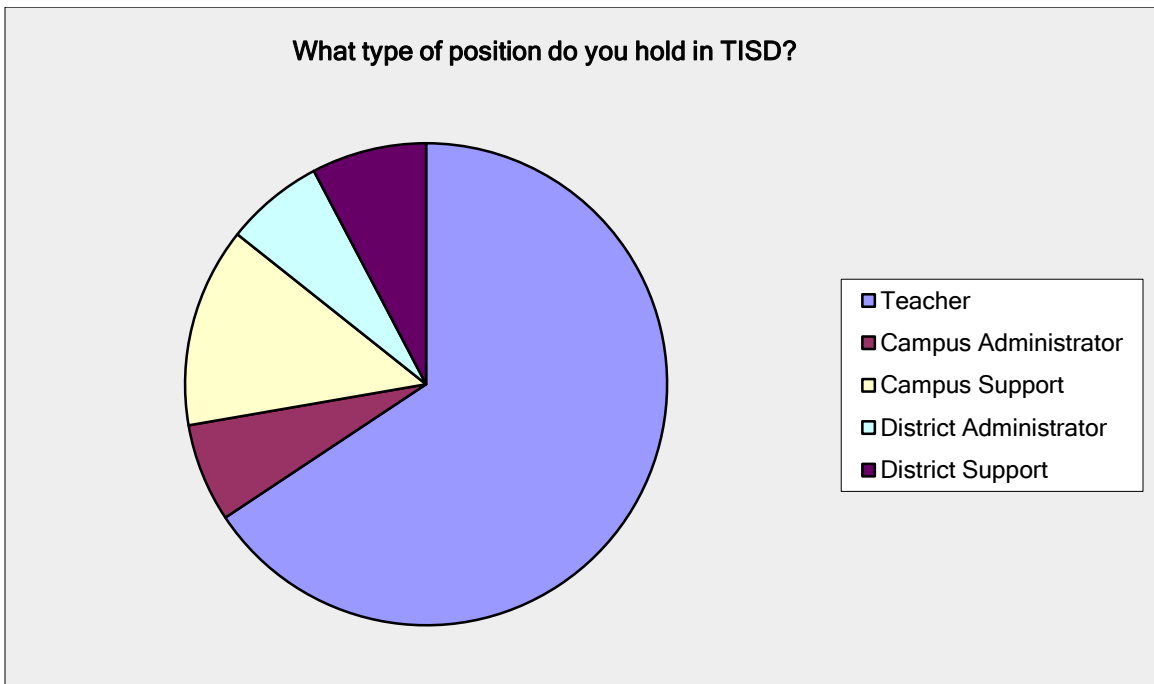


# TISD Technology Survey Results



Survey Dates 2/1/2011 - 2/11/2011

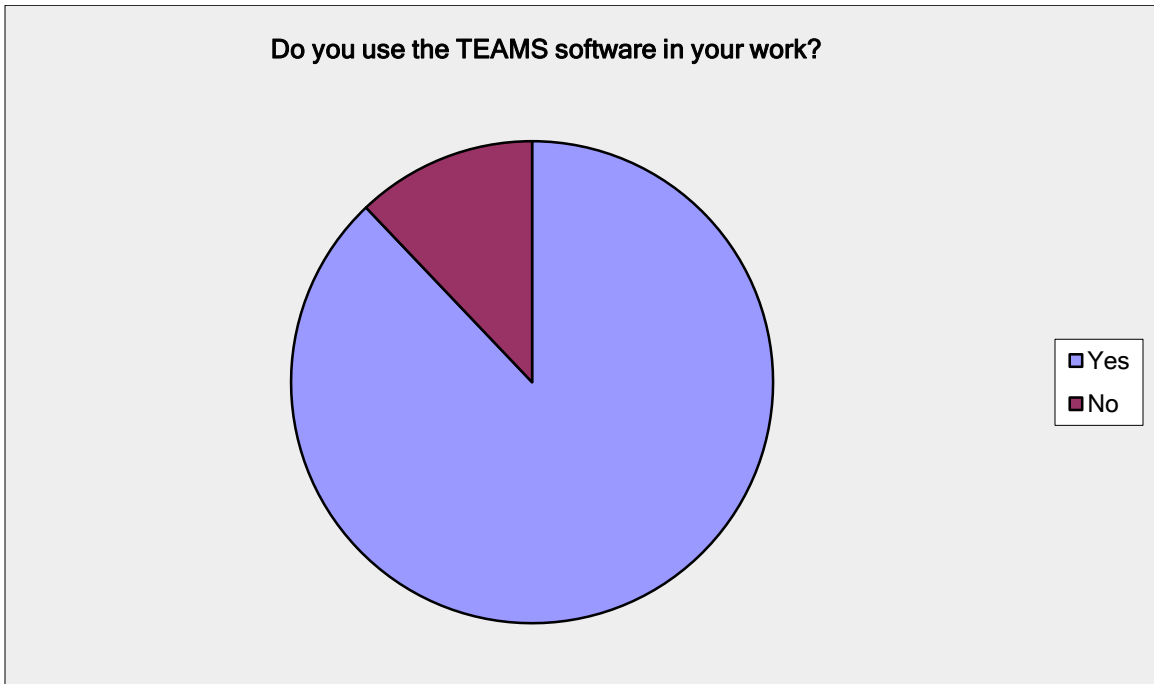
What type of position do you hold in TISD?		
Answer Options	Response Percent	Response Count
Teacher	65.6%	416
Campus Administrator	6.6%	42
Campus Support	13.4%	85
District Administrator	6.6%	42
District Support	7.7%	49
<i>answered question</i>		<b>634</b>



