

# CCC Technology Needs and Interests Survey

Presentation to TTAC

INFORMATIONAL ITEM



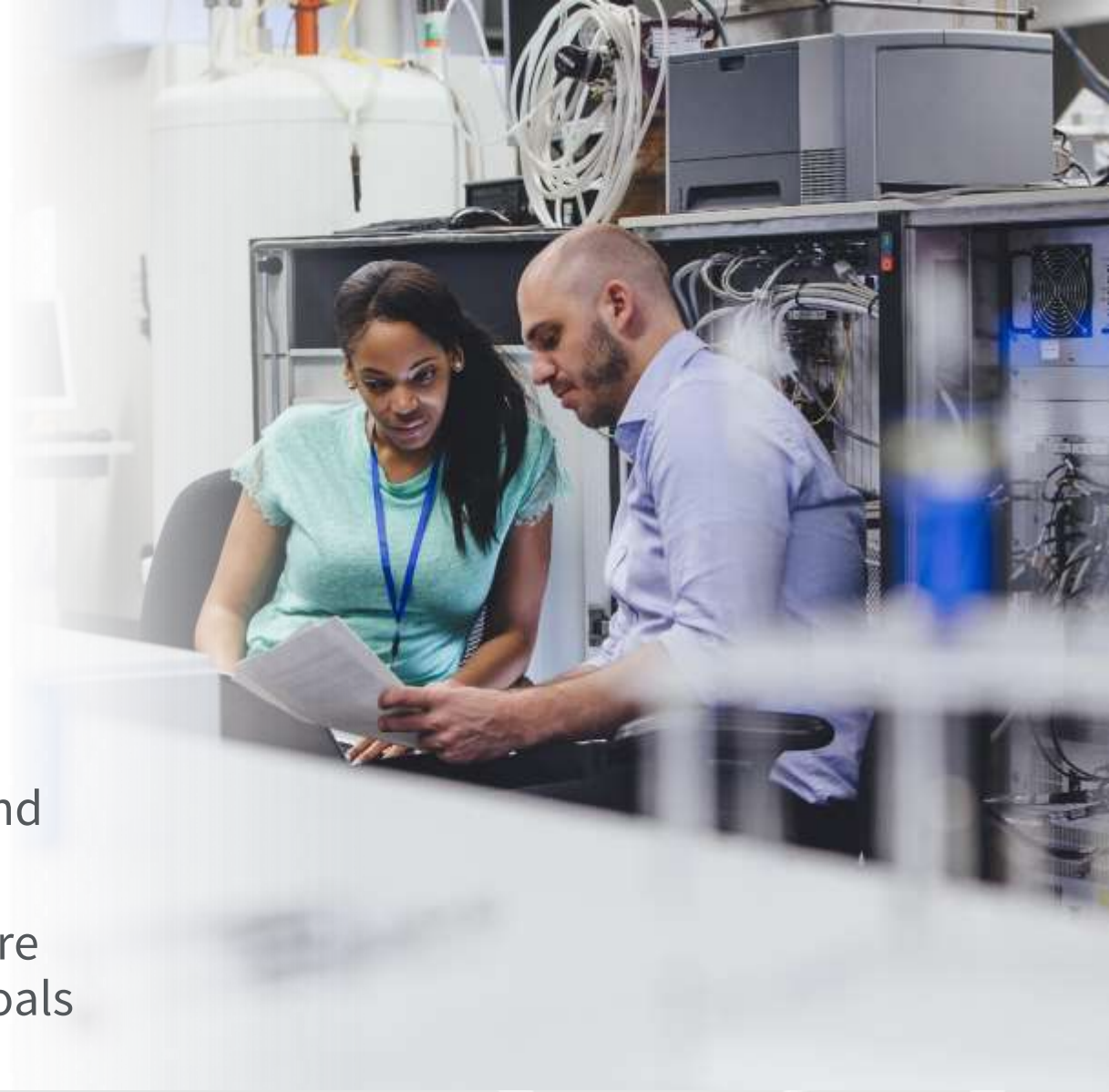
# Overview

1. Survey Purpose
2. Survey Results
  - a. Current IT solutions and needs
  - b. Perceptions of Chancellor's Office-sponsored technology projects
  - c. Opportunities for additional support
3. Discussion and Takeaways



# Survey Purpose

- Online survey of college staff and faculty to measure:
  - Perceptions of Chancellor's Office-sponsored technology projects and infrastructure
  - Level of support for common IT administrative solutions (SIS, SSO, etc.)
- Questions were vetted by Chancellor's Office leadership and informed by TTAC co-chairs and 6 leading CCC CTOs
- First step in stakeholder engagement for future technology supports to help achieve *Vision* goals



# Survey Distribution

- Sent to approximately 7,500 staff and faculty through Digital Futures, CEO, CSSO, CIO, and Academic Senate listservs, TTAC committees, and subcommittees
- Survey was open from Feb. 26 - March 13, 2020
- Recipients were encouraged to participate if they have familiarity with technology tools, infrastructure and services at their college or district



# Survey Participants

- 415 participants
  - ~50% have been in their current role for over 10 years
- Top 3 roles
  - Faculty member (88)
  - C-level position (68)
  - Manager (62) or individual contributor/specialist (62)
- Nearly all worked at a college
  - 50% in a single college district
  - 41% in a multiple college district



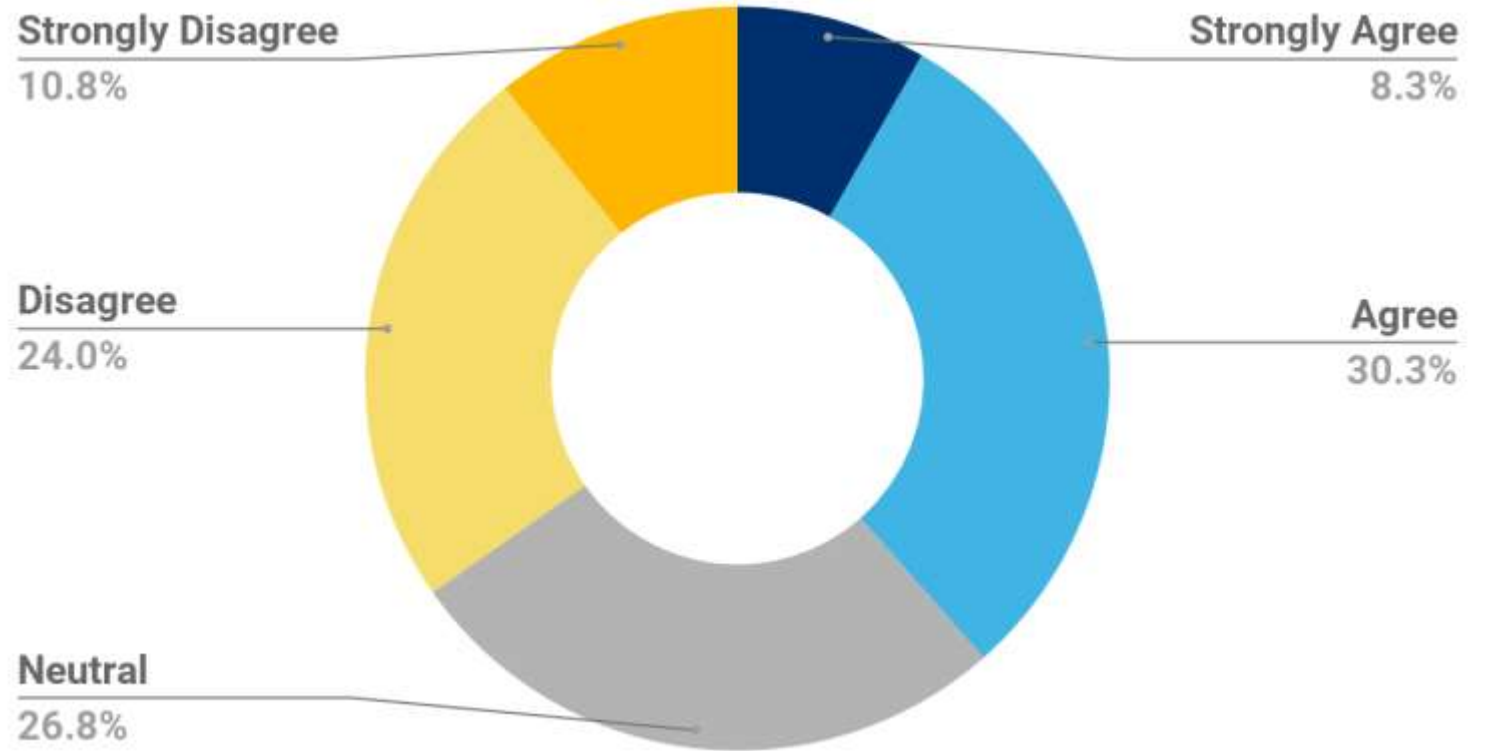
# Survey Results

Current IT solutions  
and needs



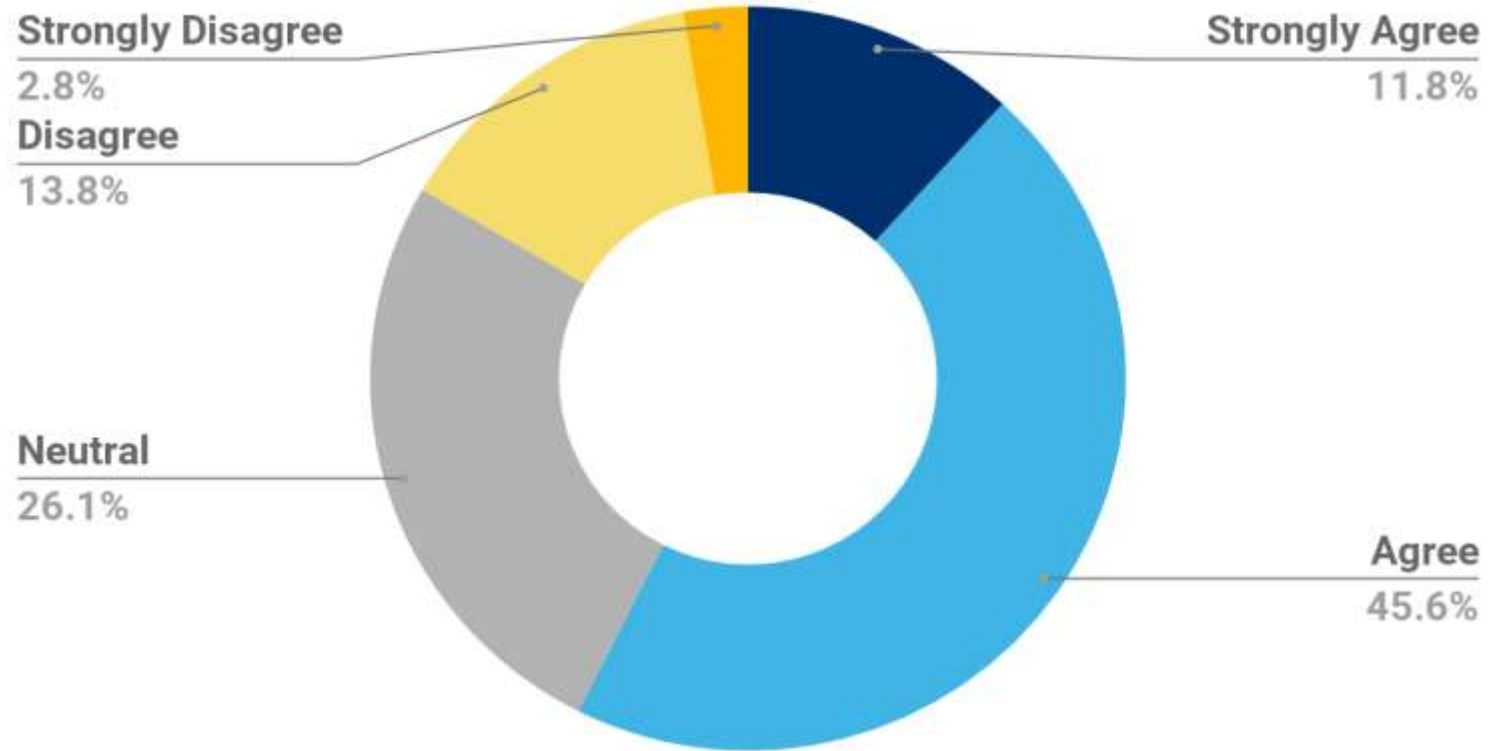
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

