

# **Muskegon Community College**

## **Administrative Technology Needs Assessment Report**

The Teaching with Technology Needs Assessment (TTNA) is a survey of all faculty at Delta College. The assessment is used to describe and understand the how faculty currently use technology and how they integrate technology into their teaching activities.

Data gathered with the Delta College TTNA is used to 1) provide baseline measures of faculty educational technology use, 2) contribute to IT Strategic Planning efforts, 3) evaluate innovative initiatives involving academic technology, 4) assess and develop faculty support efforts, and 5) establish a short-term faculty development and training programs.

### **Methodology**

Data were collected through an online survey administered between September 13, 2006 and September 22, 2006 to 119 administrative staff members. The initial invitation was sent by email on Wednesday, September 13, 2006 and reminders were sent to those who had not responded on Tuesday, September 19, 2006 and Thursday, September 21, 2006.

Overall, 79 administrative staff members responded resulting in a successful response rate of 66%.

### **Findings**

Findings presented in this report are simple descriptive univariate distribution tables. The analysis tables are presented in the order the items appeared in the survey and are organized into three sections:

- Section 1: Background Information..... pg. 2
- Section 2: Experience with Technology..... pg. 3
- Section 3: Staff Development..... pg. 6

## Section 1: Background Information

### At home, do you have access to a computer?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	71	89.9%						
No	8	10.1%						

### At home, what type of computer/platform do you use? (check all that apply)

Response	Frequency	Percent	0	20	40	60	80	100
PC - Desktop	62	87.3%						
PC - Laptop	23	32.4%						
Mac - Desktop	2	2.8%						
Mac - Laptop	0	0.0%						

### At home, what is your primary type of Internet connection?

Response	Frequency	Percent	0	20	40	60	80	100
Telephone	24	33.8%						
Cable	26	36.6%						
DSL	16	22.5%						
Other	2	2.8%						
Unsure	0	0.0%						
No connection from home	3	4.2%						

### At work, do you have access to a computer?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	79	100.0%						
No	0	0.0%						

### At work, what type of computer/platform do you use? (check all that apply)

Response	Frequency	Percent	0	20	40	60	80	100
PC - Desktop	77	97.5%						
PC - Laptop	6	7.6%						
Mac - Desktop	3	3.8%						
Mac - Laptop	0	0.0%						

### At work, what other type of equipment do you use? (check all that apply)

Response	Frequency	Percent	0	20	40	60	80	100
Printer	78	100.0%						
Scanner	27	34.6%						
Jump/Flash Drive	39	50.0%						
Digital Camera	10	12.8%						
CD/DVD Burner	24	30.8%						
Digital Video Camera	2	2.6%						
Other	6	7.7%						

#### --> If you indicated "Other" above, please specify:

- I baring my camera from home sometimes for conferences or off-campus visits. I have to go to Library to use a scanner or CD burner, as I don't have one in my office or on my PC at work.
- fax machine
- Discs, copier, phone, fax
- copy machines, laminating machines, printing calculators
- fax

### At work, are you connected to the Internet?

Response	Frequency	Percent	0	20	40	60	80	100
Yes	77	98.7%						
No	1	1.3%						

## Section 2: Experience with Technology

Please indicate how frequently you use each technology:

Questions	Scale	Count	Mean	Mean as a percent of possible score 0 20 40 60 80 100	Many times a day	At least once a day	At least once a week	At least once a month	Less than once a month	Not at all
E-Mail	1	78	5.81		82.1%	16.7%	1.3%	0.0%	0.0%	0.0%
WWW Browsing/Searching	1	67	4.81		34.3%	35.8%	17.9%	6.0%	0.0%	6.0%
Webpage Design/Development	1	73	1.88		4.1%	4.1%	5.5%	9.6%	15.1%	61.6%
Online Chat/Discussions	1	75	1.69		2.7%	6.7%	5.3%	4.0%	5.3%	76.0%
Digital Audio/Video	1	76	1.91		2.6%	3.9%	6.6%	14.5%	13.2%	59.2%
Point-to-point Video or Web-conferencing	1	75	1.24		0.0%	0.0%	0.0%	4.0%	16.0%	80.0%
Campus Wireless Networks	1	73	1.37		1.4%	2.7%	1.4%	2.7%	9.6%	82.2%
E-Portfolios	1	68	1.01		0.0%	0.0%	0.0%	0.0%	1.5%	98.5%

Please indicate your level of expertise with each technology:

Questions	Scale	Count	Mean	Mean as a percent of possible score 0 20 40 60 80 100	Never Used	Beginner	Fairly Knowledgeable	Skilled	Expert
E-Mail	2	74	3.53		0.0%	2.7%	47.3%	44.6%	5.4%
WWW Browsing/Searching	2	63	3.14		6.3%	3.2%	63.5%	23.8%	3.2%
Webpage Design/Development	2	71	1.73		47.9%	32.4%	18.3%	1.4%	0.0%
Online Chat/Discussions	2	69	1.71		59.4%	17.4%	17.4%	4.3%	1.4%
Digital Audio/Video	2	73	1.70		49.3%	35.6%	11.0%	4.1%	0.0%
Point-to-point Video or Web-conferencing	2	72	1.29		75.0%	20.8%	4.2%	0.0%	0.0%
Campus Wireless Networks	2	69	1.39		76.8%	10.1%	10.1%	2.9%	0.0%
E-Portfolios	2	64	1.08		95.3%	1.6%	3.1%	0.0%	0.0%

Please indicate your interest in learning more about each technology:

Questions	Scale	Count	Mean	Mean as a percent of possible score 0 20 40 60 80 100	Very interested	Interested	Somewhat interested	Not very interested	Not at all interested
E-Mail	3	74	3.47		17.6%	36.5%	27.0%	13.5%	5.4%
WWW Browsing/Searching	3	62	3.45		14.5%	40.3%	24.2%	17.7%	3.2%
Webpage Design/Development	3	71	3.58		26.8%	32.4%	22.5%	8.5%	9.9%
Online Chat/Discussions	3	69	2.35		8.7%	8.7%	18.8%	36.2%	27.5%
Digital Audio/Video	3	72	3.24		20.8%	19.4%	33.3%	15.3%	11.1%
Point-to-point Video or Web-conferencing	3	71	3.00		14.1%	21.1%	32.4%	15.5%	16.9%
Campus Wireless Networks	3	68	3.16		13.2%	27.9%	32.4%	14.7%	11.8%
E-Portfolios	3	62	2.44		6.5%	9.7%	33.9%	21.0%	29.0%

Please indicate how frequently you use the following software:

Questions	Scale	Count	Mean	Mean as a percent of possible score 0 20 40 60 80 100	Many times a day	At least once a day	At least once a week	At least once a month	Less than once a month	Not at all
Word Processing	1	77	5.03		61.0%	15.6%	9.1%	2.6%	2.6%	9.1%
PowerPoint Presentations	1	76	1.78		1.3%	1.3%	6.6%	7.9%	30.3%	52.6%
Excel	1	77	3.16		13.0%	11.7%	20.8%	14.3%	13.0%	27.3%
Access	1	75	2.03		5.3%	5.3%	8.0%	5.3%	20.0%	56.0%
Photoshop	1	75	1.59		1.3%	4.0%	2.7%	8.0%	12.0%	72.0%
FrontPage	1	76	1.34		1.3%	1.3%	2.6%	1.3%	11.8%	81.6%
Publisher	1	76	1.50		0.0%	2.6%	6.6%	3.9%	11.8%	75.0%
Sitebuilder ToolKit	1	76	1.46		1.3%	1.3%	2.6%	9.2%	7.9%	77.6%
Visio	1	76	1.25		0.0%	0.0%	1.3%	1.3%	18.4%	78.9%
Datatel/Colleague	1	76	3.54		13.2%	19.7%	27.6%	9.2%	7.9%	22.4%

**Please indicate your level of expertise with the following software:**

Questions	Scale	Count	Mean	Mean as a percent of possible score	Never Used	Beginner	Fairly Knowledgeable	Skilled	Expert
				0 20 40 60 80 100					
Word Processing	2	74	3.26		9.5%	4.1%	44.6%	35.1%	6.8%
PowerPoint Presentations	2	71	2.10		36.6%	28.2%	23.9%	11.3%	0.0%
Excel	2	72	2.43		16.7%	37.5%	31.9%	13.9%	0.0%
Access	2	71	1.83		40.8%	38.0%	18.3%	2.8%	0.0%
Photoshop	2	71	1.52		62.0%	26.8%	8.5%	2.8%	0.0%
FrontPage	2	70	1.37		77.1%	10.0%	11.4%	1.4%	0.0%
Publisher	2	70	1.44		71.4%	18.6%	4.3%	5.7%	0.0%
Sitebuilder ToolKit	2	70	1.33		75.7%	17.1%	5.7%	1.4%	0.0%
Visio	2	70	1.27		74.3%	24.3%	1.4%	0.0%	0.0%
Datatel/Colleague	2	71	2.06		21.1%	57.7%	15.5%	5.6%	0.0%