79 Fewer Respondents This Year

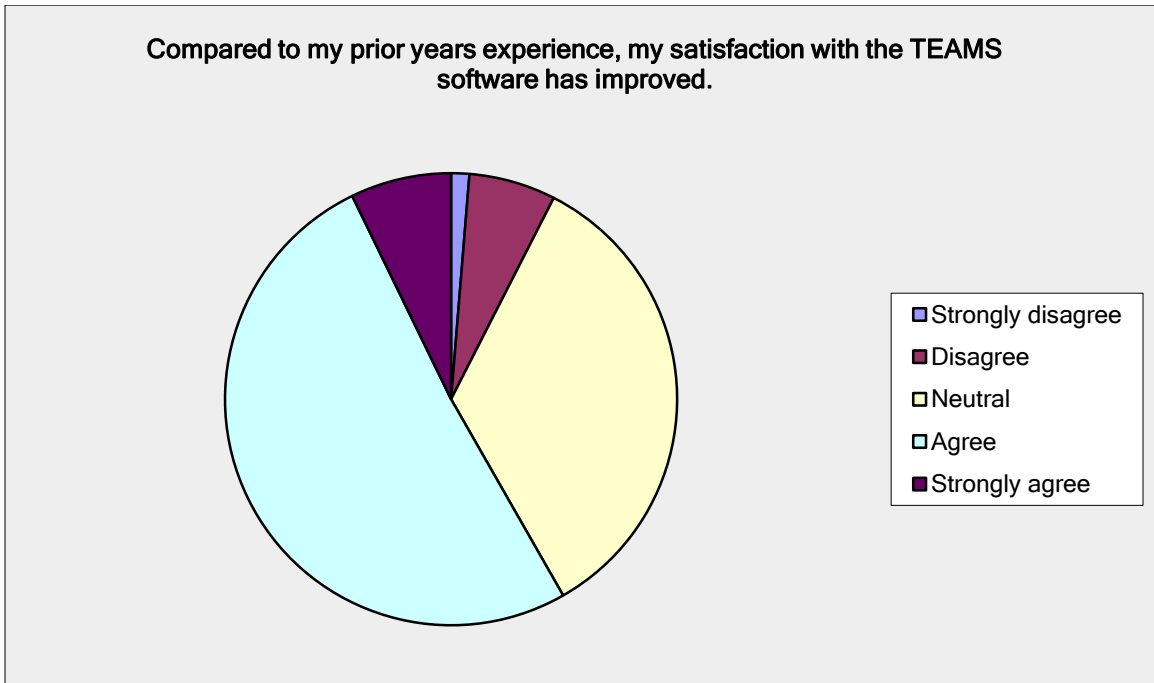
# TEAMS Related Questions

Do you use the TEAMS software in your work?		
Answer Options	Response Percent	Response Count
Yes	87.9%	557
No	12.1%	77
<i>answered question</i>		<b>634</b>



**Compared to my prior years experience, my satisfaction with the TEAMS software has improved.**

Answer Options	Response Percent	Response Count
Strongly disagree	1.3%	7
Disagree	6.2%	33
Neutral	34.2%	181
Agree	51.0%	270
Strongly agree	7.2%	38
<i>answered question</i>		<b>529</b>
<i>skipped question</i>		<b>105</b>

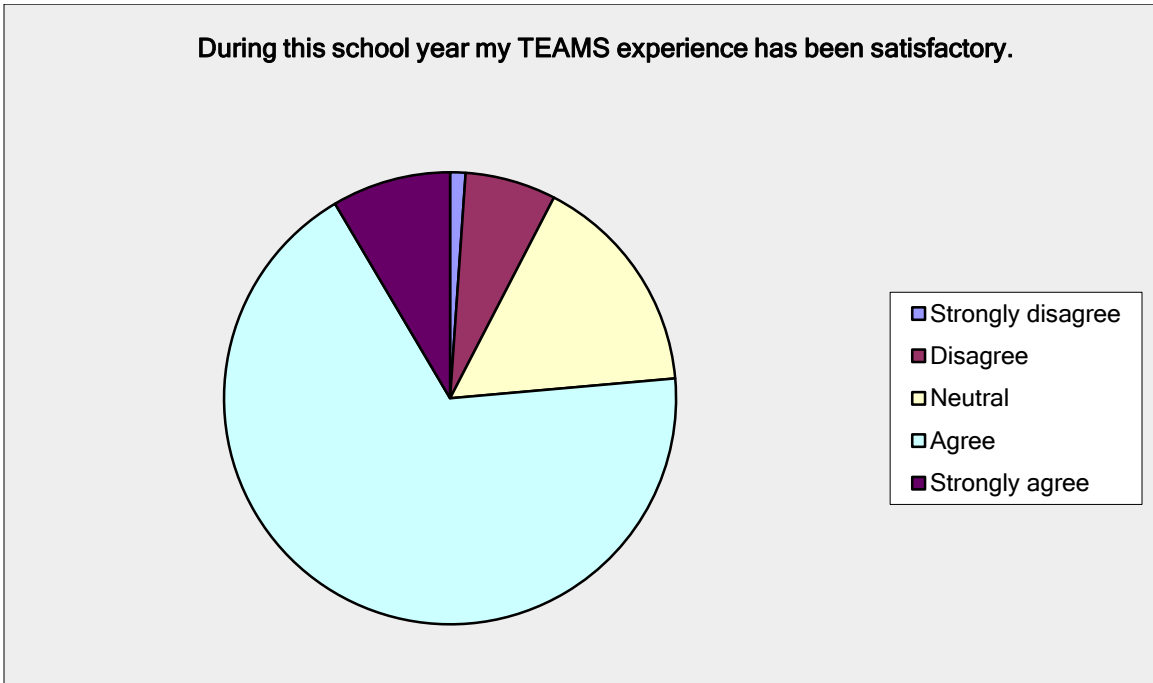


58.2 % Positive Response

7.9% Negative Response

During this school year my TEAMS experience has been satisfactory.

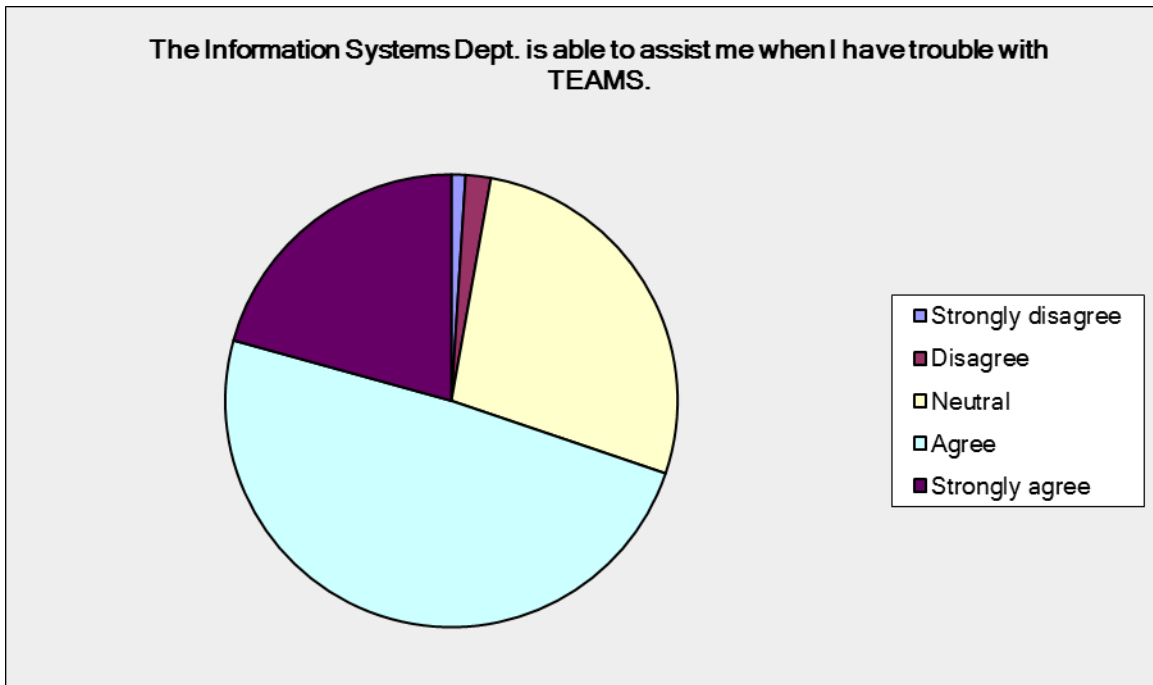
Answer Options	Response Percent	Response Count
Strongly disagree	1.1%	6
Disagree	6.5%	35
Neutral	16.0%	86
Agree	67.9%	366
Strongly agree	8.5%	46
<i>answered question</i>		<b>539</b>
<i>skipped question</i>		<b>95</b>