My college/  
district current  
IT solutions  
are **innovative**.



TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

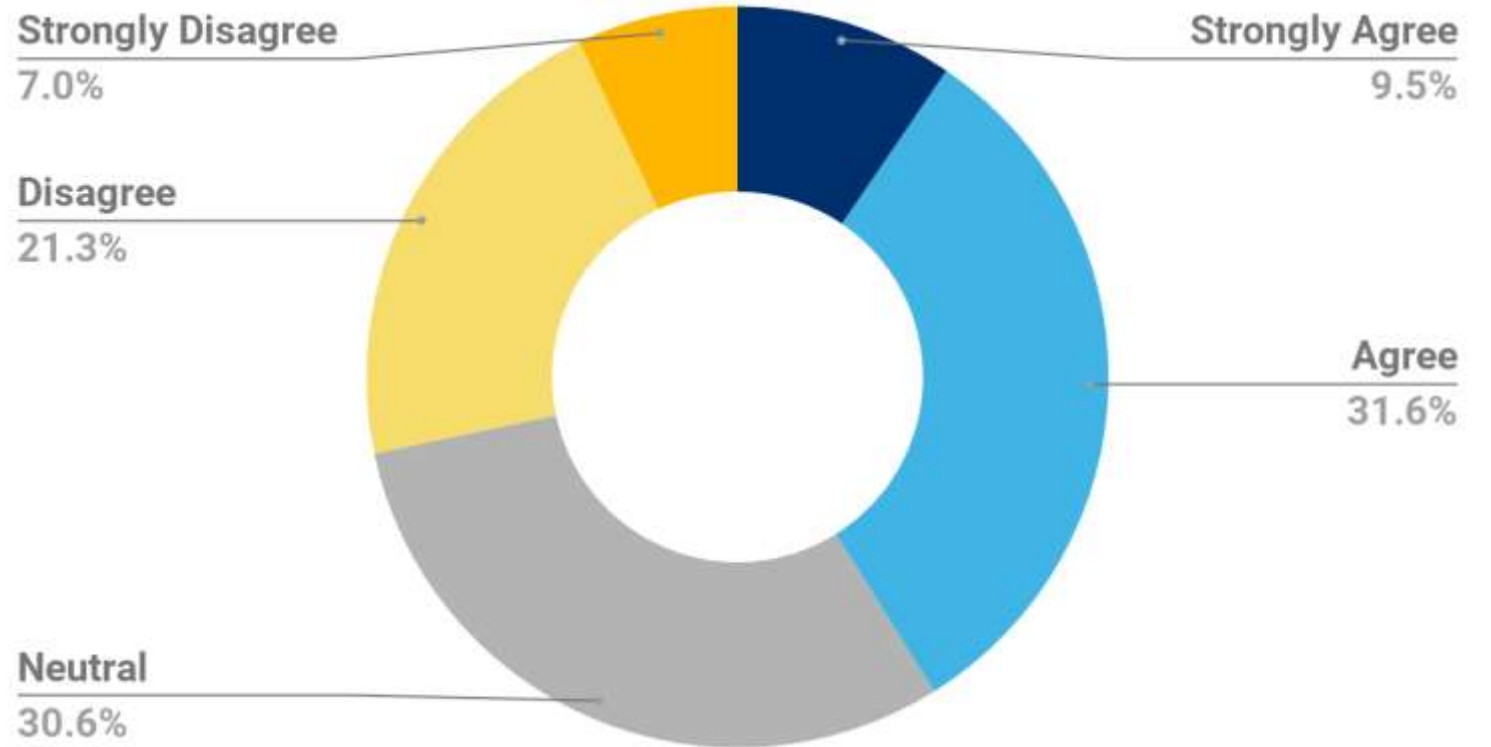
My college/  
district current  
information  
technology (IT)  
solutions are  
**secure.**





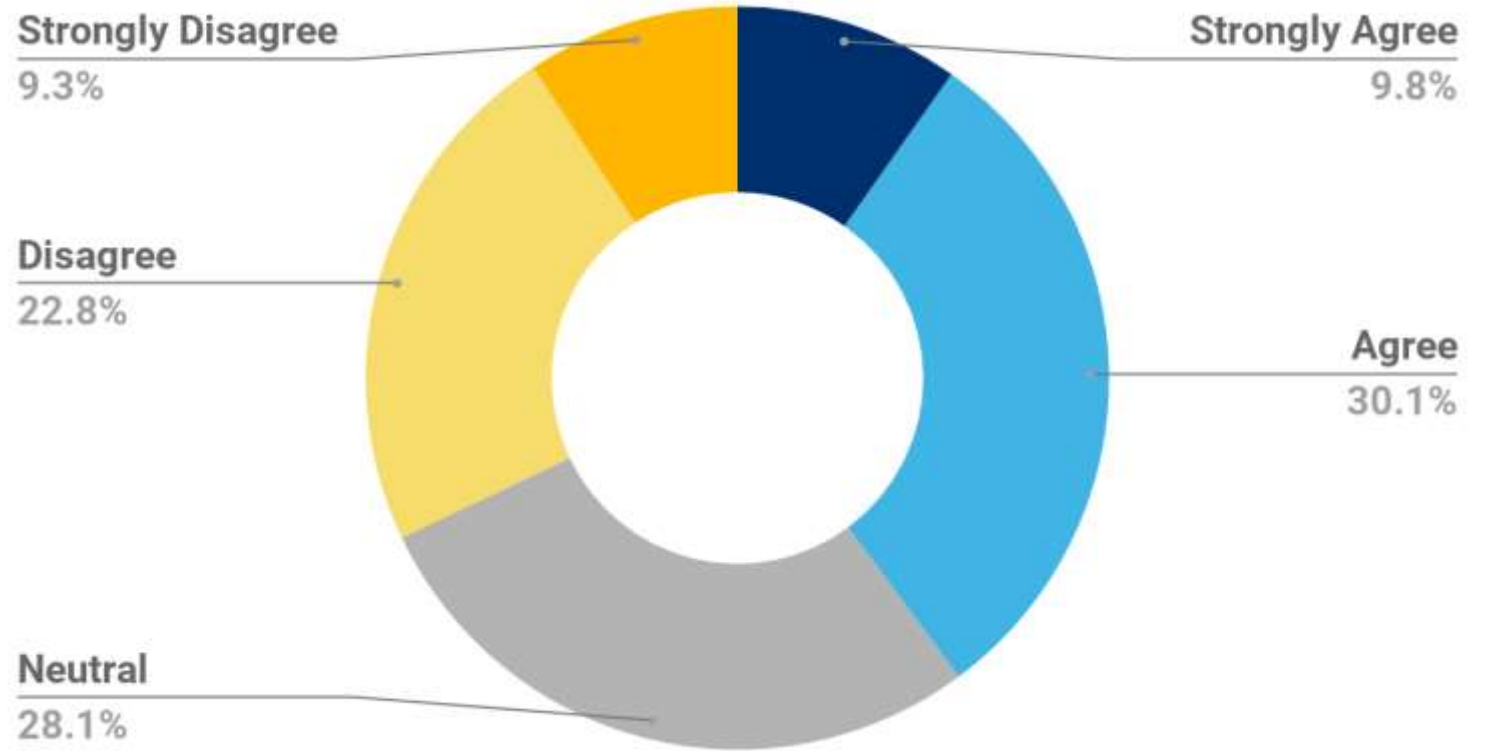
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

