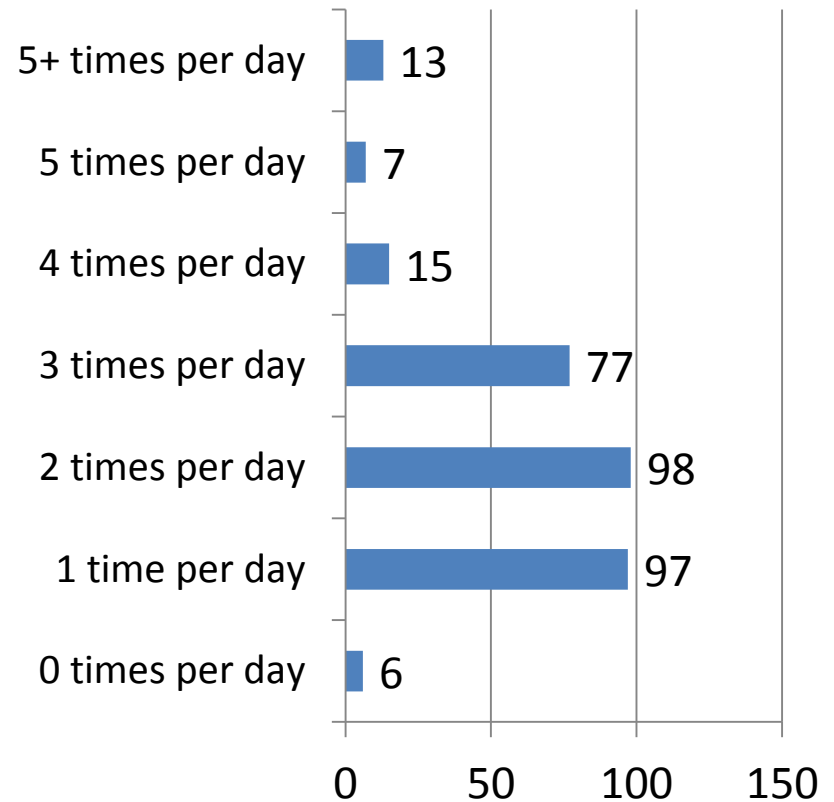

Legend: 0 days, 1-5 days, 6-10 days, 10+ days

- 35, 11%
- 120, 38%
- 106, 34%
- 52, 17%

Approximately how many days have you fallen behind on the pacing guide for the reading curriculum as a result of the TRC?

Days	Count
10+ days	52
10 days	39
9 days	7
8 days	15
7 days	31
6 days	14
5 days	58
4 days	21
3 days	26
2 days	12
1 day	3
0 days	35

iPods: Syncing

Are you able to sync from your classroom?

Yes: 56, 18%
No: 257, 82%

On average, how many times per day do you sync your iPod while you are administering the TRCs?

Times per day	Count
5+ times per day	13
5 times per day	7
4 times per day	15
3 times per day	77
2 times per day	98
1 time per day	97
0 times per day	6

iPods: Syncing (cont.)

On average, how long does it take to sync your iPod?

- 97, 31%
- 131, 42%
- 58, 18%
- 27, 9%

Legend: ■ 1-5 mins. ■ 6-10 mins. ■ 11-15 mins. ■ 16+ mins.

When do you sync your iPod?

After my scheduled workday	242
During recess	114
During lunchtime	166
During specials	126
During class/testing	103
During planning time	133
Before my scheduled workday	191

iPods: Syncing (cont.)

Has the iPod timed out as you tested a student and then required you to sync in order to continue testing?

102, 33%

211, 67%

■ Yes ■ No

How did you respond to the iPod's requirement that you sync to continue testing?

I was able to sync from my room and continue testing. — 26

I discontinued testing. — 152

I took my entire class down to the library in order to sync. — 54

I asked a colleague to cover my class while I went to the library to sync. — 99

0 50 100 150 200

iPods: Data Loss

During the TRC, did your iPod lose student testing data?

159, 51%

155, 49%

■ Yes ■ No

Was the student testing data recovered from your iPod?
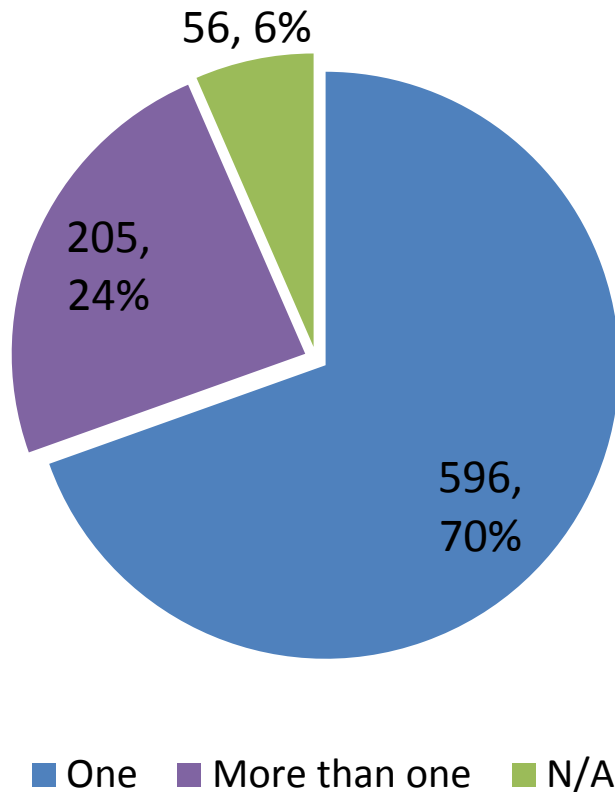

47, 30%

108, 70%
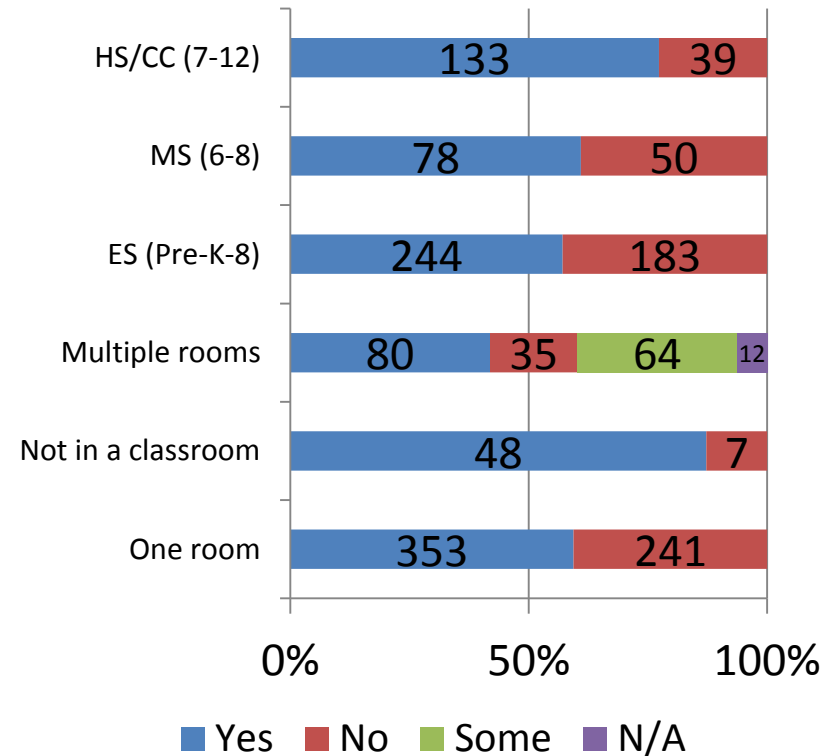
■ Yes ■ No

Access To District Hardware

- Survey respondents were asked a series of questions regarding the number of rooms their work assignment required them to instruct students in.