76.4 % Positive Response

7.6 % Negative Response

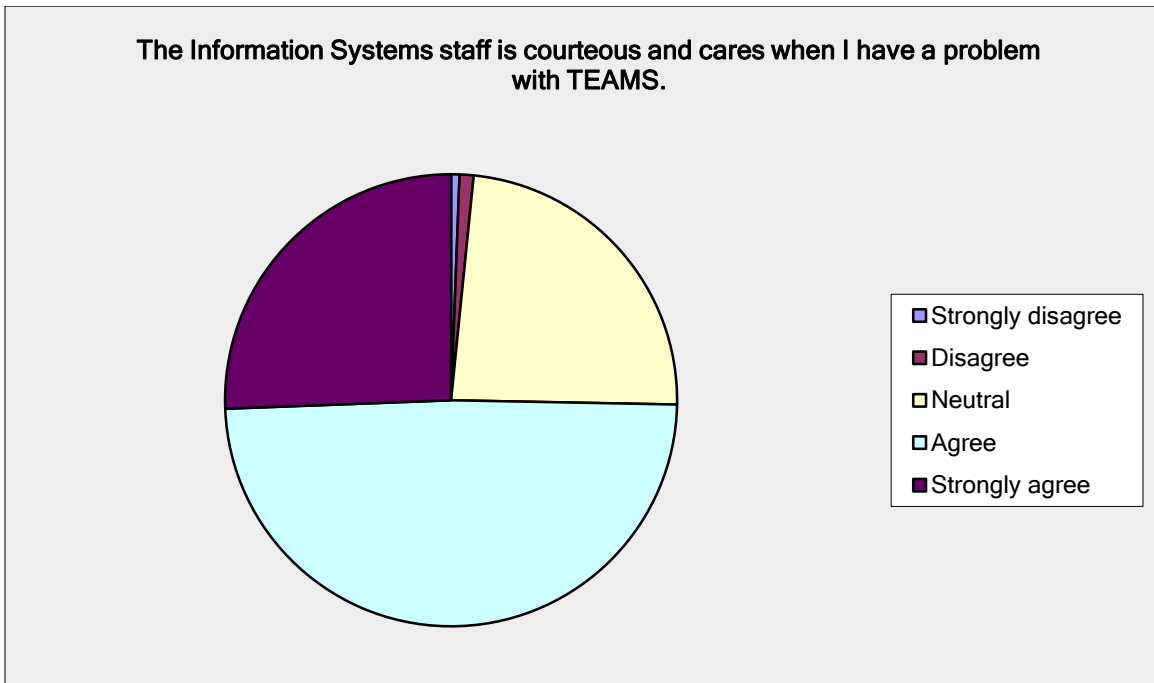
The Information Systems Dept. is able to assist me when I have trouble with TEAMS.		
Answer Options	Response Percent	Response Count
Strongly disagree	1.0%	5
Disagree	1.8%	9
Neutral	27.4%	138
Agree	49.1%	247
Strongly agree	20.7%	104
<i>answered question</i>		<b>503</b>
<i>skipped question</i>		<b>131</b>



69.8% Positive Response

2.8% Negative Response

The Information Systems staff is courteous and cares when I have a problem with TEAMS.		
Answer Options	Response Percent	Response Count
Strongly disagree	0.6%	3
Disagree	1.0%	5
Neutral	23.7%	119
Agree	49.1%	247
Strongly agree	25.6%	129
<i>answered question</i>		<b>503</b>
<i>skipped question</i>		<b>131</b>