**Please indicate your interest in learning more about the following software:**

Questions	Scale	Count	Mean	Mean as a percent of possible score	Very interested	Interested	Somewhat interested	Not very interested	Not at all interested
				0 20 40 60 80 100					
Word Processing	3	73	3.68		23.3%	42.5%	17.8%	12.3%	4.1%
PowerPoint Presentations	3	70	3.50		25.7%	24.3%	28.6%	17.1%	4.3%
Excel	3	72	3.79		33.3%	34.7%	15.3%	11.1%	5.6%
Access	3	69	3.48		24.6%	26.1%	29.0%	13.0%	7.2%
Photoshop	3	69	3.71		34.8%	30.4%	15.9%	8.7%	10.1%
FrontPage	3	69	3.13		17.4%	29.0%	20.3%	15.9%	17.4%
Publisher	3	68	3.10		22.1%	25.0%	16.2%	14.7%	22.1%
Sitebuilder ToolKit	3	68	2.97		11.8%	26.5%	27.9%	14.7%	19.1%
Visio	3	69	2.96		17.4%	15.9%	29.0%	20.3%	17.4%
Datatel/Colleague	3	69	4.06		40.6%	36.2%	15.9%	2.9%	4.3%

**Do you use any other technologies for your work?**

Response	Frequency	Percent	0 20 40 60 80 100
Yes	14	17.9%	
No	64	82.1%	

**--> If "Yes", please describe:**

- Printers, Copy Machines, Fax Machine
- copy machine
- hand held palm for meeting reminder
- Online Blackboard and working with students login and email account
- auto cad
- telephone, computer printer
- CorelDraw, Corel Photopaint, PageMaker
- copy machine, calculator
- OCLC, label makers
- Lotus Smart Suite, Adobe, EMS Professional, Microsoft Photo Editor, Paint
- cell phone
- Fax machine, copy machine
- Sharp -adding machine Telephone
- PCAnywhere; Honeywell software; Staefa software; Card Access software; EMS Pro
- Palm pilot

### Section 3: Staff Development

If offered, how likely would you be to attend the following staff development seminars?

Questions	Count	Mean	Mean as a percent of possible score	Definitely	Very likely	Maybe	Unlikely	Definitely not
Developing and using multimedia in presentations	79	2.90		10.1%	16.5%	36.7%	26.6%	10.1%
Focused strategies that utilize technology for time management	79	3.35		8.9%	36.7%	39.2%	11.4%	3.8%
Focused strategies that utilize technology for project management	79	3.24		13.9%	25.3%	38.0%	16.5%	6.3%

What other technology-related staff training sessions would you like to see offered?

- Everything is pretty much covered.
- Power Point, Web Advisor
- Powerpoint, Access, and web pages
- Web page design and using publisher.
- Let's get through Datatel first.
- No sure...More basic and simple stuff.
- Adv. Excel
- Programs i.e, Excel Advanced Training, PowerPoint, etc.
- Unknown at this time.
- Beginning word and excel for clerical staff. How to manage your PC.

What day(s) and time(s) would you like to see academic technology training offered? (select all that apply)

Scale 1			0	20	40	60	80	100
Response	Frequency	Percent						
Monday	29	41.4%						
Tuesday	35	50.0%						
Wednesday	39	55.7%						
Thursday	42	60.0%						
Friday	35	50.0%						

Scale 2			0	20	40	60	80	100
Response	Frequency	Percent						
8am to 11am	44	62.0%						
11am to 2pm	34	47.9%						
2pm to 5pm	32	45.1%						
5pm to 8pm	5	7.0%						

Are there innovative uses of technology at other campuses that you would like to see implemented at Muskegon Community College? If you list and describe more than one, please put them in order of importance, most important being first.

- I am so technologically challenged that I really don't know what's 'out there' that would be useful for my job. On Part I, I didn't know what E-Portfolios are. Sounds like some sort of stock option. I am guessing that it is not something I would use.
- 1. At the public schools in Muskegon County they use the MAISD program. I thought the ISD program was in the dark ages, until I worked with TIP. For the ISD program, there is only one user name and password. At MCC we have too many usernames, windows, Datatel, Corporate Express, TIP, and EMS. Hopefully, when Datatel is fully implemented it will be much easier than TIP. No more copying and pasting to notebook, and able to go forward and backwards. Hopefully, it will be easier than the Purchasing Program through Datatel. I feel more comfortable using the Purchasing program, but there are way to many screens and steps. If one step (example: forgetting to put 'yes' at the end) is missed, your P.O. hangs out there forever with no progress being made. Having to put orders in Datatel and Corporate Express seems to defeat the purpose of one program integrating with the whole system. At least Corporate Express sends you an e-mail that your order has been confirmed and what you ordered. There is not a very good confirmation system for Datatel. 2. Secretaries should have training in Excel and Access.
- Scanners,
- Phone Headset option Using your phone thru your computer Video training over the web at your desk(Many people are not able to go to the trainings that are offered because some supervisors do not allow them to. It would be awesome to have the training at your desk.)
- Unknown at this time.