- Additional questions were asked to determine the number of dedicated teacher and student workstations, their operational status, efficiency and integration into teachers' instruction.

- Participants' responses to the open-ended questions asked in this section can be found in the *Open-Ended Question Responses Appendix*.

Access To District Hardware (Cont.)

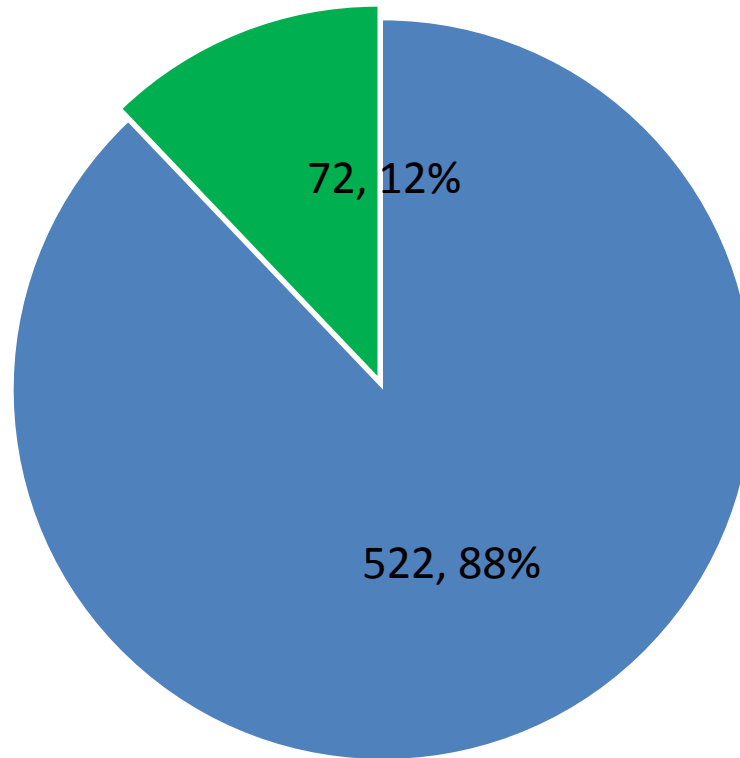**How many different rooms do you instruct students in?**

- One: 596, 70%
- More than one: 205, 24%
- N/A: 56, 6%

Does your classroom or workspace have computer that is dedicated/reserved for your use?

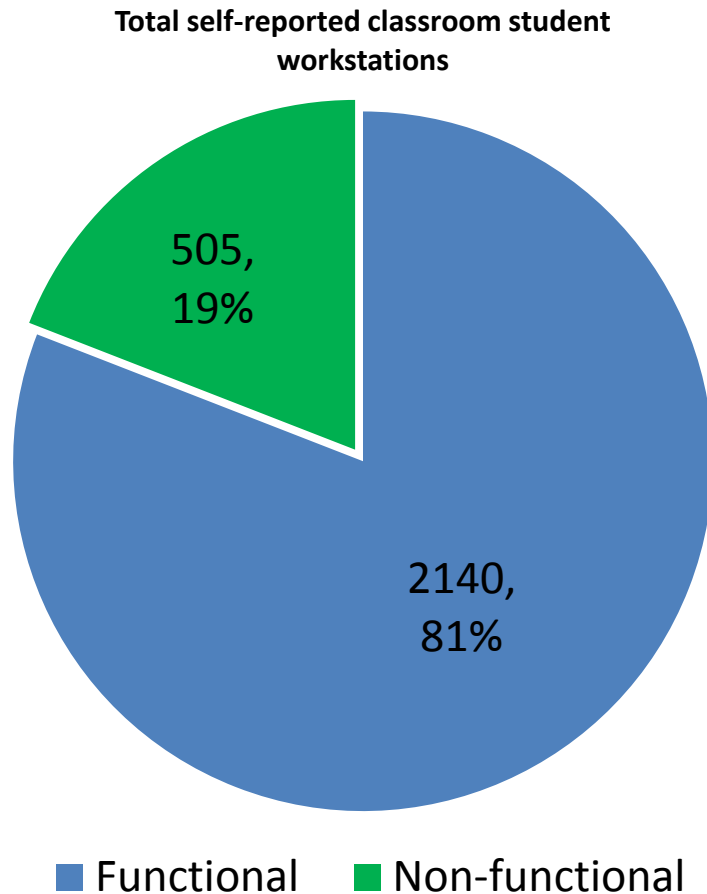|	Yes	No	Some	N/A
HS/CC (7-12)	133	39		
MS (6-8)	78	50		
ES (Pre-K-8)	244	183		
Multiple rooms	80	35	64	12
Not in a classroom	48	7		
One room	353	241		

Access To District Hardware (Cont.)

Do you have one or more student workstations in your classroom?