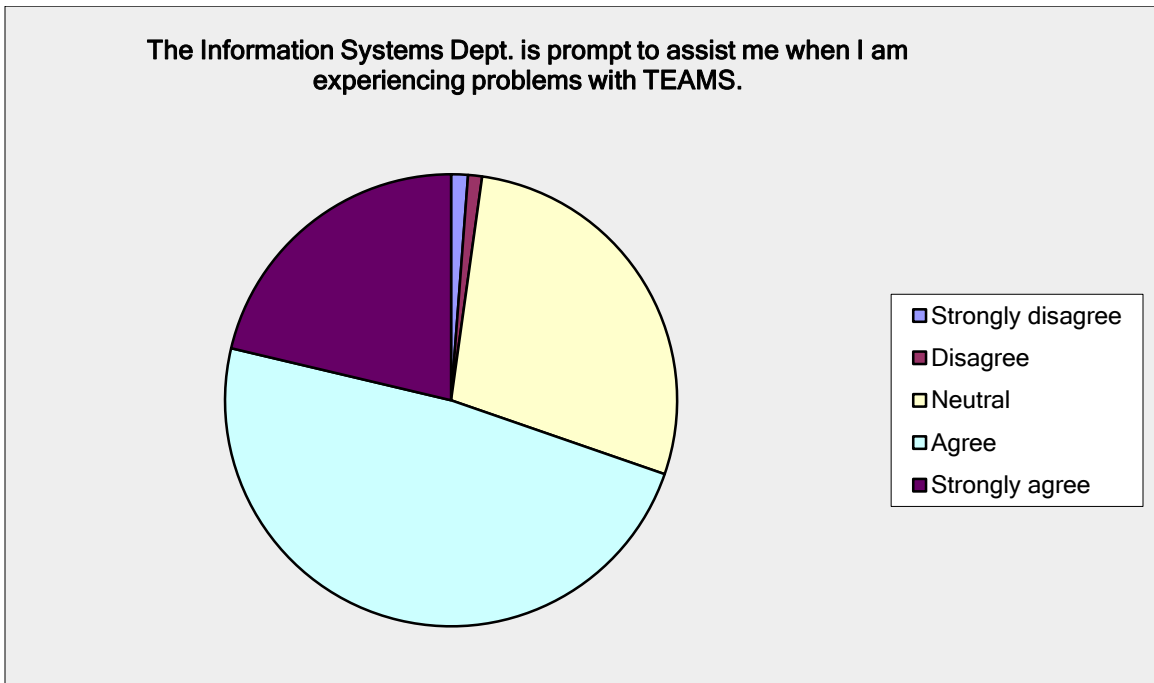


74.7% Positive Response

1.6% Negative Response

**The Information Systems Dept. is prompt to assist me when I am experiencing problems with TEAMS.**

Answer Options	Response Percent	Response Count
Strongly disagree	1.2%	6
Disagree	1.0%	5
Neutral	28.1%	142
Agree	48.4%	245
Strongly agree	21.3%	108
<i>answered question</i>		<b>506</b>
<i>skipped question</i>		<b>128</b>



69.7% Positive Response

2.2% Negative Response

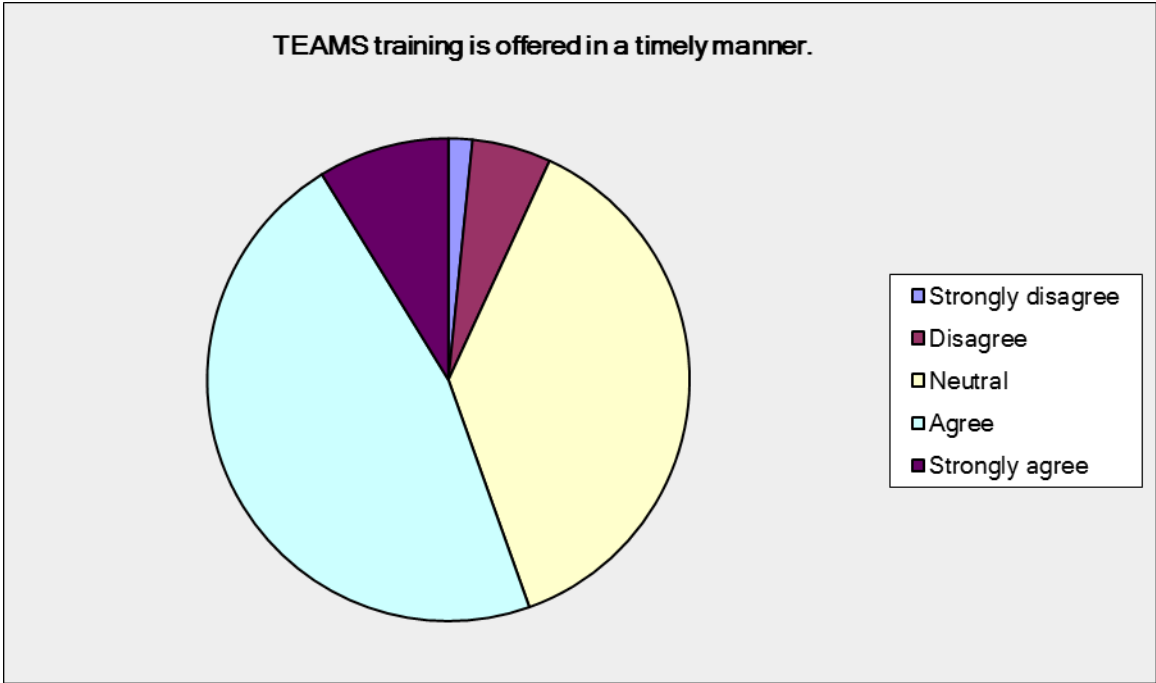
TEAMS training helps me to do my job better.		
Answer Options	Response Percent	Response Count
Strongly disagree	2.5%	13
Disagree	7.6%	39
Neutral	32.9%	169
Agree	46.9%	241
Strongly agree	10.1%	52
<i>answered question</i>		<b>514</b>
<i>skipped question</i>		<b>120</b>



57% Positive Response

10.1% Negative Response

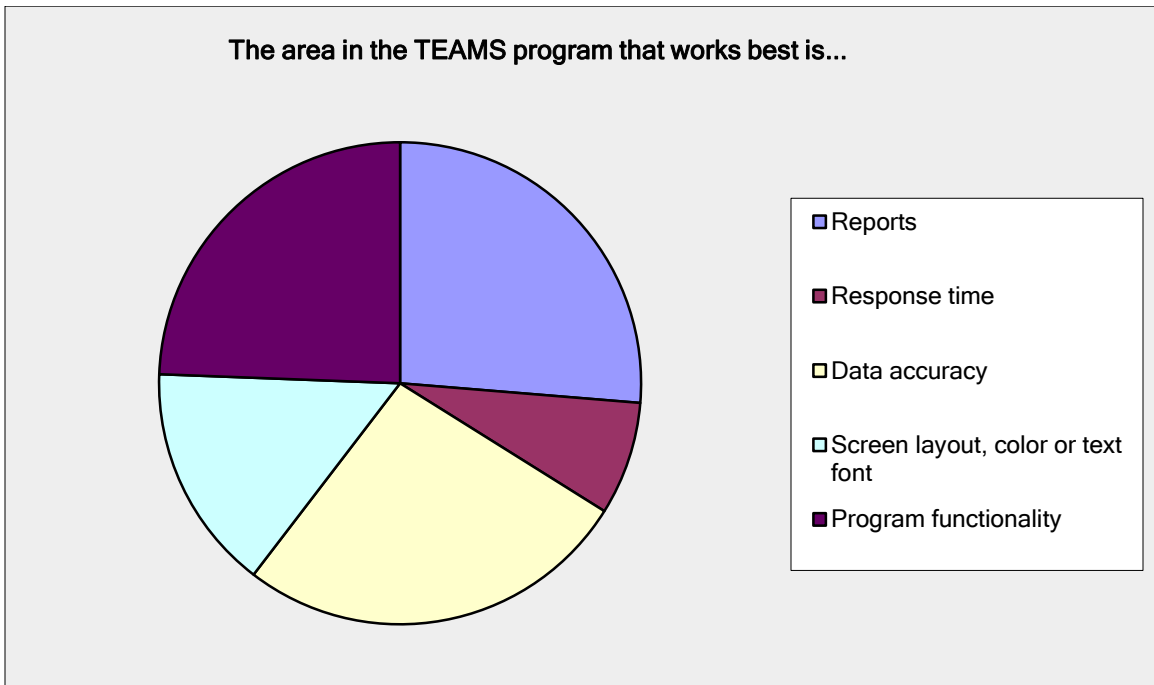
TEAMS training is offered in a timely manner.		
Answer Options	Response Percent	Response Count
Strongly disagree	1.6%	8
Disagree	5.3%	27
Neutral	37.7%	194
Agree	46.7%	240
Strongly agree	8.8%	45
<i>answered question</i>		<b>514</b>
<i>skipped question</i>		<b>120</b>