My college/  
district IT  
resources are  
**strategically  
focused.**



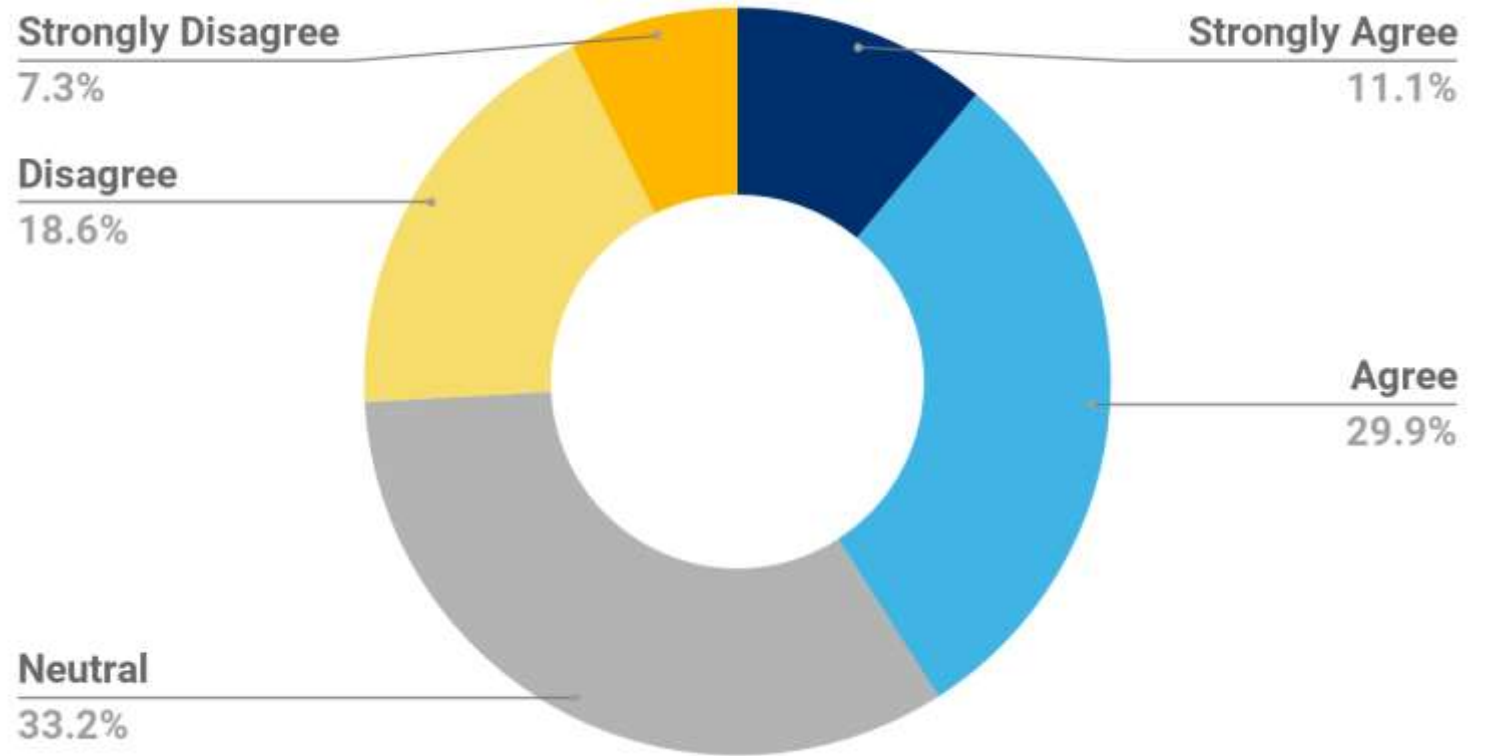
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

My college/  
district IT team  
is **prepared to  
respond to a  
potential  
disaster.**



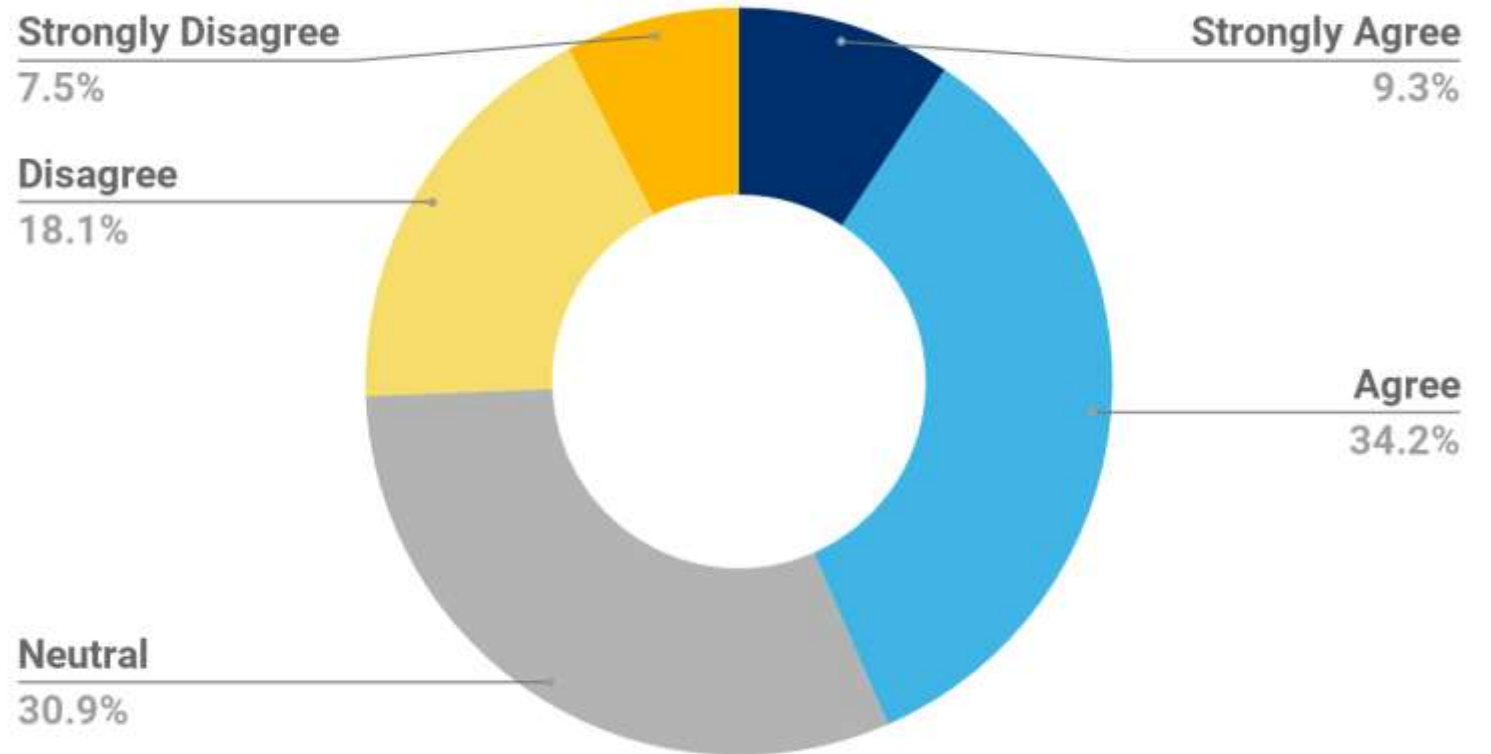
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

My college/  
district current  
IT team has  
access to  
professional  
development to  
**keep pace with  
a rapidly  
changing  
industry.**



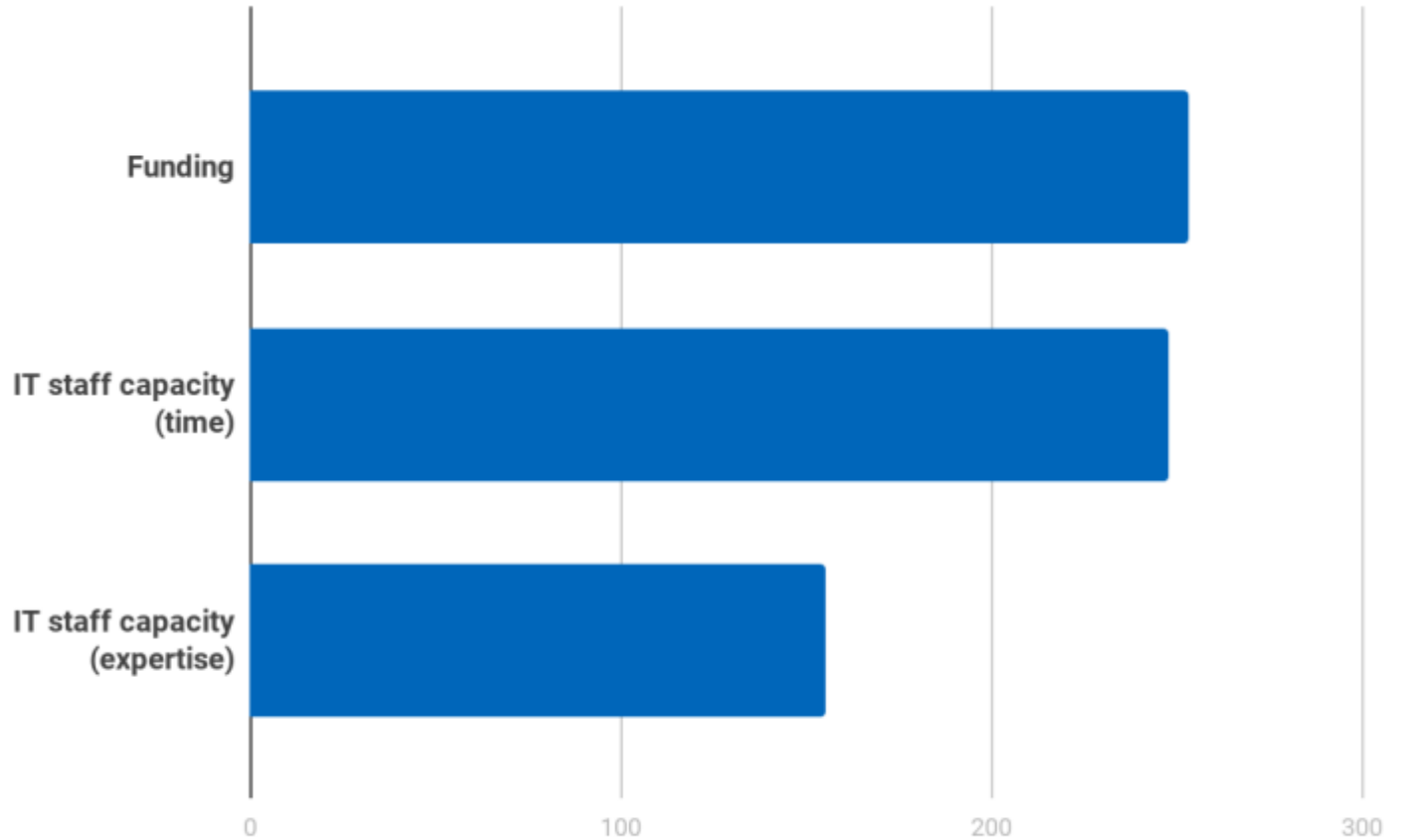
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

My college/  
district IT  
infrastructure can  
**support guided  
pathways  
implementation.**