72, 12%

522, 88%

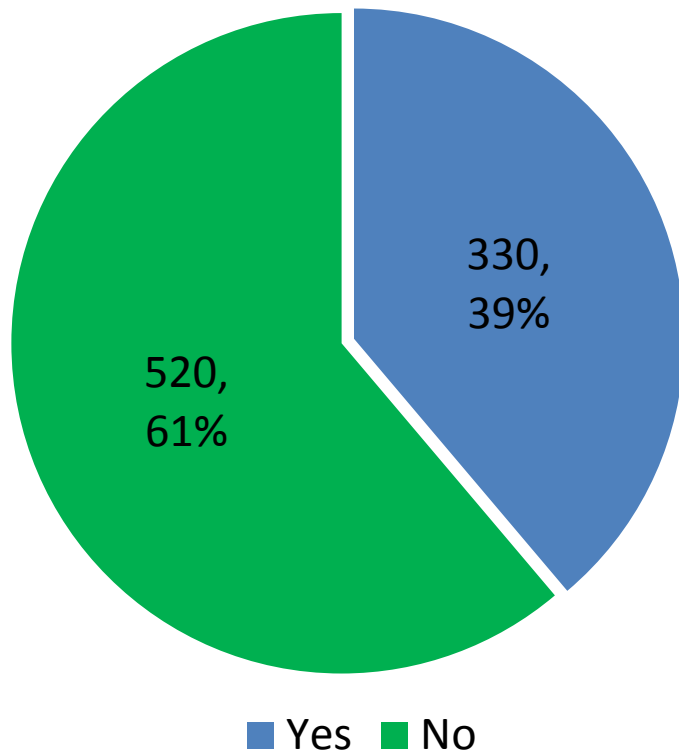■ I have one or more student workstations. ■ I have zero student workstations
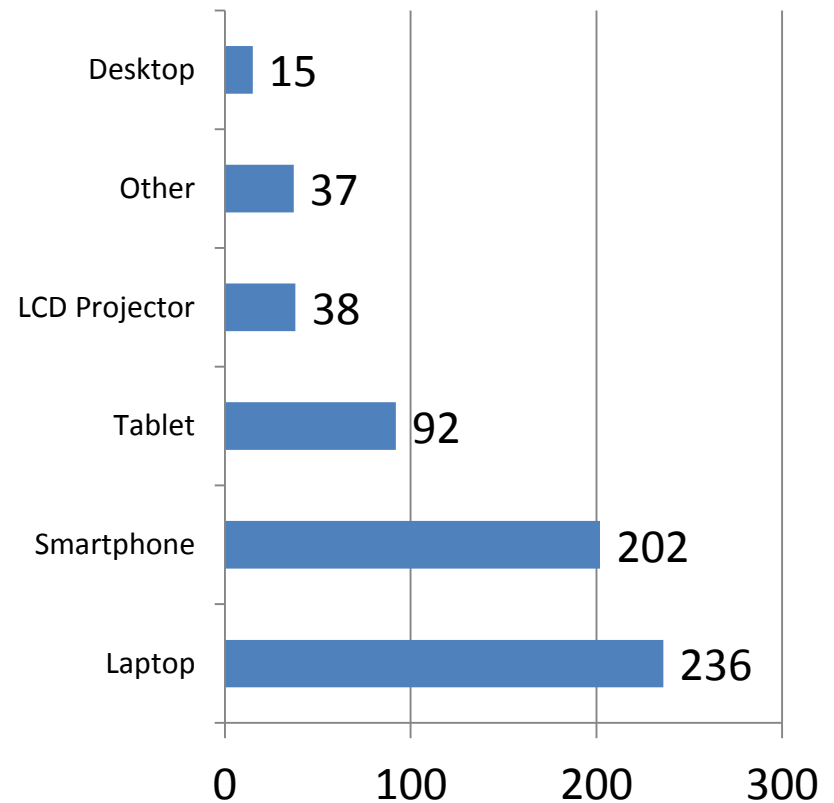
Access To District Hardware (Cont.)

Total self-reported classroom student workstations

505, 19%

2140, 81%

■ Functional ■ Non-functional

Total self-reported classroom student workstations

	Functional	Non-functional
All	2640	505
ES (Pre-K-8)	1073	258
MS (6-8)	389	113
HS/CC (7-12)	673	134

0%   50%   100%

■ Functional ■ Non-functional

Note: Only participants who instructed students in one room were used to determine this information.

Access To District Hardware (Cont.)

DO you use your own technology in your classroom/workspace in place of district-provided technology?
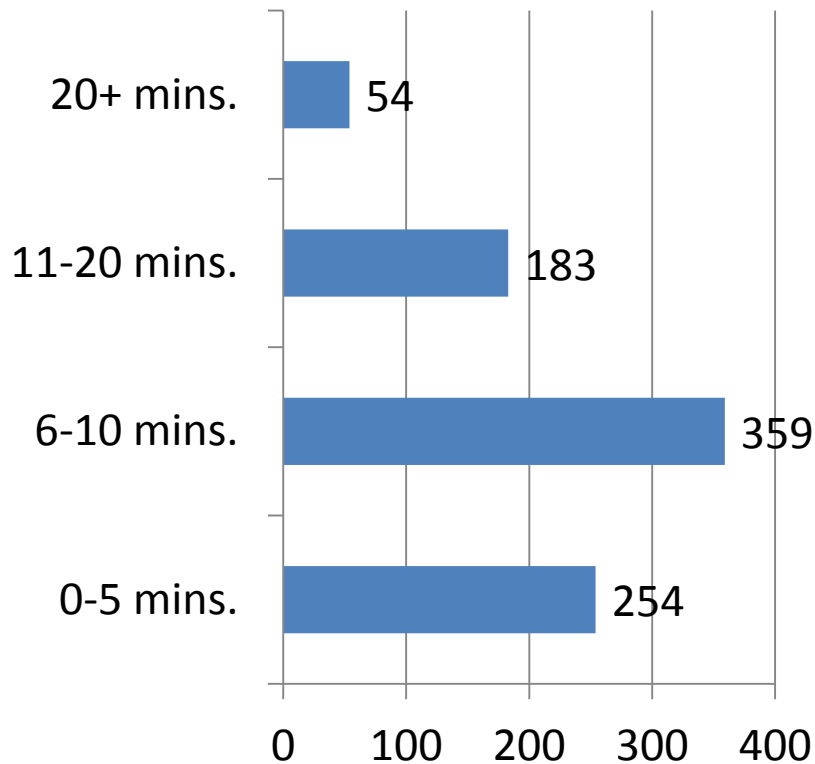
- 330, 39% (Yes)
- 520, 61% (No)

Legend: ■ Yes ■ No

What device(s) do you use in place of district-provided technology?

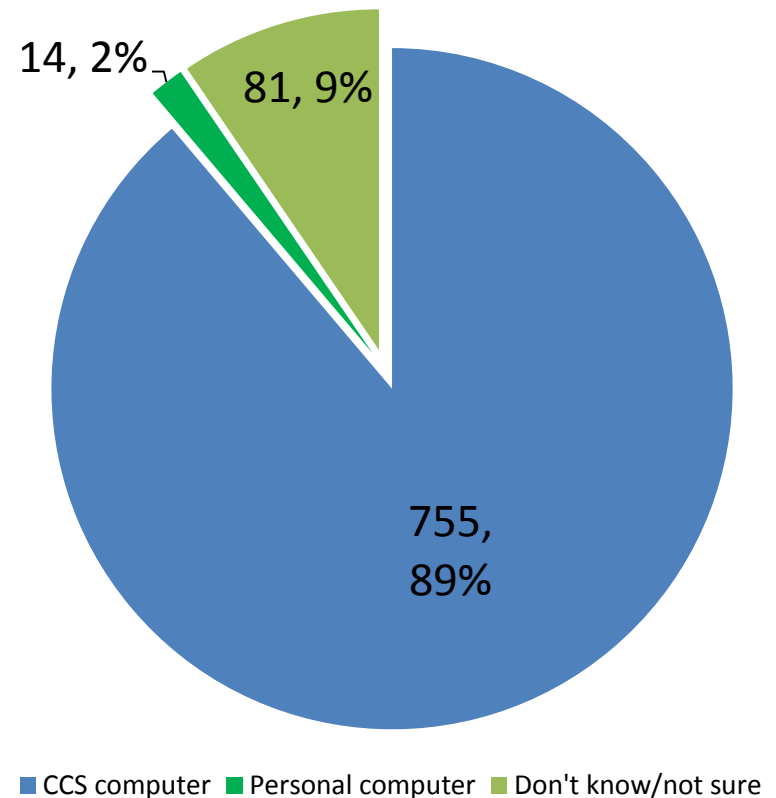| Device	Count
Desktop	15
Other	37
LCD Projector	38
Tablet	92
Smartphone	202
Laptop	236

Access To District Hardware (Cont.)