55.5% Positive Response

6.9% Negative Response

The area in the TEAMS program that works best is...		
Answer Options	Response Percent	Response Count
Reports	26.3%	125
Response time	7.6%	36
Data accuracy	26.5%	126
Screen layout, color or text font	15.2%	72
Program functionality	24.4%	116
<i>answered question</i>		<b>475</b>
<i>skipped question</i>		<b>159</b>

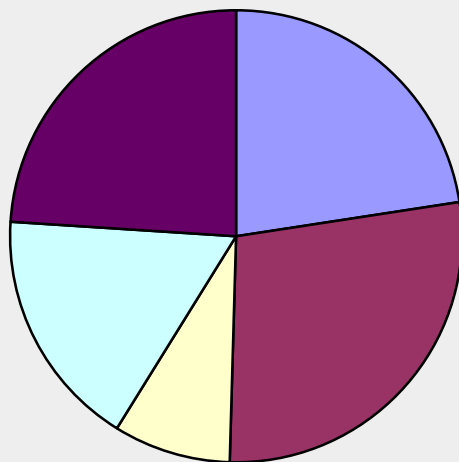


We are starting to see a flattening of the responses to each category. As TEAMS continues to mature we should see these categories level out as there shouldn't be a major area needing attention.

The area in the TEAMS program that needs the most improvement is...

Answer Options	Response Percent	Response Count
Reports	22.6%	97
Response time	27.9%	120
Data accuracy	8.4%	36
Screen layout, color or text font	17.2%	74
Program functionality	24.0%	103
<i>answered question</i>		<b>430</b>
<i>skipped question</i>		<b>204</b>

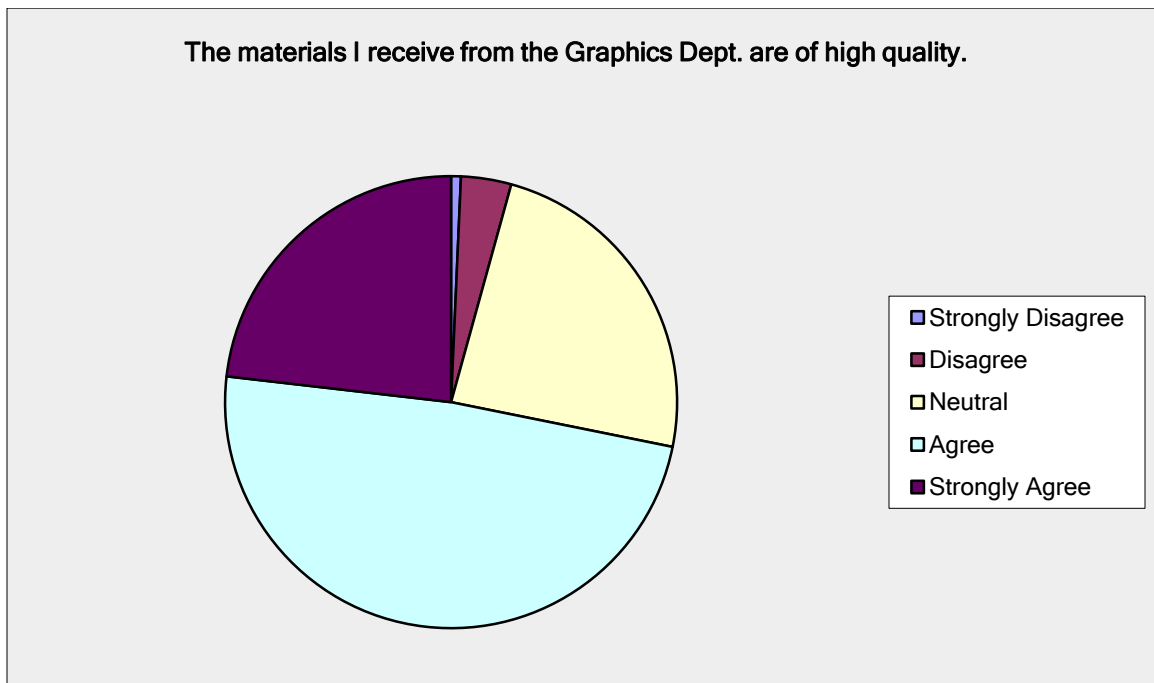
The area in the TEAMS program that needs the most improvement is...



- Reports
- Response time
- Data accuracy
- Screen layout, color or text font
- Program functionality

## Graphics Dept. Related Questions

The materials I receive from the Graphics Dept. are of high quality.		
Answer Options	Response Percent	Response Count
Strongly Disagree	0.7%	3
Disagree	3.6%	16
Neutral	23.9%	107
Agree	48.7%	218
Strongly Agree	23.2%	104
<i>answered question</i>		<b>448</b>
<i>skipped question</i>		<b>186</b>