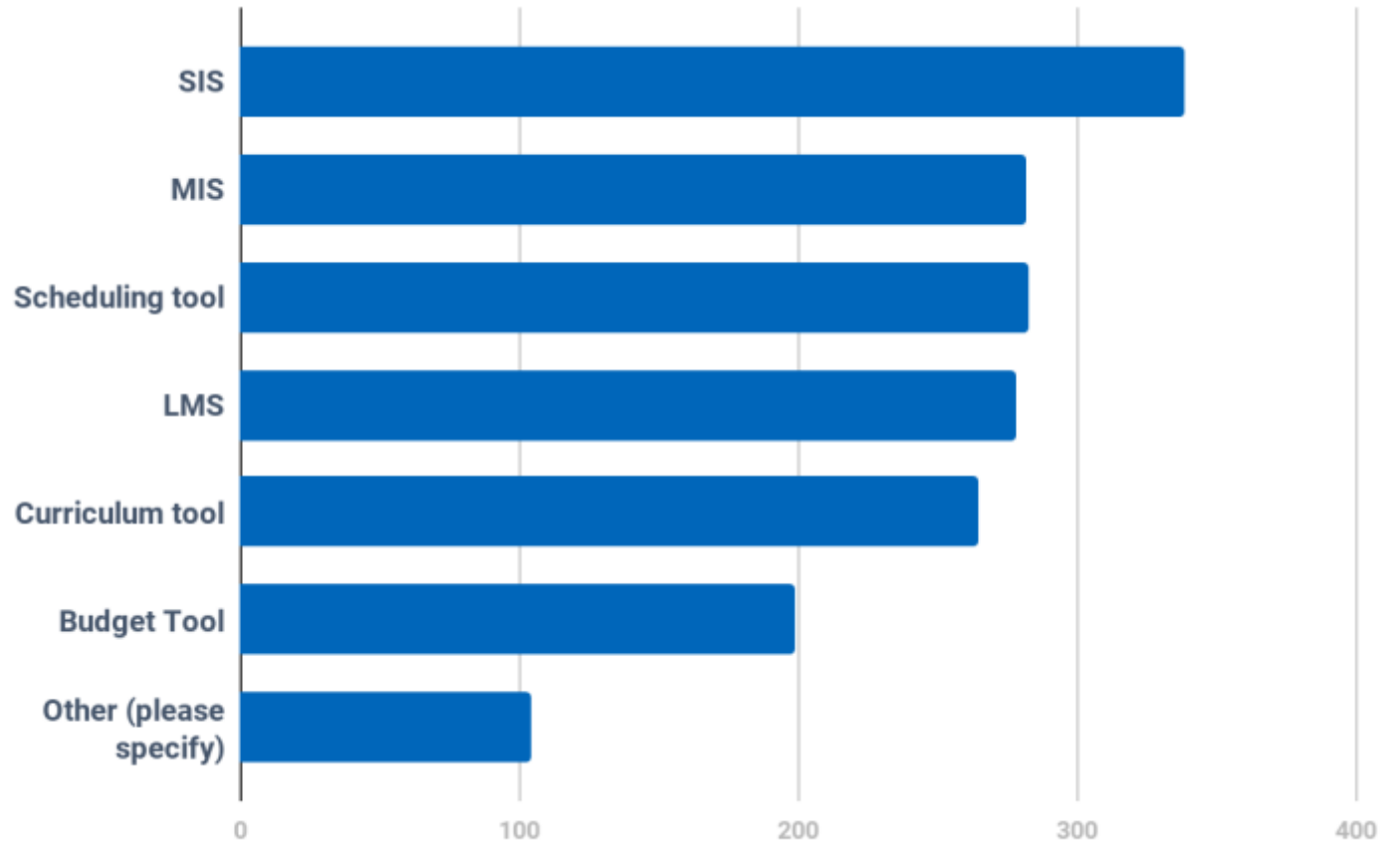


# What are the biggest challenges that your college or district faces related to technology?

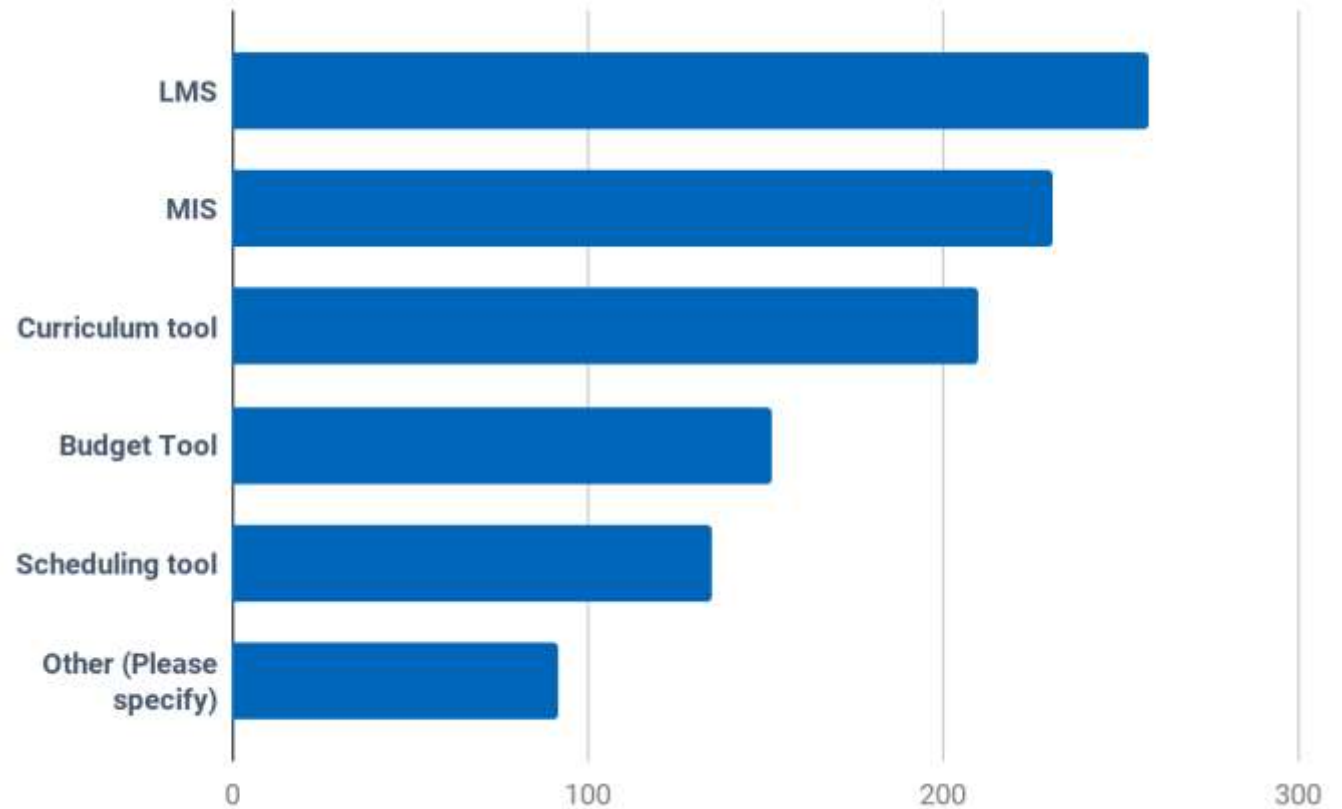
Top three answers shown.



What are key technology functions that you expect **colleges or districts** to provide?

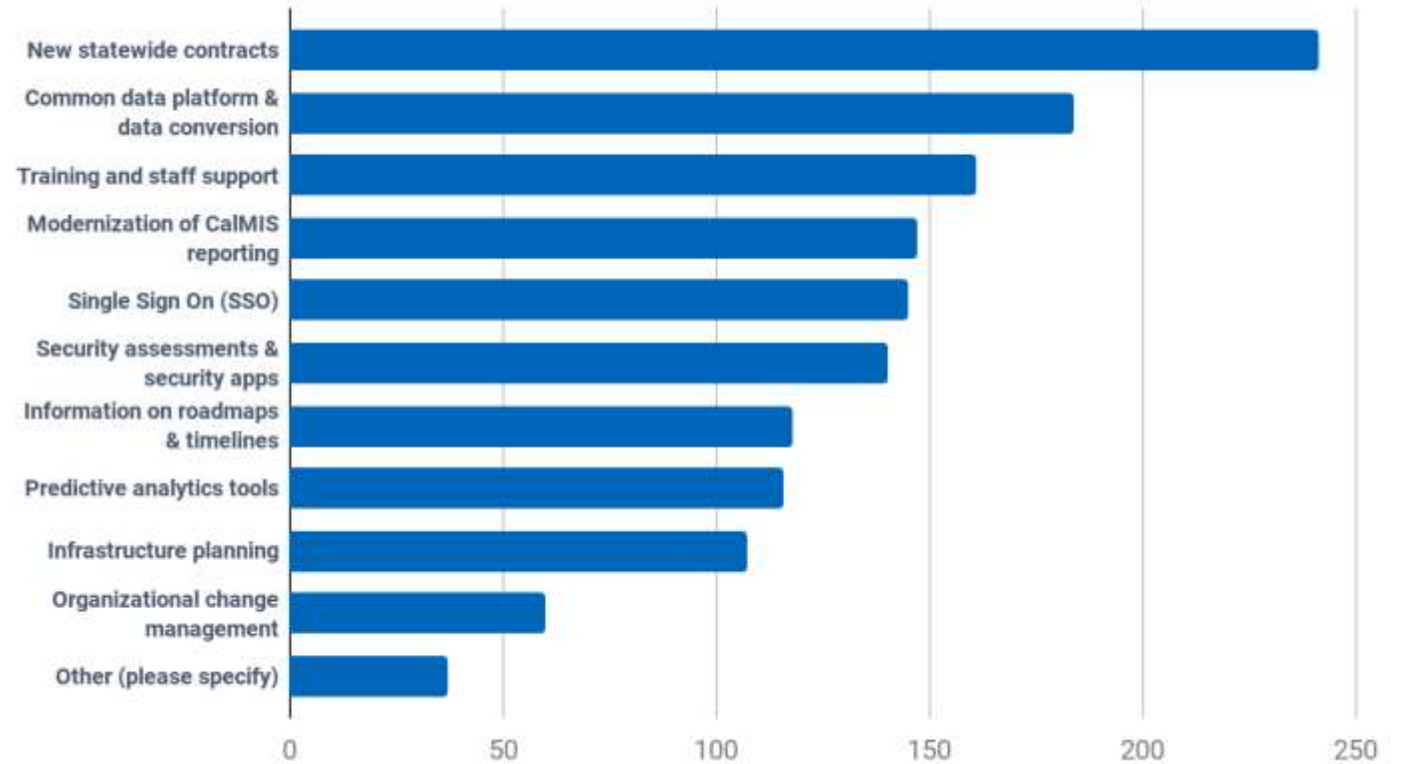


What are key technology functions that you expect **Chancellor's Office-sponsored** technology infrastructure to provide?



# What could **Chancellor's Office-sponsored** technology infrastructure add or improve to better support colleges ?

Select your top three.