On average, how long does it take to boot up a CCS-provided computer, login open a district software title and begin working?
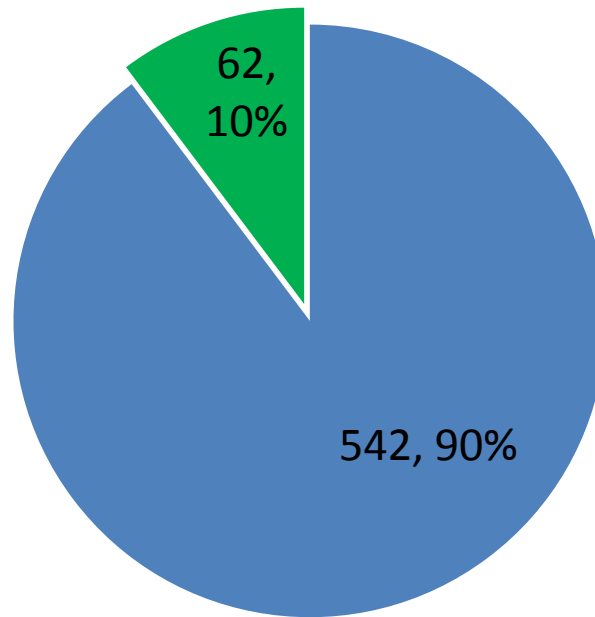
Category	Value
20+ mins.	54
11-20 mins.	183
6-10 mins.	359
0-5 mins.	254

(x-axis: 0, 100, 200, 300, 400)

Which device has a slower boot, login and application launch time?

- 14, 2%
- 81, 9%
- 755, 89%

■ CCS computer ■ Personal computer ■ Don't know/not sure

Access To District Hardware (Cont.)

Has the amount of time your students spent using CCS computers been shortened by lengthy boot, login or software loading times?
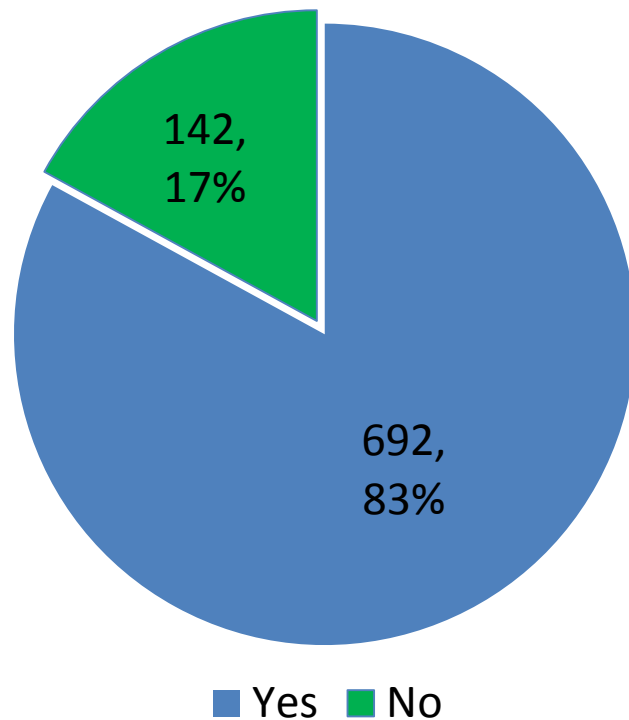

62, 10%

542, 90%

■ Yes ■ No
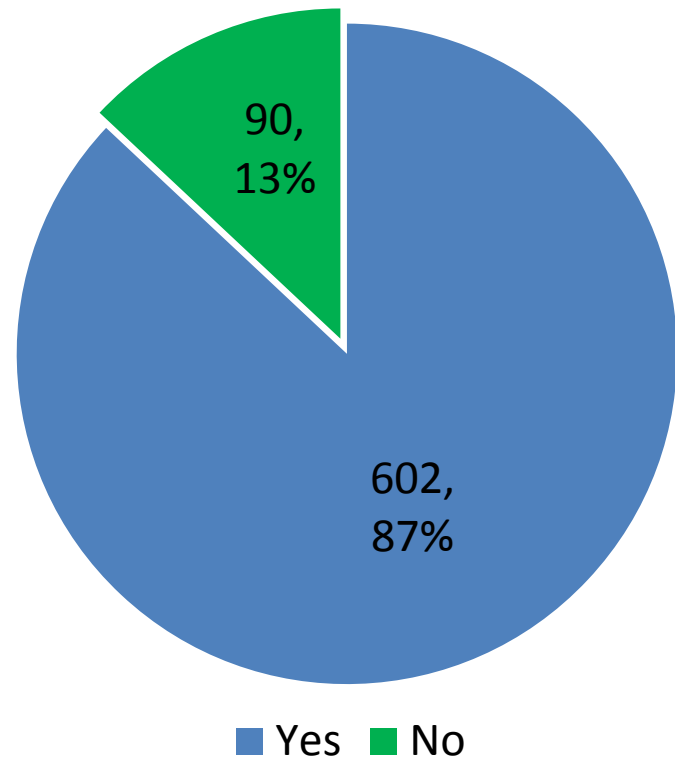
CCS ISS: Hardware Issues

- Survey participants were asked if they had experienced malfunctioning or unusable computer hardware in their classroom or workspace during the 2012-2013 school year.

- Participants were then 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.

- Participants' responses to the open-ended questions asked in this section can be found in the *Open-Ended Question Responses Appendix*.

CCS ISS: Hardware Issues (cont.)

Since the beginning of this school year, have you experienced malfunctioning or unusable computer hardware in your classroom/workspace?
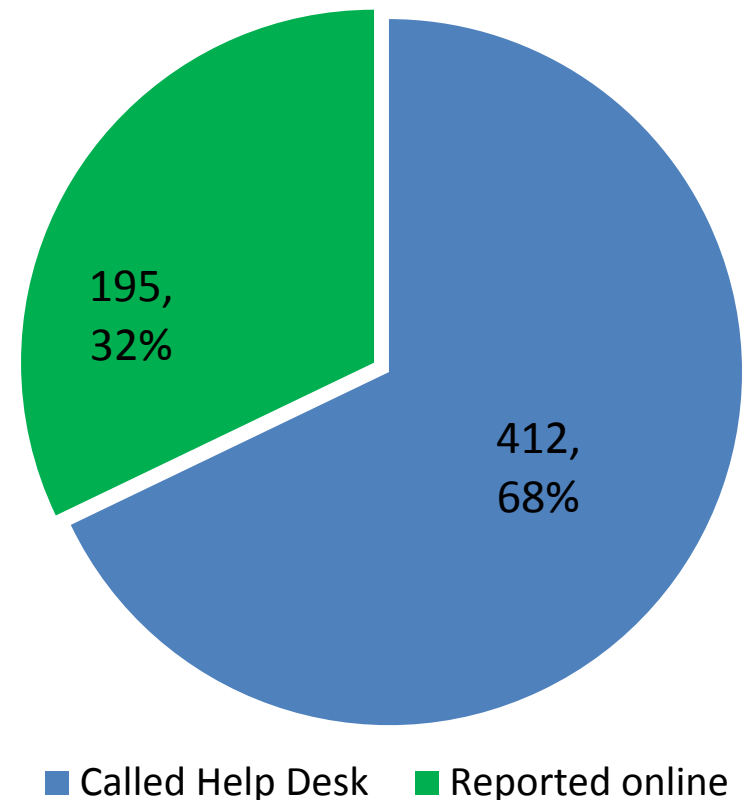
142, 17%

692, 83%

■ Yes ■ No

Since the hardware device(s) became non-functional, did you contact the CCS ISS Department to get the item(s) repaired?