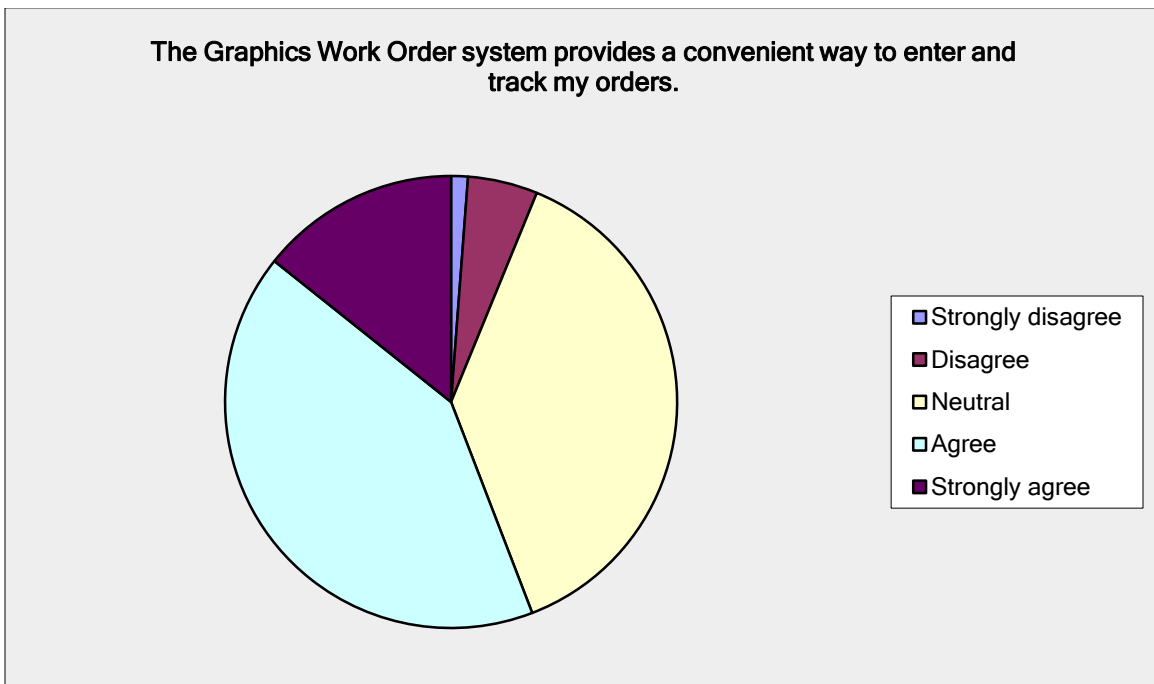


71.9% Positive Response

4.3% Negative Response

The Graphics Work Order system provides a convenient way to enter and track my orders.

Answer Options	Response Percent	Response Count
Strongly disagree	1.2%	5
Disagree	5.0%	21
Neutral	38.0%	160
Agree	41.6%	175
Strongly agree	14.3%	60
<i>answered question</i>		<b>421</b>
<i>skipped question</i>		<b>213</b>

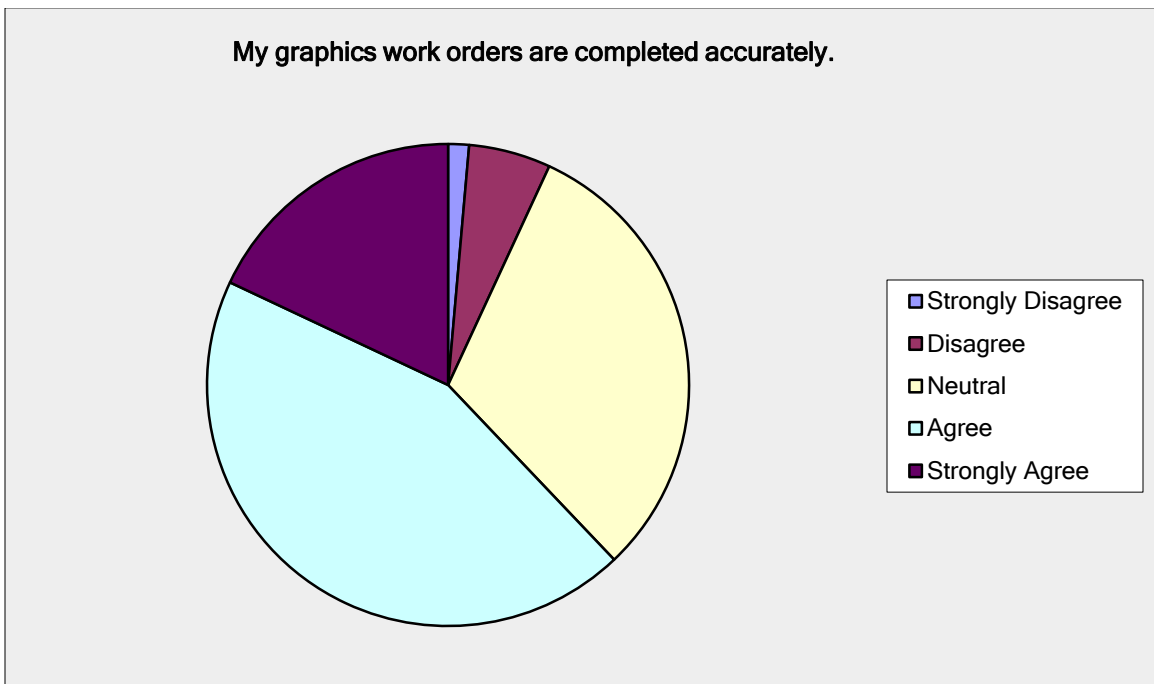


55.9% Positive Response

6.2% Negative Response

**My graphics work orders are completed accurately.**

Answer Options	Response Percent	Response Count
Strongly Disagree	1.4%	6
Disagree	5.5%	23
Neutral	31.0%	131
Agree	44.1%	186
Strongly Agree	18.0%	76
<i>answered question</i>		<b>422</b>
<i>skipped question</i>		<b>212</b>