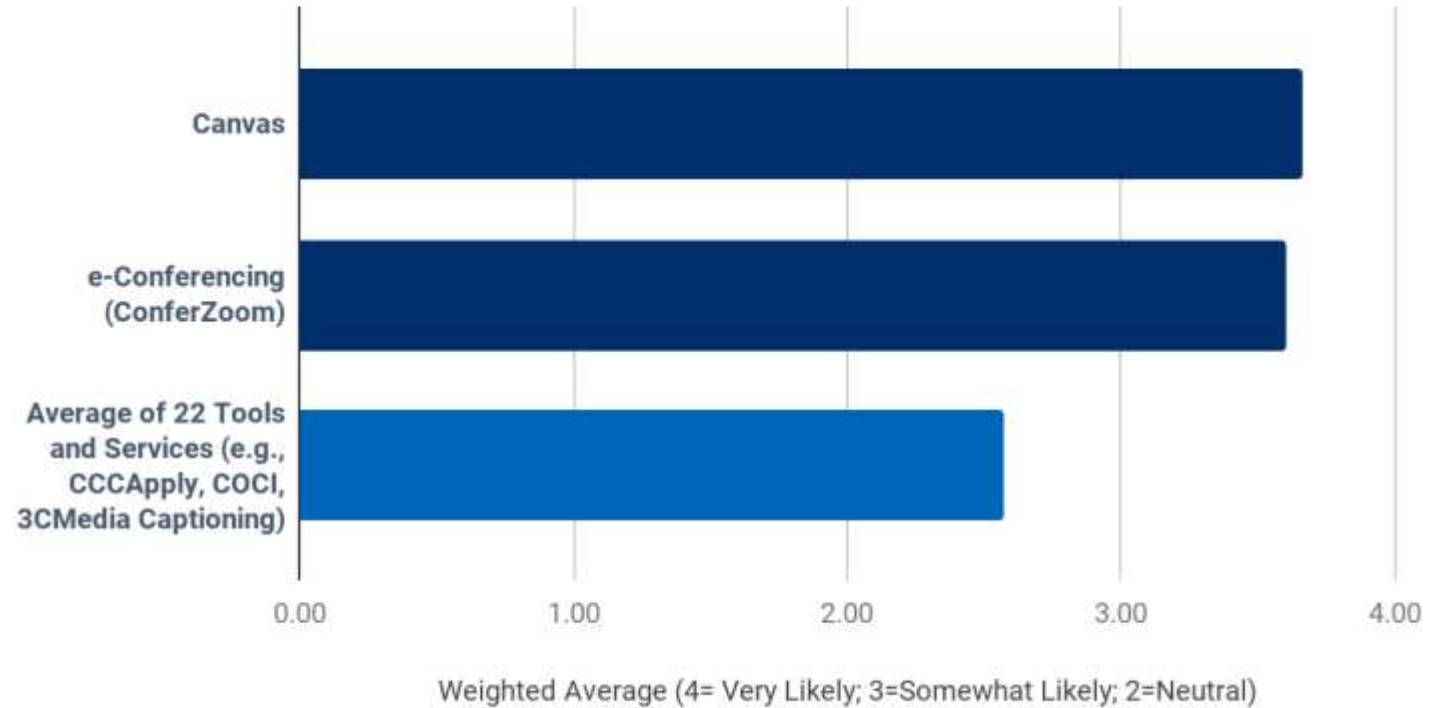
# Survey Results

Perceptions of  
Chancellor's Office-sponsored  
technology projects



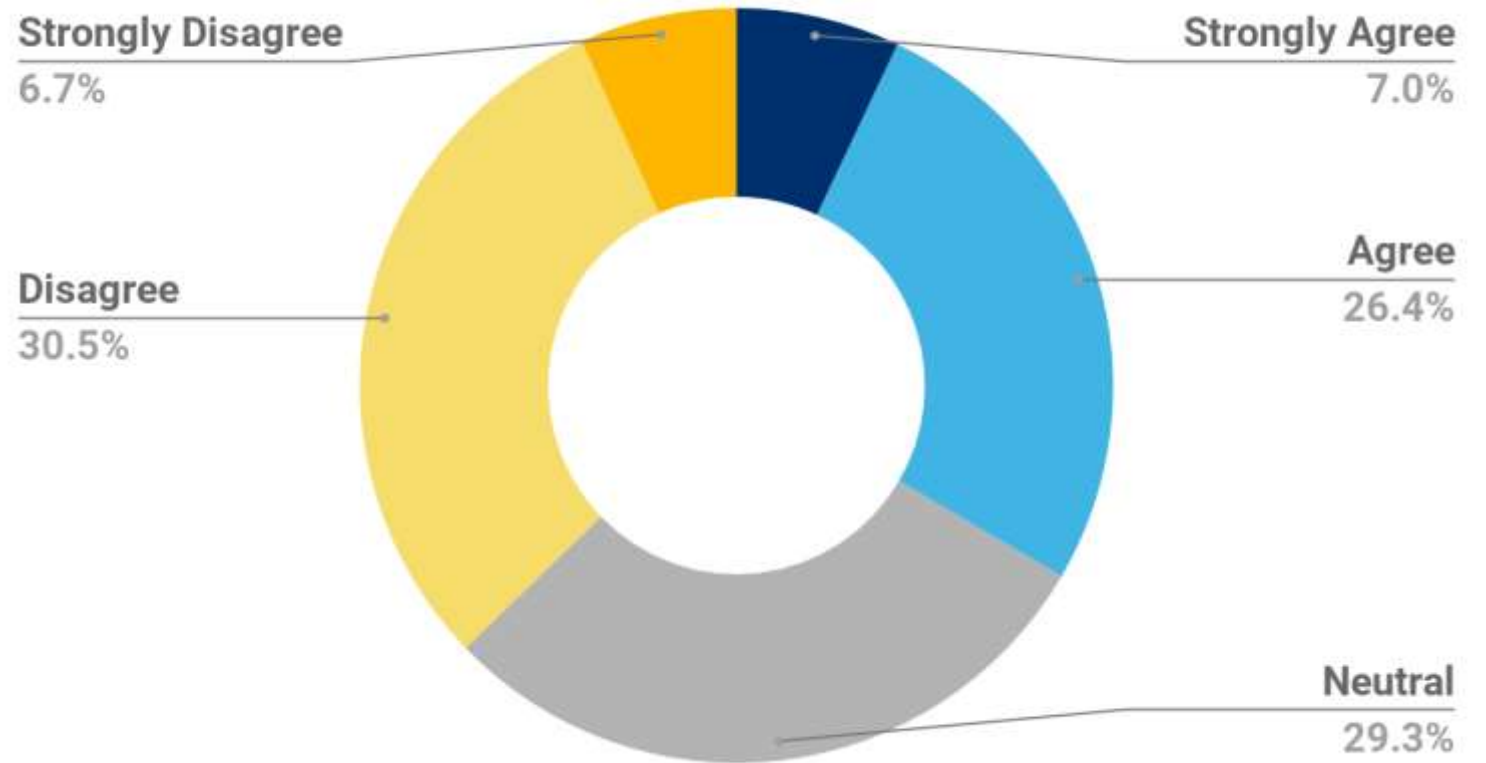
# How likely is it that you would recommend one of the following products or services to a friend or colleague?

You may skip questions about products or services that you are not familiar with.



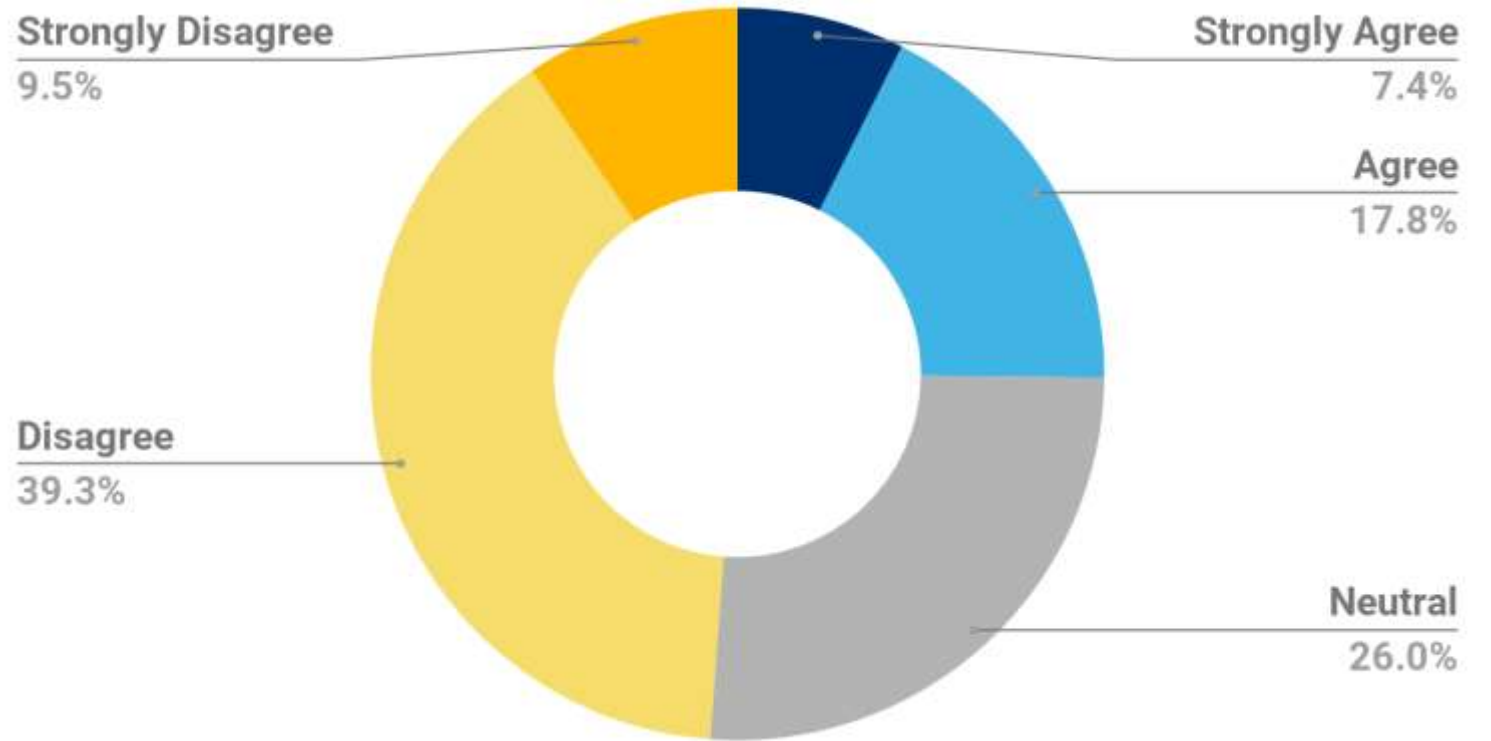
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

I receive **enough information to make decisions** about joining or adopting Chancellor's Office-sponsored tools and services.