90, 13%

602, 87%

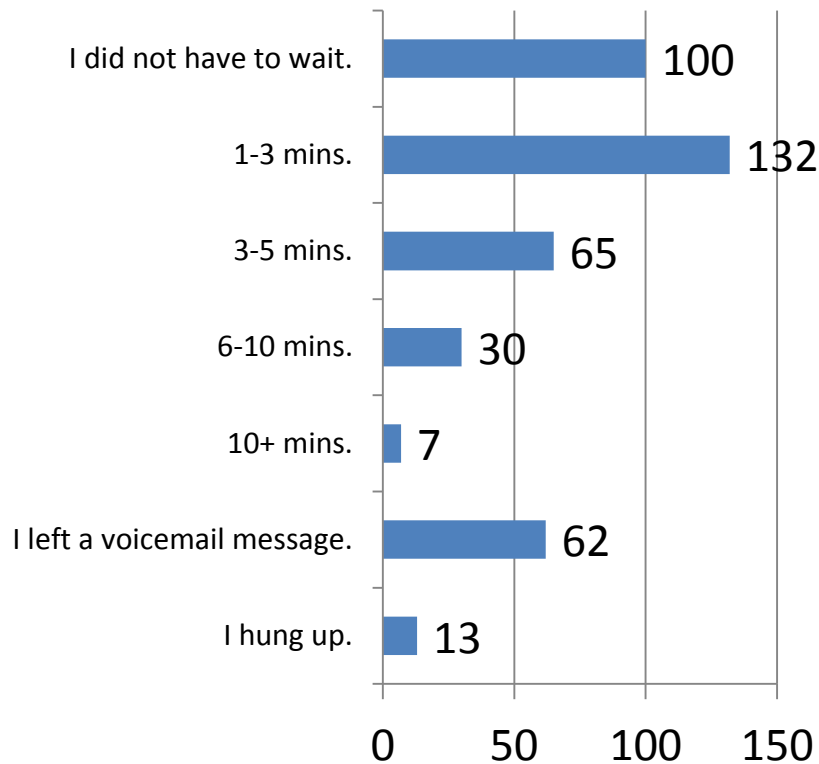■ Yes ■ No

CCS ISS : Hardware Issues (cont.)

Reasons for not contacting CCS ISS	Percentage
A colleague or I were able to find a workaround to bypass my technical problem(s), leaving them unfixed.	41.3% 38
A colleague or I were able to solve my technical problem(s) without CCS ISS assistance.	30.4% 28
I did not have time due to the requirements of my job, so the problem(s) went unfixed.	23.9% 22
Based on my unsatisfactory prior experiences, I chose not to notify the CCS ISS Department.	22.8% 21
Based on the negative feedback of colleague(s), I chose not to contact CCS ISS.	10.9% 10
I did not know how to report technical problems to CCS ISS.	9.8% 9

How did you contact the CCS ISS Department to resolve your technical problems?

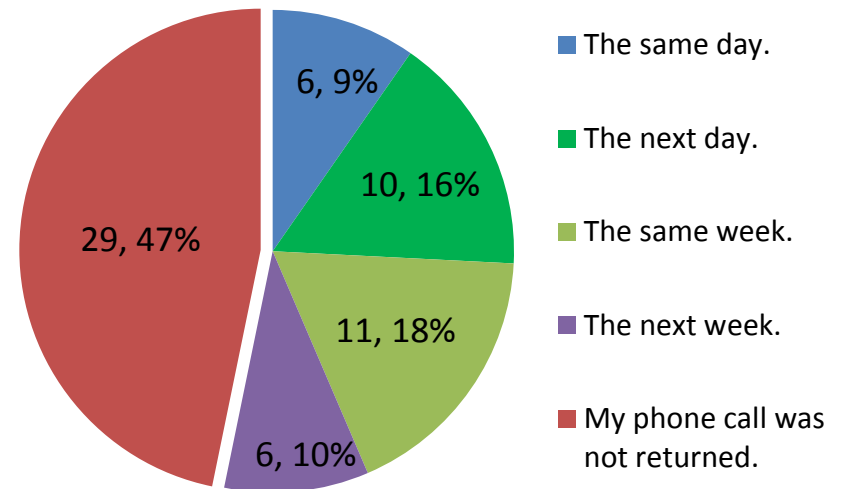195, 32%

412, 68%

■ Called Help Desk   ■ Reported online

CCS ISS: Hardware Issues (cont.)

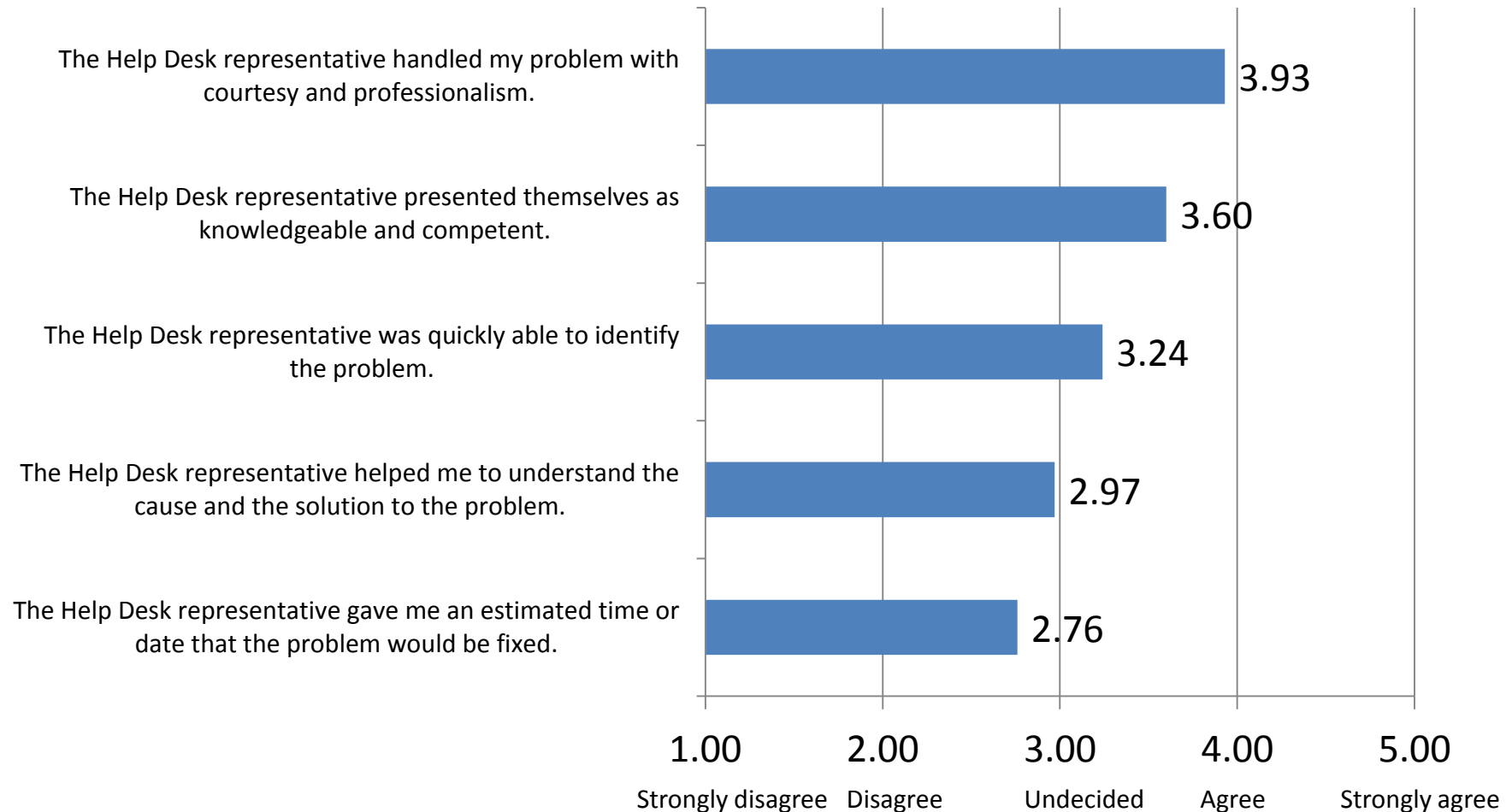**When you called the CCS Help Desk, on average, how long did you have to wait before speaking to a representative?**