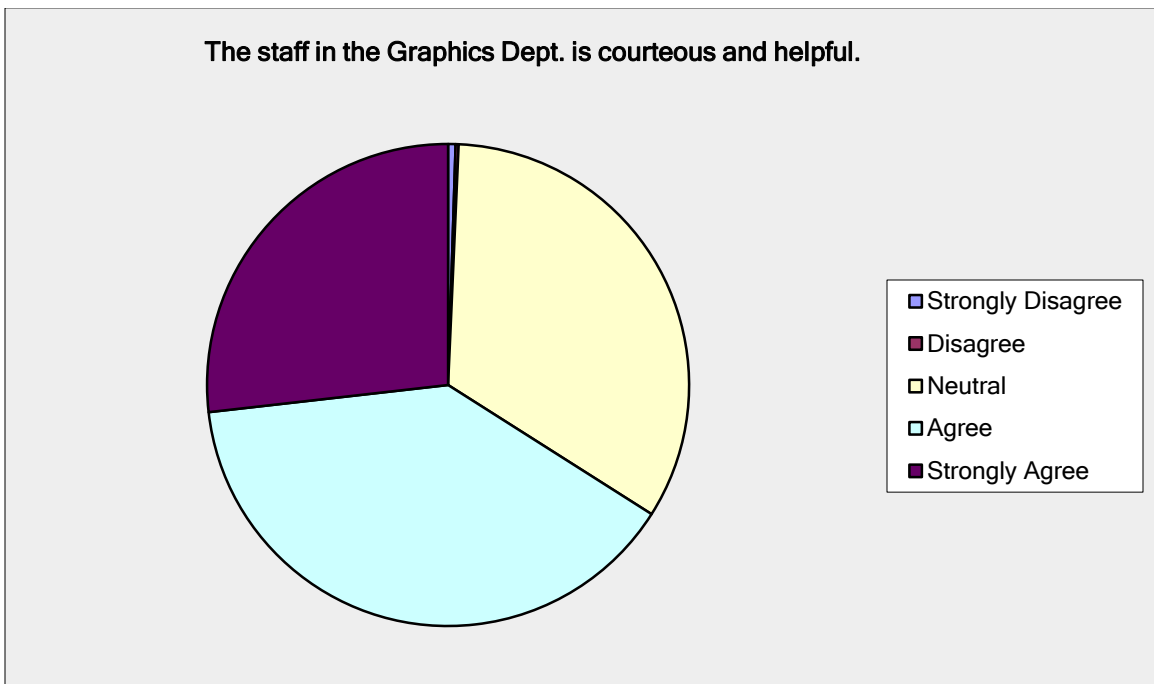


62.1% Positive Response

6.9% Negative Response

The staff in the Graphics Dept. is courteous and helpful.

Answer Options	Response Percent	Response Count
Strongly Disagree	0.5%	2
Disagree	0.2%	1
Neutral	33.3%	137
Agree	39.2%	161
Strongly Agree	26.8%	110
<i>answered question</i>		<b>411</b>
<i>skipped question</i>		<b>223</b>

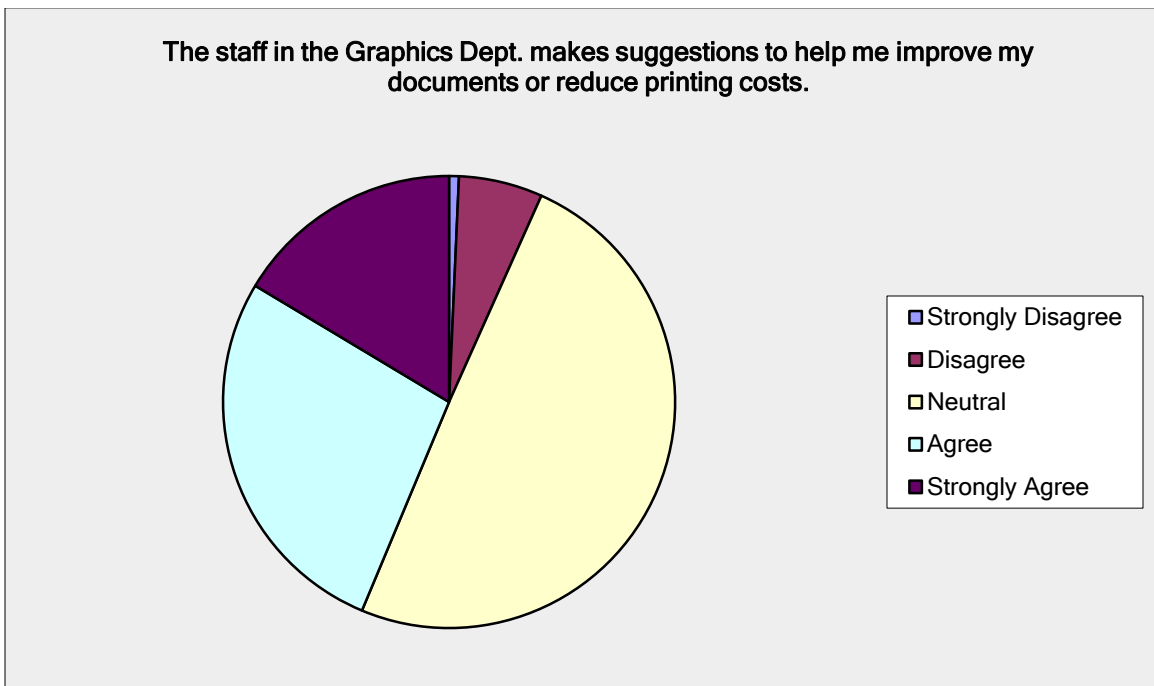


66% Positive Response

0.7% Negative Response

The staff in the Graphics Dept. makes suggestions to help me improve my documents or reduce printing costs.

Answer Options	Response Percent	Response Count
Strongly Disagree	0.7%	3
Disagree	6.0%	24
Neutral	49.6%	200
Agree	27.3%	110
Strongly Agree	16.4%	66
<i>answered question</i>		<b>403</b>
<i>skipped question</i>		<b>231</b>



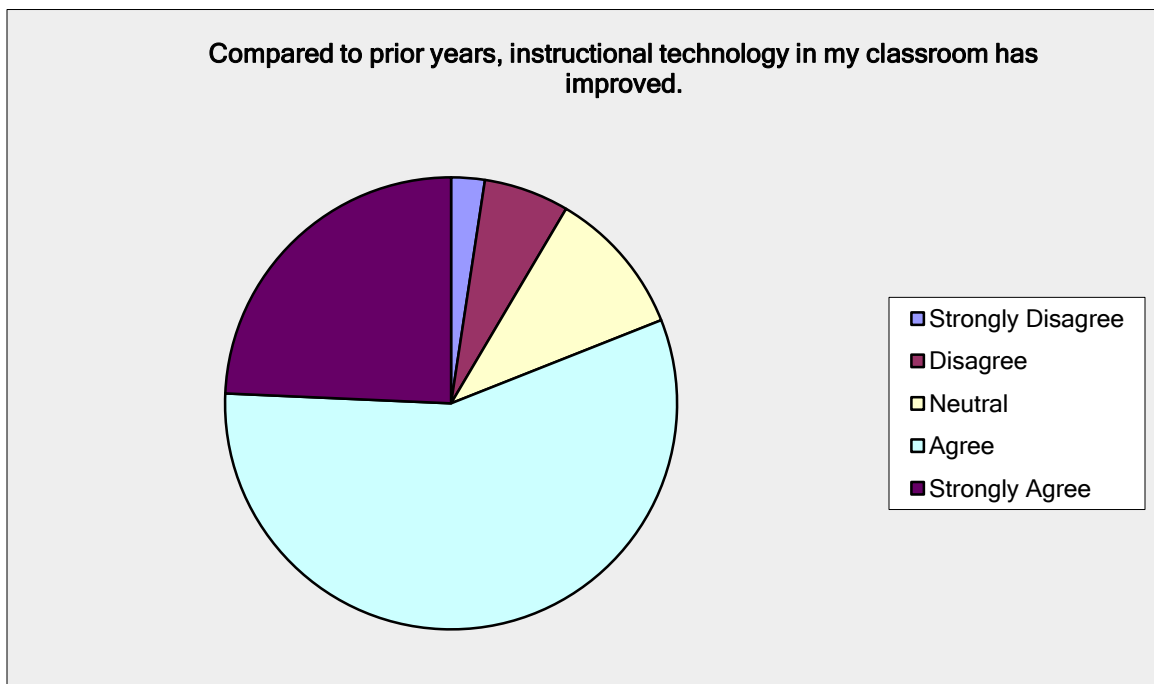
43.7% Positive Response

6.7% Negative Response

## Instructional Technology Related Questions

**Compared to prior years, instructional technology in my classroom has improved.**

Answer Options	Response Percent	Response Count
Strongly Disagree	2.4%	10
Disagree	6.1%	25
Neutral	10.5%	43
Agree	56.7%	233
Strongly Agree	24.3%	100
<i>answered question</i>		<b>411</b>
<i>skipped question</i>		<b>223</b>