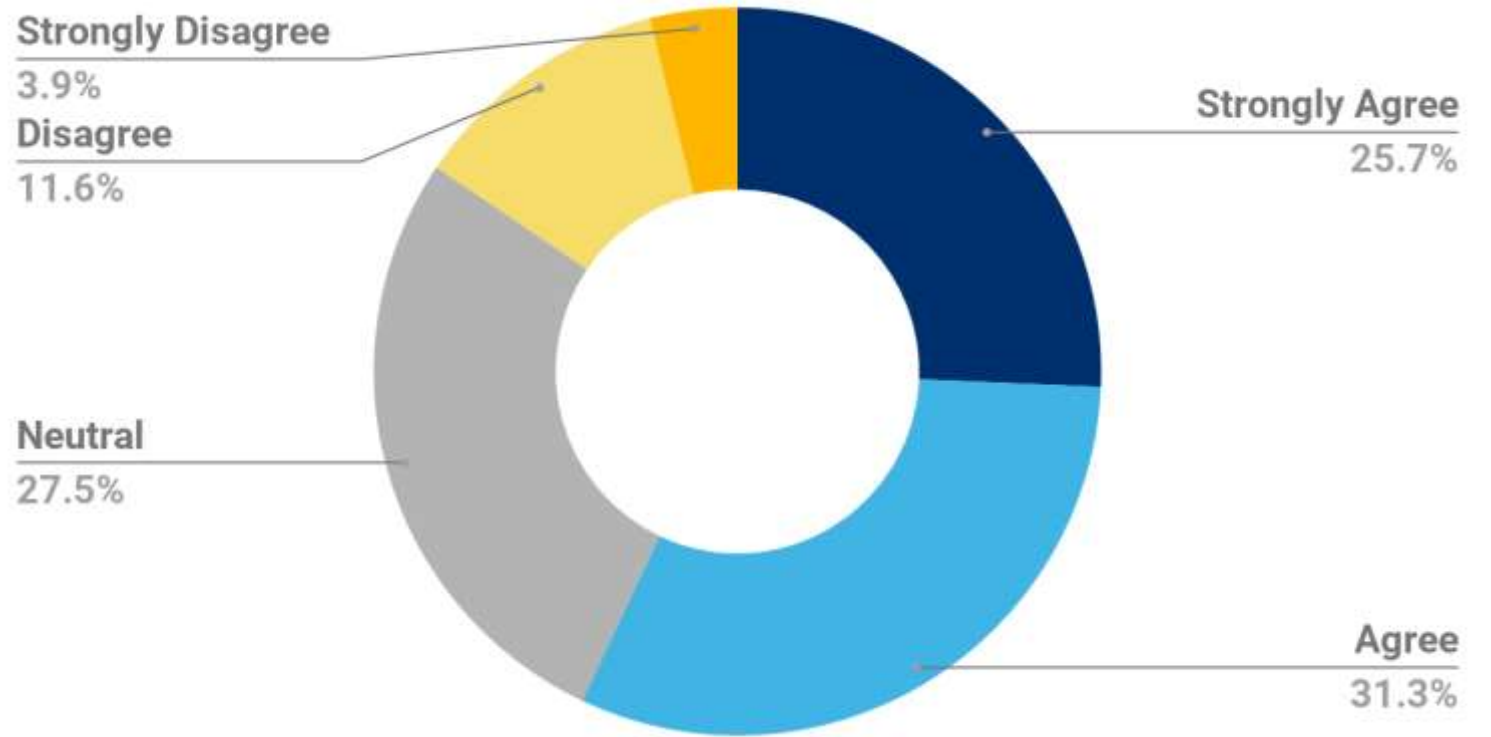
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

I receive **sufficient training** when implementing Chancellor's Office-sponsored projects or technology initiatives.



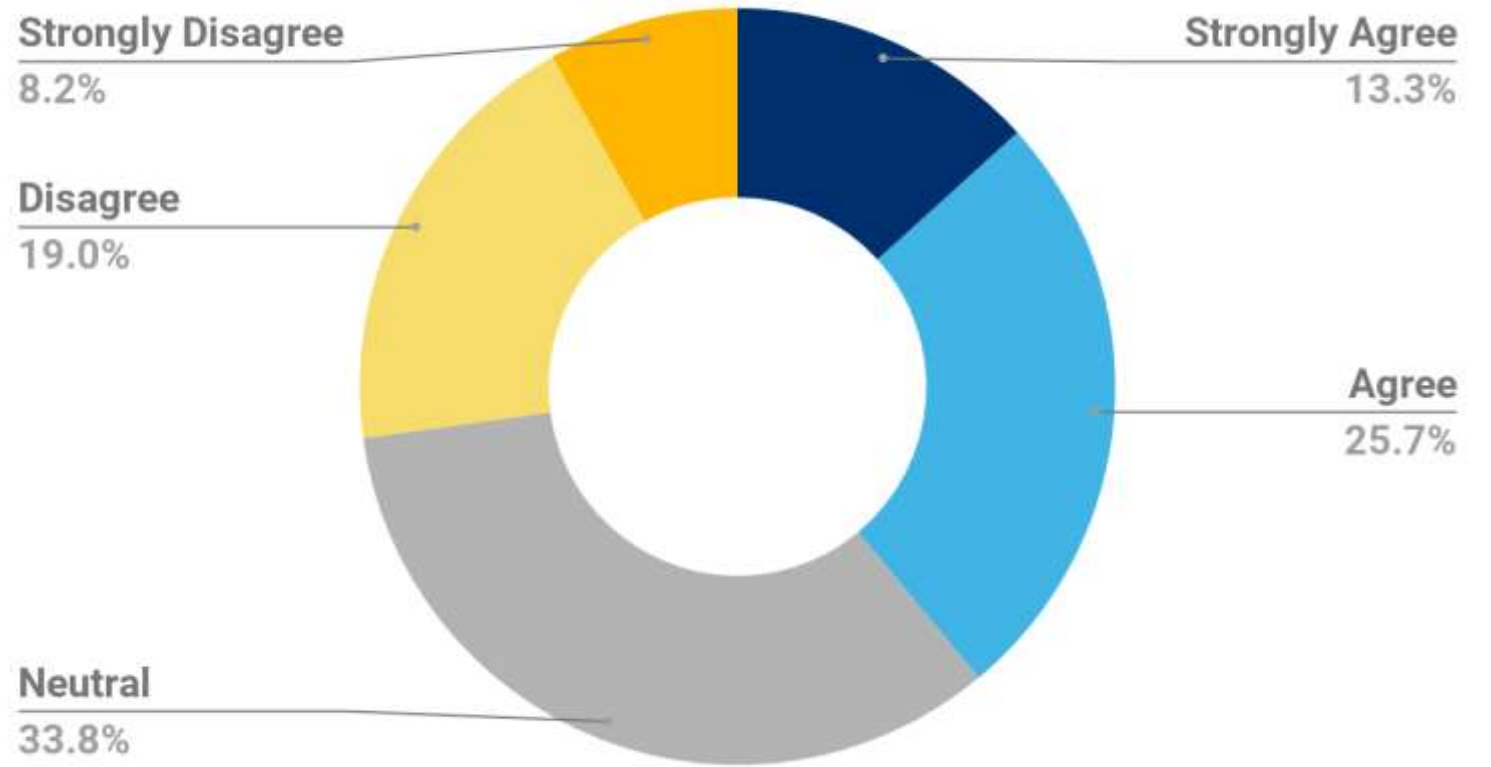
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

The current Chancellor's Office-sponsored technology infrastructure and support is **valuable** to me.



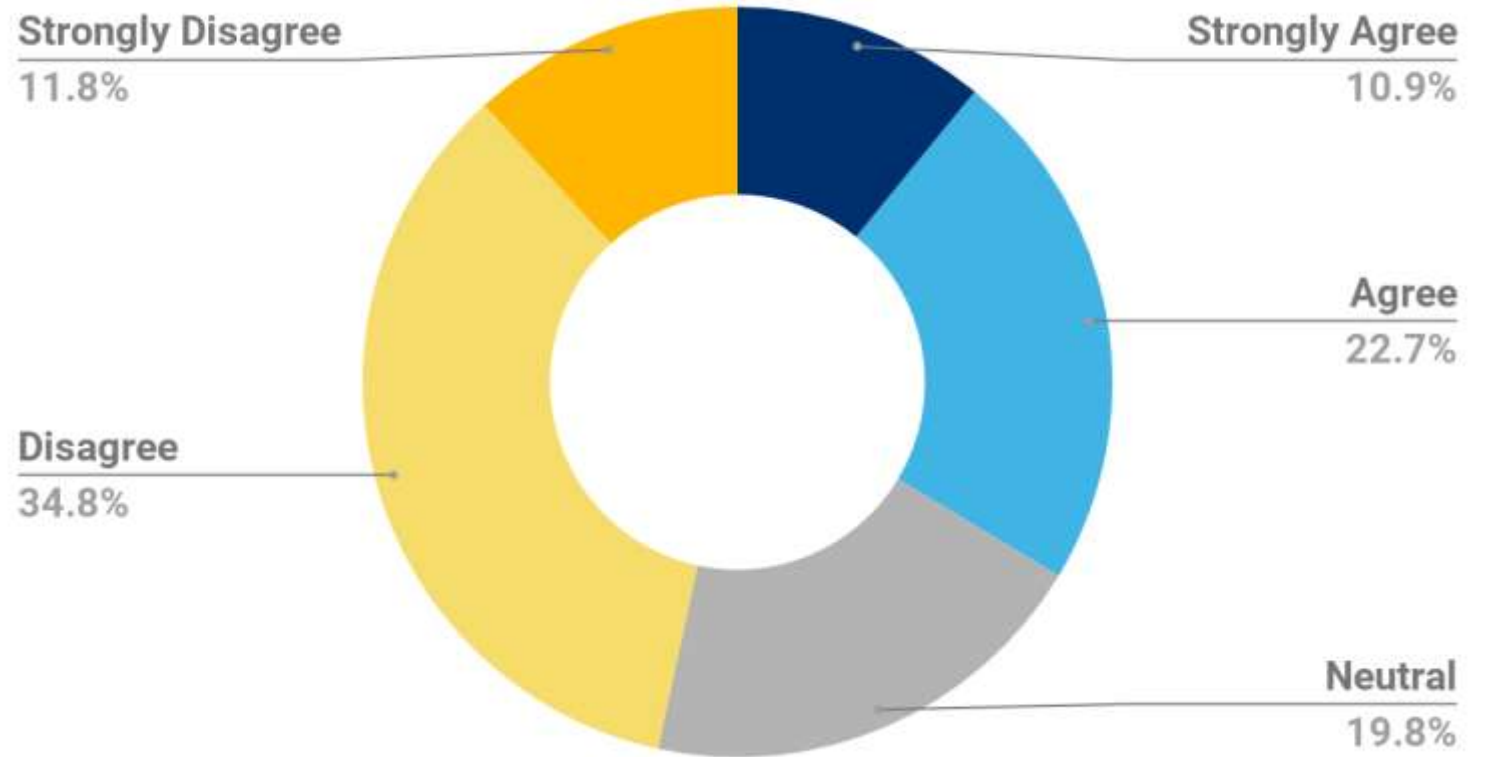
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

Chancellor's  
Office-sponsored  
efforts help  
my college to  
**respond**  
**with agility** to  
student trends.