- I did not have to wait. — 100
- 1-3 mins. — 132
- 3-5 mins. — 65
- 6-10 mins. — 30
- 10+ mins. — 7
- I left a voicemail message. — 62
- I hung up. — 13

After leaving a voicemail, how quickly did the CCS Help Desk return your phone call?

- The same day. — 6, 9%
- The next day. — 10, 16%
- The same week. — 11, 18%
- The next week. — 6, 10%
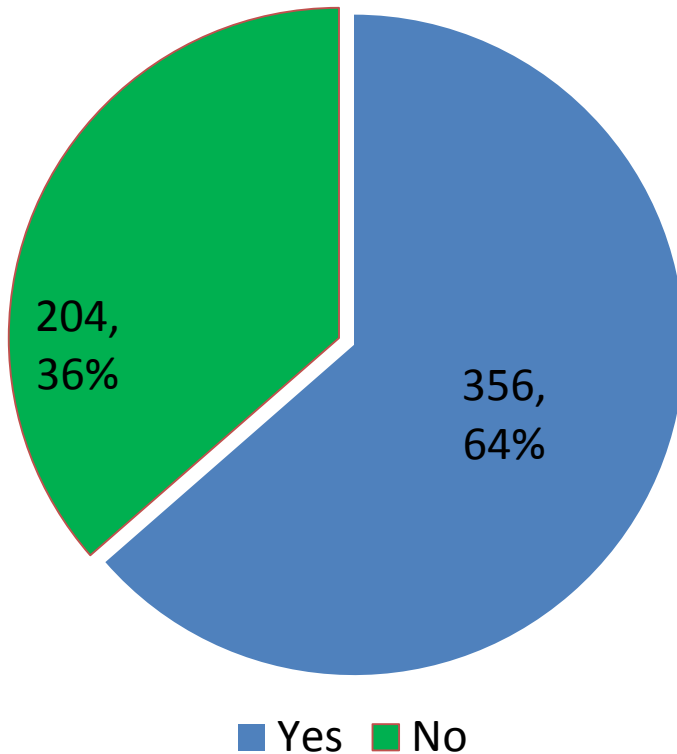- My phone call was not returned. — 29, 47%

CCS ISS: Hardware Issues (cont.)

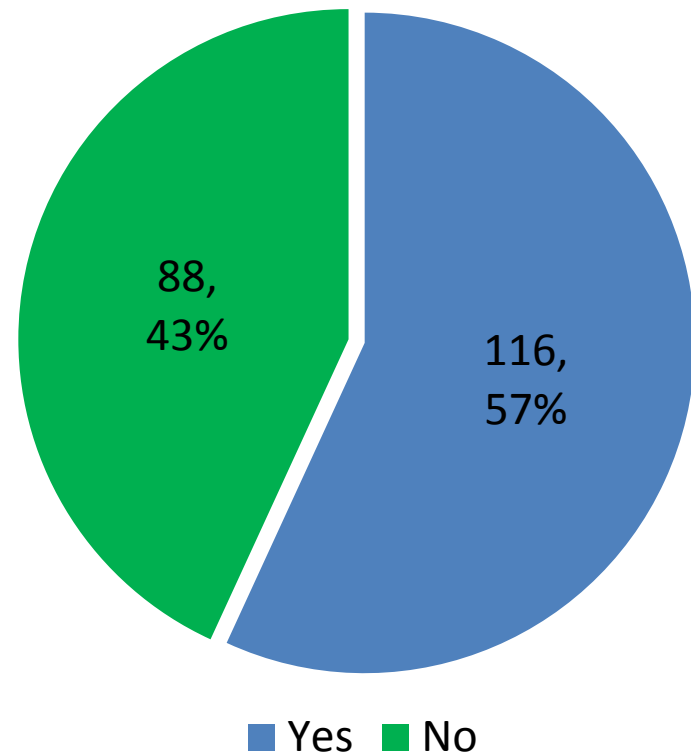**When you spoke with the CCS Help Desk representatives:**

CCS ISS: Hardware Issues (cont.)

Since contacting the CCS ISS Department, has your non-functional or incorrectly functioning hardware been replaced or repaired?
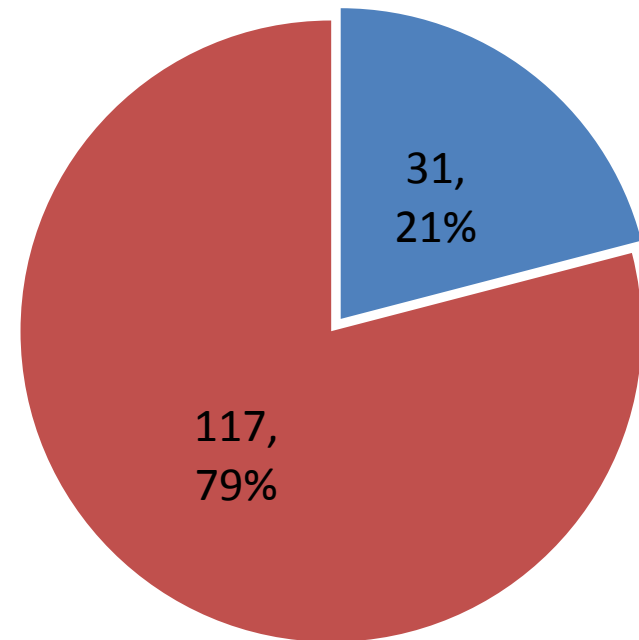

204, 36%

356, 64%

■ Yes ■ No

After initially notifying CCS of your technical problem and receiving no resolution to the problem, did you attempt to contact them again?

88, 43%

116, 57%

■ Yes ■ No

CCS ISS: Hardware Issues (cont.)