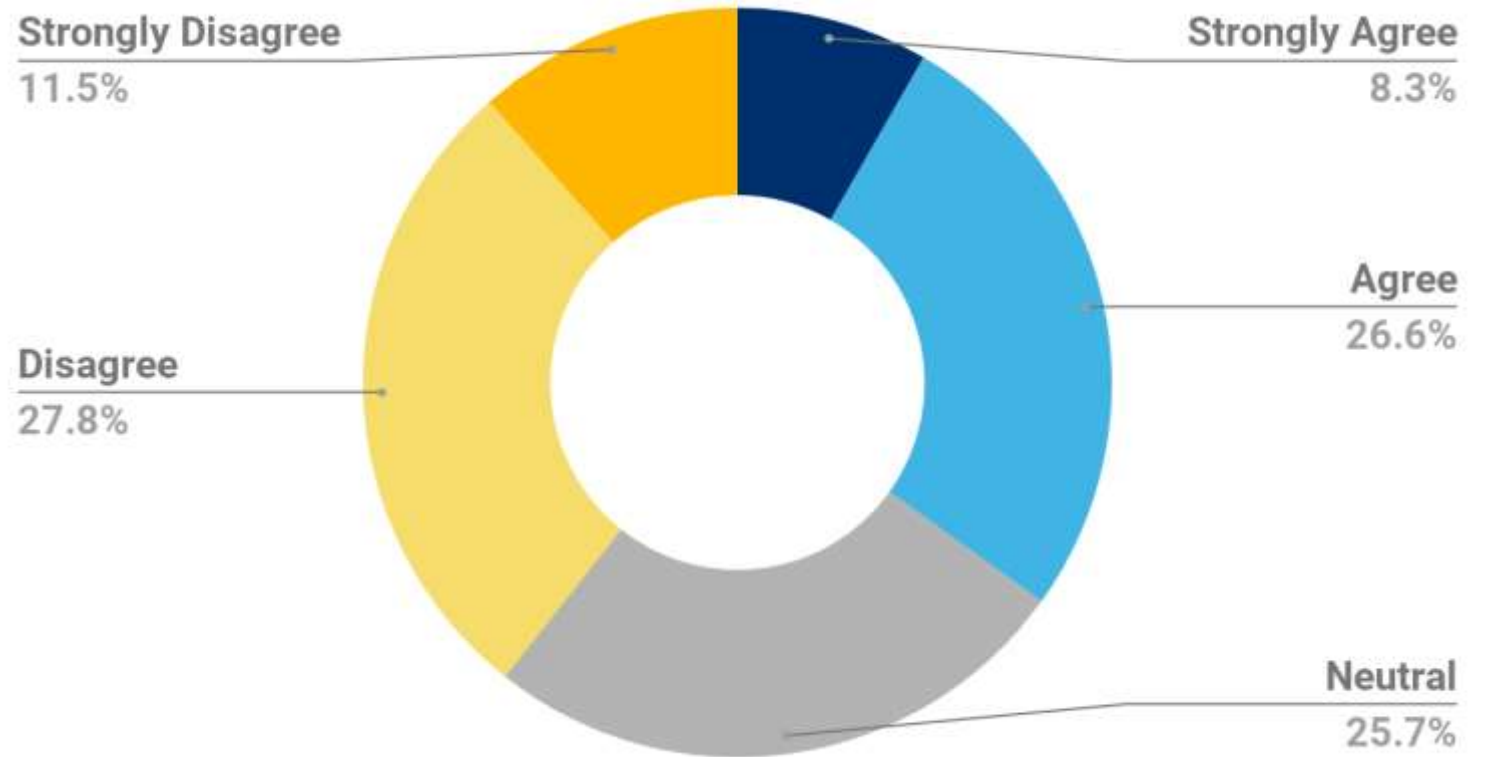
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

**I understand the technology priorities of the California Community Colleges.**



TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

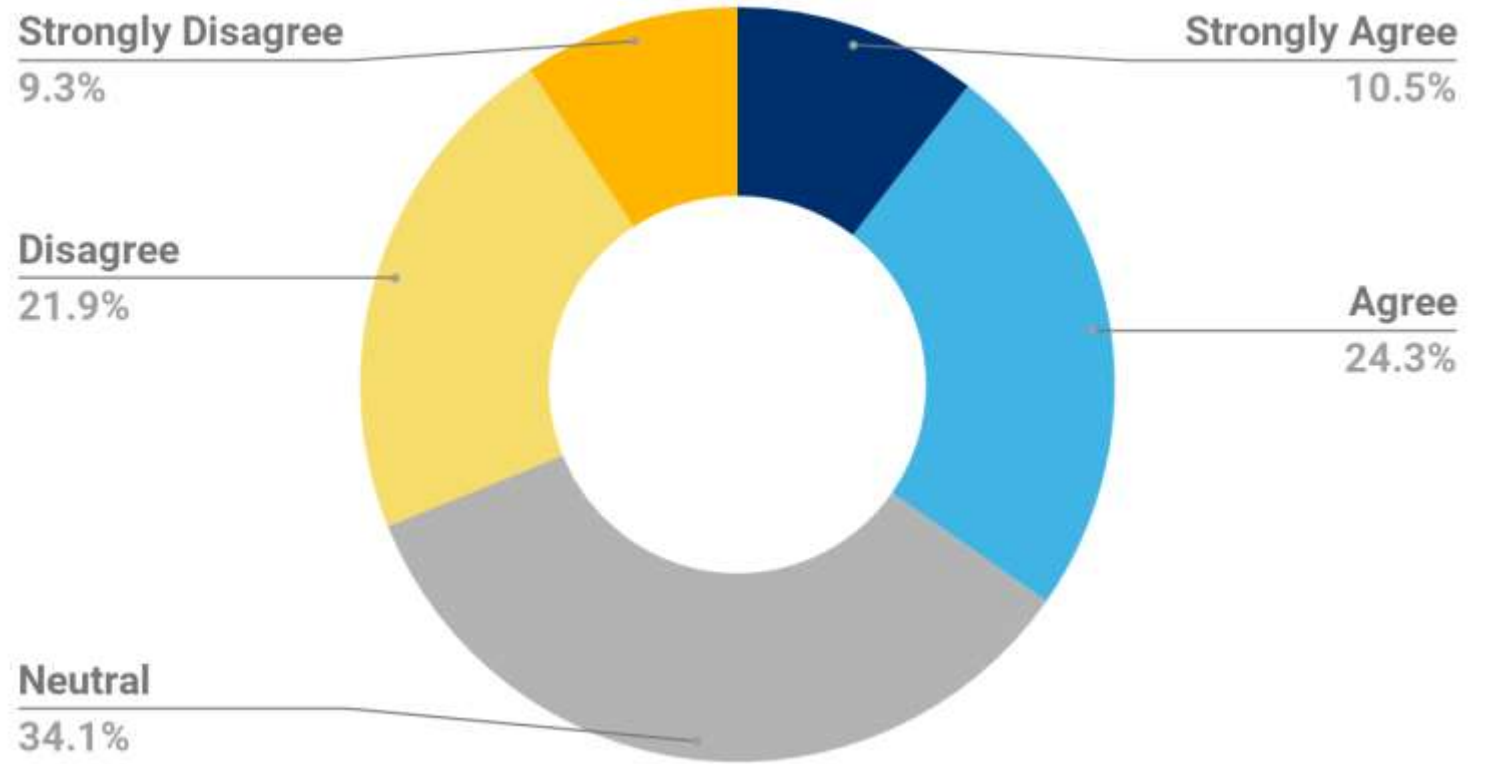
**I feel informed** about technology news in the California Community Colleges.





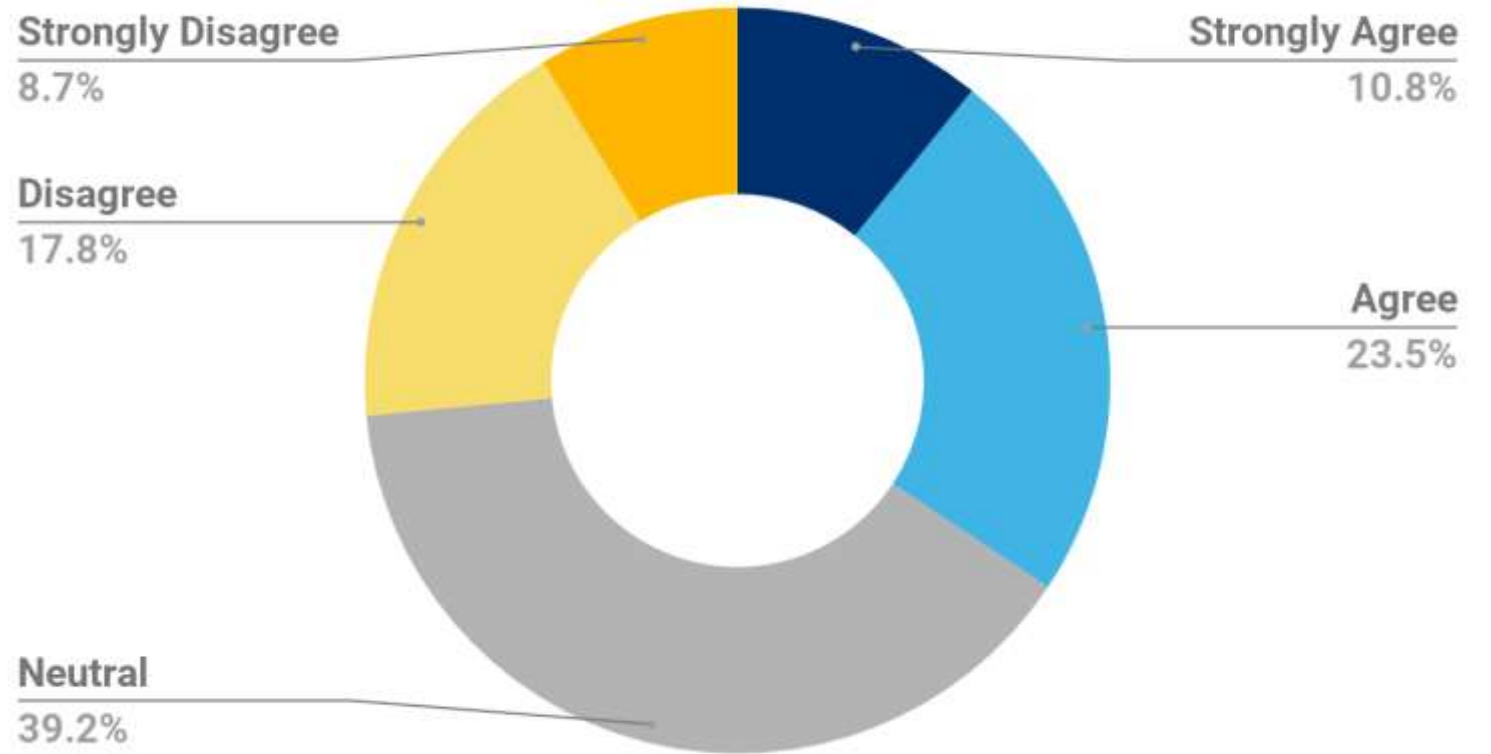
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

Technology project collaborations among colleges and/or districts are **effective**.