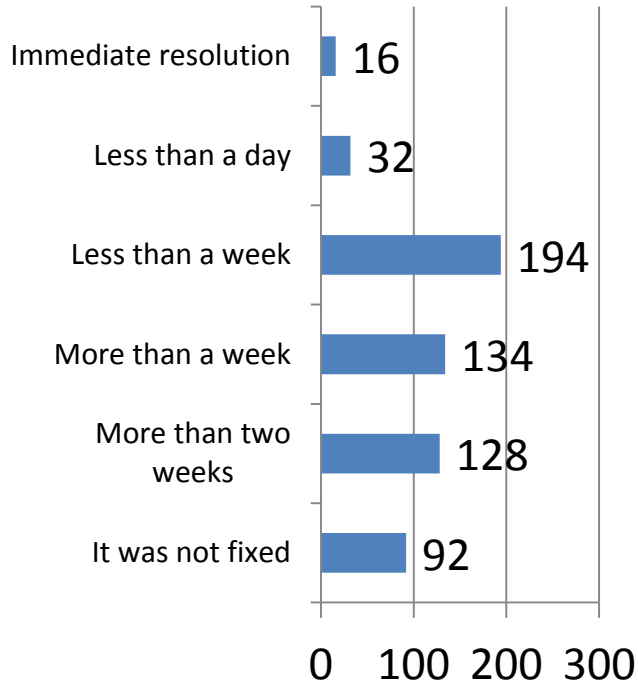| Reasons For Not Contacting CCS ISS Again	Percentage
I did not have time due to the requirements of my job, so the problem(s) went unfixed.	78.2% 68
A colleague or I were able to find a workaround to bypass my technical problem(s), leaving them unfixed.	24.1% 21
A colleague or I were able to solve my technical problem(s) without CCS ISS assistance.	9.2% 8

Since contacting the CCS ISS Department a second time, has your non-functional or incorrectly functioning hardware been replaced or repaired?

31, 21%

117, 79%

■ Yes ■ No

CCS ISS: Hardware Issues (cont.)

On average, after you first notified the CCS ISS Department, roughly how long did it take to get your technical problem(s) resolved?

Category	Value
Immediate resolution	16
Less than a day	32
Less than a week	194
More than a week	134
More than two weeks	128
It was not fixed	92

0   100   200   300

Overall, how satisfied were you with the CCS ISS Department's attempts to solve your technical problems during the 2012-2013 school year?

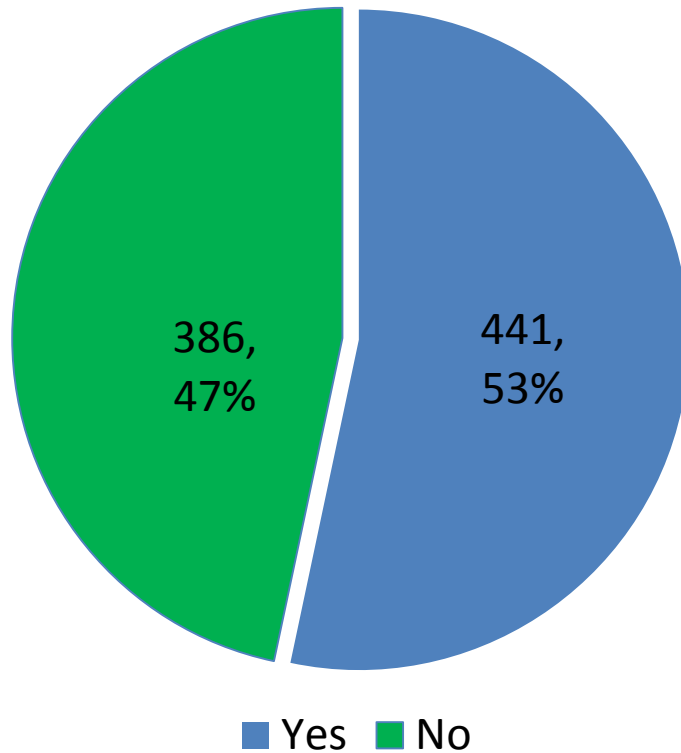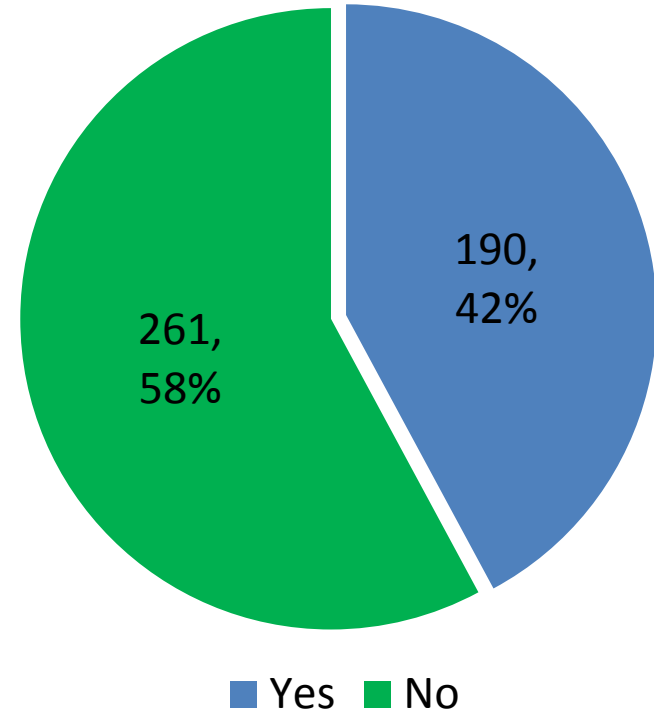| Very satisfied	Satisfied	Undecided	Unsatisfied	Very unsatisfied	Rating Average
31	213	124	154	74	2.95/5.00

CCS ISS: Software Issues

- Survey participants were asked if they had experienced problems using CCS-provided software during the 2012-2013 school year.

- Participants 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.

- Participants' responses to the open-ended questions asked in this section can be found in the *Open-Ended Question Responses Appendix*.

CCS ISS: Software Issues (cont.)

Excluding Infinite Campus, have you experienced problems using CCS-provided software during the 2012-2013 school year?
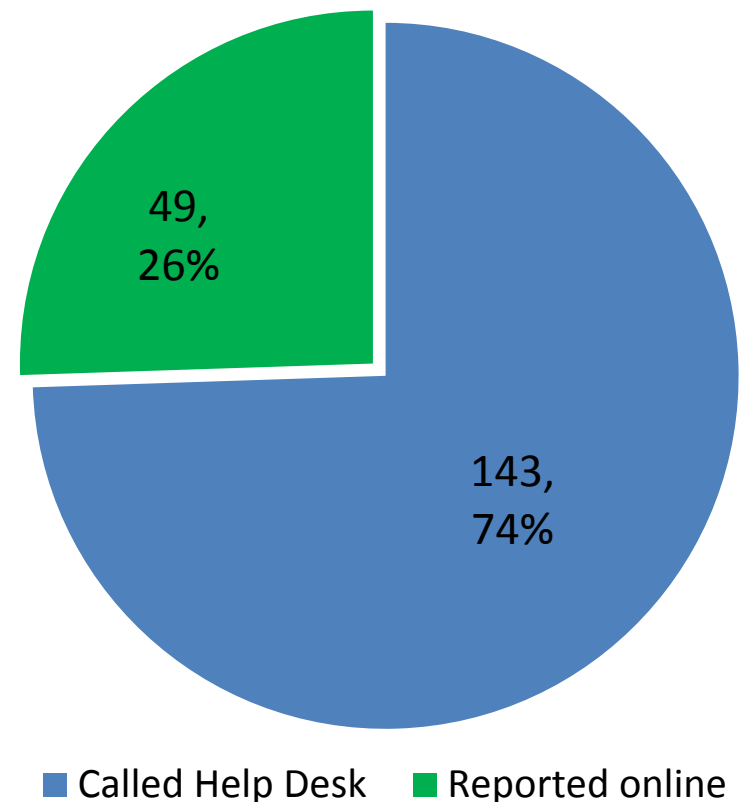

386, 47%   441, 53%

■ Yes ■ No

After experiencing problems with the CCS-provided software you previously identified, did you contact the CCS ISS Department for a solution?