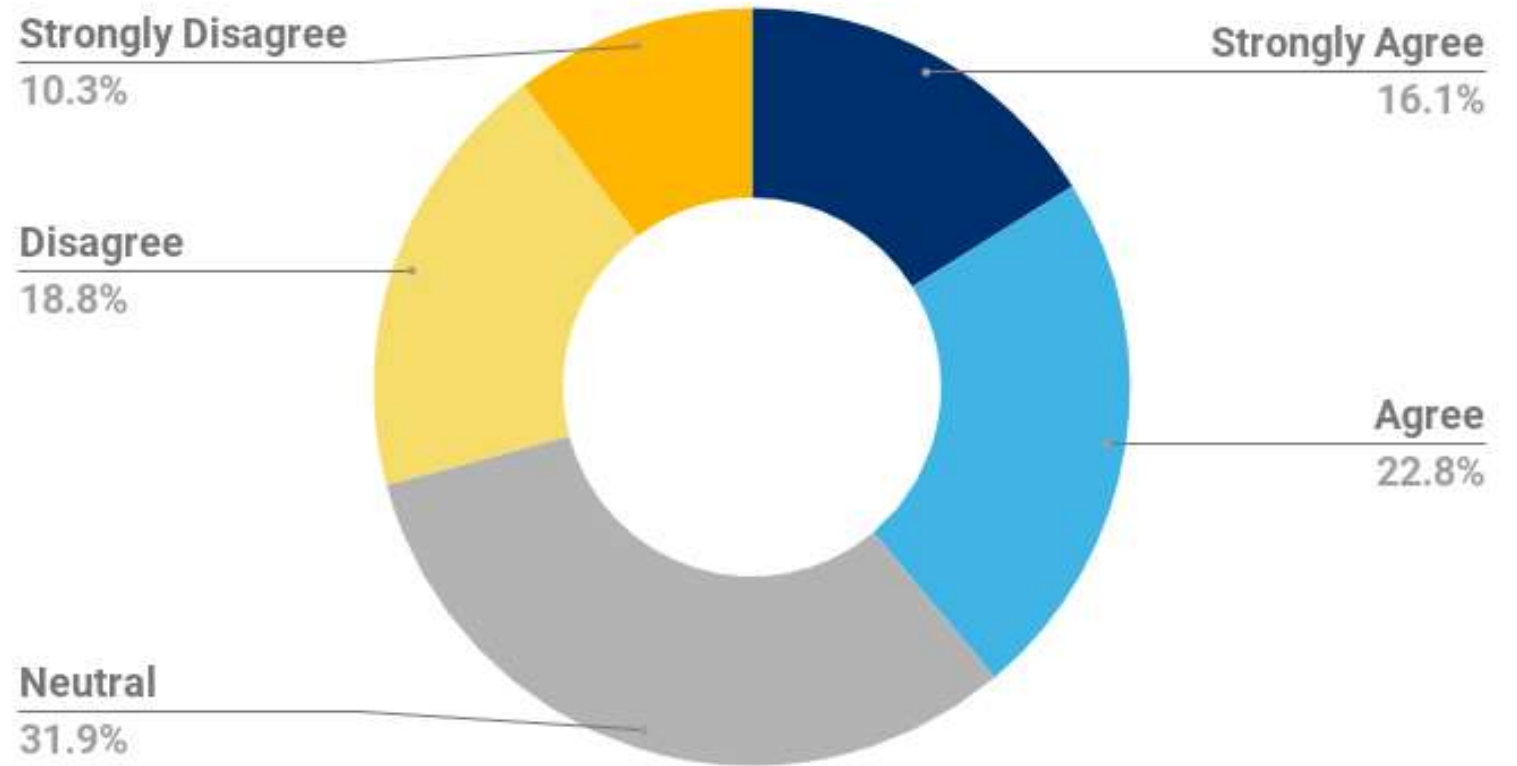
TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

Technology project collaborations among colleges and/or districts are **innovative**.



TO WHAT DEGREE DO YOU AGREE OR DISAGREE WITH THE FOLLOWING STATEMENTS:

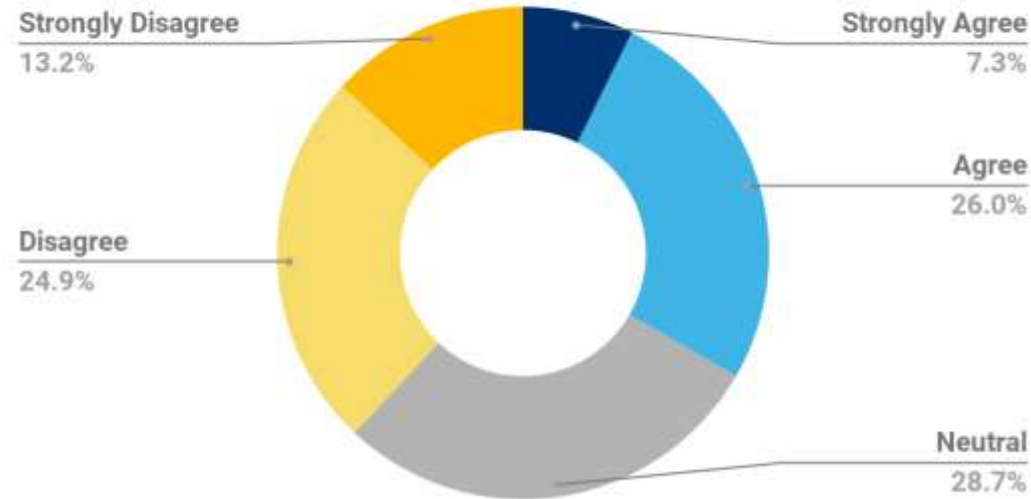
Technology project collaborations among colleges and/or districts **help close equity gaps** by serving colleges with limited resources.



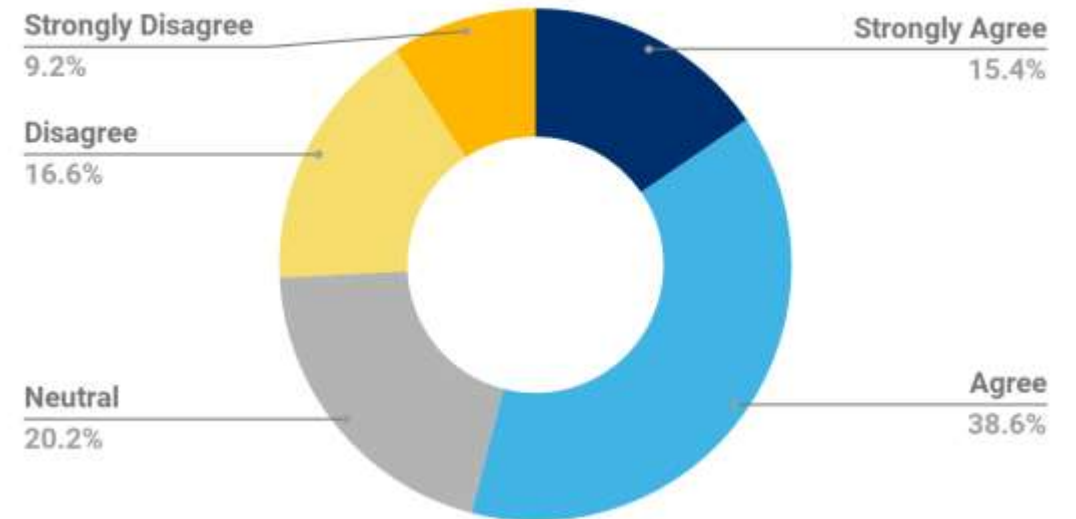
# Student Information System (SIS) Perceptions

Of the respondents, 38% were using Banner, 34% Colleague, 18% Peoplesoft, and 10% homegrown or other.

I am satisfied with my SIS



My college's SIS is integrated with other tools we use



OPEN ENDED

## The California Community Colleges have invested in technology platforms like a common course management system and a library services platform to leverage economies of scale. In your opinion, **what other areas might benefit from a collective procurement and implementation approach?**

n=277

- |   |  |
|---|--|
| 1. Student Information System (SIS)<br>70 responses   30.8%                   | 7. Training<br>22 responses   9.6%   |
| 2. Curriculum management<br>37 responses   16.2%                              | 8. Canvas integrations<br>18 responses   7.9%  |
| 3. Data visualization, warehousing,<br>or integration<br>34 responses   14.9% | 9. Security tools<br>15 responses   6.6%   |
| 4. Virtual Lab<br>29 responses   12.7%  | 10. Course scheduling<br>14 responses   6.1%   |
| 5. ERP<br>27 responses   11.8%  | 11. Single Sign-on (SSO)<br>12 responses   5.2%  |
| 6. Accessibility<br>23 responses   10.1%                                      | Others: Improved MIS reporting,<br>plagiarism detection, career planning,<br>ed planning, HR tools, and eSign tools. |

# Voices from the Field

“If possible, having one platform that could handle scheduling, student information, curriculum management, student learning outcome assessment, and program review management. Short of that, fully integrated API.”

# Voices from the Field (cont.)

“In theory, collective procurement is beneficial. Local business needs and processes make collective implementation impractical and prone to failure.”

“A common SIS would be costly but would solve many of our silo issues.”



OPEN ENDED

# What role could the Chancellor's Office and its technology advisory committee (TTAC) play to help the California Community Colleges?

n=187

“Help predict and plan for changing technology needs and upgrades.”

“Establish best practices, solutions, and technology standards”

“Provide information, support funding”

“Propose, Pilot, and Procure”

“Bring in consultants to help us solve our bureaucracy issues.”

“Liaison with IT committees at each college.”



OPEN ENDED

# What role could the Chancellor's Office and TTAC play? (cont.)

“TTAC seems to focus on back-end integrations rather than front end user”

“Be more familiar with the student experience, from start (application) to finish (take an online course)”

“TTAC should be on top of faculty/instructional trends. They should be analyzing whether CCC faculty have access to the tools that would improve the quality of education in our system and if not, find ways to provide it.”



# Any other comments?

n=69

“The simple fact that this survey has come out gives me hope.”

“I applaud VC Gomez and the CO for distributing this survey. The system needs technology leadership and a clear vision for how to move the needle on student success by leveraging technology and economies of scale. That vision and the associated goals and objectives must also be clearly and regularly communicated to the field through multiple channels.”

# Summary and Discussion



# Key Themes

1. Colleges report **needing funding, IT staff capacity and specific support**
2. **Expected functions** of colleges and the Chancellor's Office **reflect current offerings**
3. System-level **support is valuable**, but perceptions of collaborative **implementations are mixed**



# Next Steps

1. Review data more thoroughly with Chancellor's Office leadership to inform decisions and next steps for future planning



# Thank you.



# For Discussion (if time allows)

1. What stood out to you?
2. What holds true in the response to COVID-19? What's changed?
3. If you could work to improve perceptions in one area, what would it be?