261, 58%   190, 42%

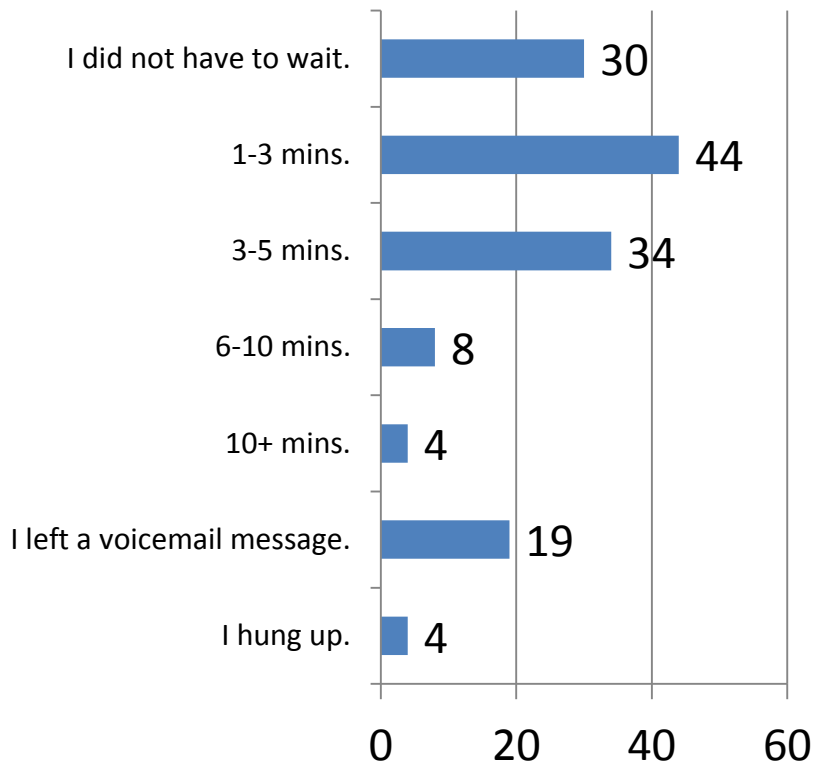■ Yes ■ No

CCS ISS: Software Issues (cont.)

Reasons for not contacting CCS ISS	Percentage
I did not have time due to the requirements of my job, so the problem(s) went unfixed.	45.7% 96
A colleague or I were able to solve my technical problem(s) without CCS ISS assistance.	30.0% 63
Based on my unsatisfactory prior experiences, I chose not to notify the CCS ISS Department.	26.2% 55
A colleague or I were able to find a workaround to bypass my technical problem(s), leaving them unfixed.	21.9% 46
I did not know how to report technical problems to CCS ISS.	7.1% 15
Based on the negative feedback of colleague(s), I chose not to contact CCS ISS.	6.2% 13

How did you contact the CCS ISS Department to resolve your software problems?

- ■ Called Help Desk
- ■ Reported online

143, 74%
49, 26%

CCS ISS: Software Issues (cont.)

When you called the CCS Help Desk, on average, how long did you have to wait before speaking to a representative?

I did not have to wait.	30
1-3 mins.	44
3-5 mins.	34
6-10 mins.	8
10+ mins.	4
I left a voicemail message.	19
I hung up.	4

0 20 40 60

After leaving a voicemail, how quickly did the CCS Help Desk return your phone call?

- 3, 16% ■ The next day.
- 5, 26% ■ The same week.
- 1, 5% ■ The next week.
- 10, 53% ■ My phone call was not returned.

CCS ISS: Software Issues (cont.)

When you spoke with the CCS Help Desk representatives:

- The Help Desk representative handled my problem with courtesy and professionalism. — 3.95
- The Help Desk representative presented themselves as knowledgeable and competent. — 3.63
- The Help Desk representative was quickly able to identify the problem. — 3.24
- The Help Desk representative helped me to understand the cause and the solution to the problem. — 3.05
- The Help Desk representative gave me an estimated time or date that the problem would be fixed. — 2.79

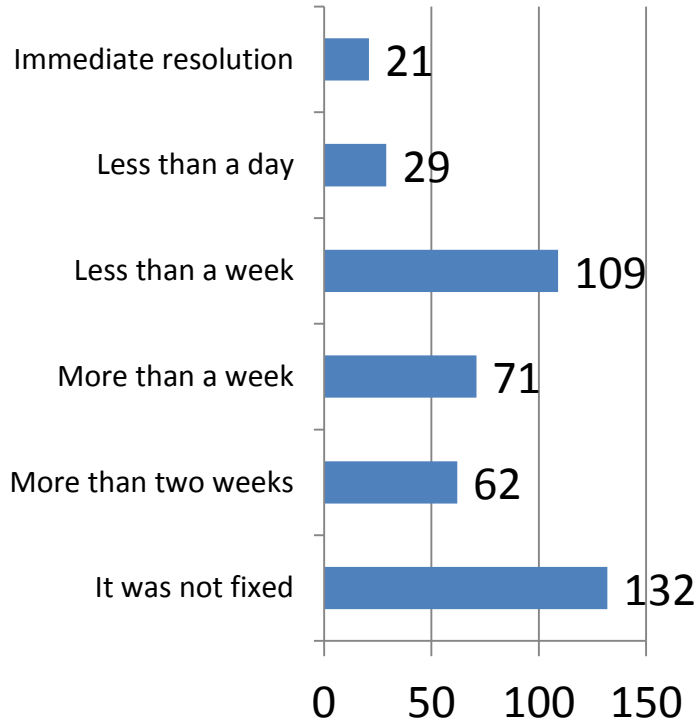| 1.00	2.00	3.00	4.00	5.00
Strongly disagree	Disagree	Undecided	Agree	Strongly agree

CCS ISS: Software Issues (cont.)

Since contacting the CCS ISS Department, has your CCS-provided software problem been fixed?

76, 43%

99, 57%

■ Yes ■ No

CCS ISS: Software Issues (cont.)

On average, after you first notified the CCS ISS Department, roughly how long did it take to get your software problem(s) resolved?

Category	Value
Immediate resolution	21
Less than a day	29
Less than a week	109
More than a week	71
More than two weeks	62
It was not fixed	132

Overall, how satisfied were you with the CCS ISS Department's attempts to solve your technical problems during the 2012-2013 school year?

Very satisfied	Satisfied	Undecided	Unsatisfied	Very unsatisfied	Rating Average
24	98	153	94	55	2.86/5.00