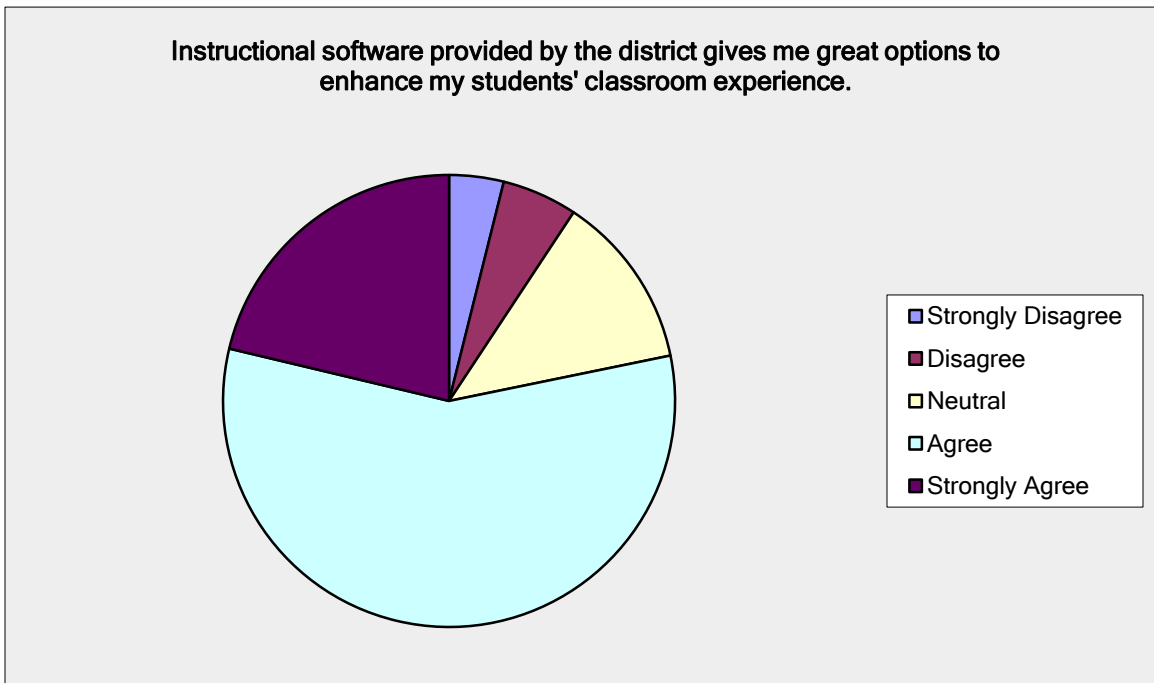


81% Positive Response

8.5% Negative Response

**Instructional software provided by the district gives me great options to enhance my students' classroom experience.**

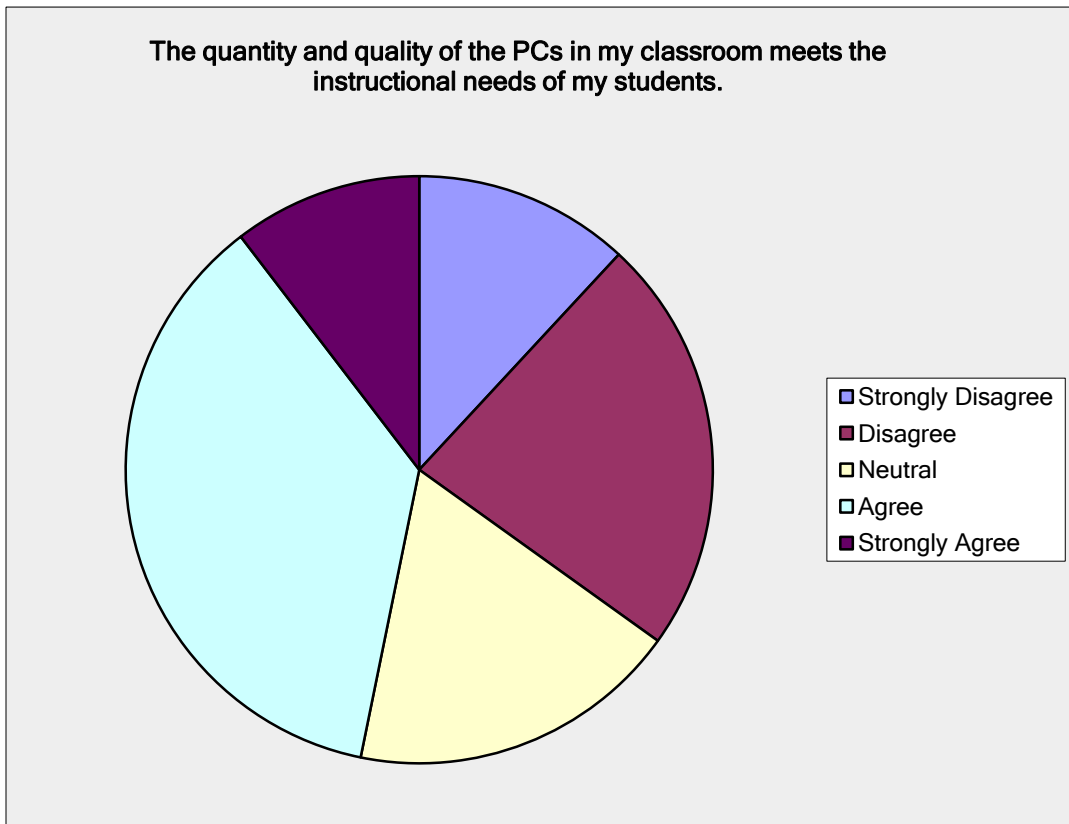
Answer Options	Response Percent	Response Count
Strongly Disagree	3.9%	16
Disagree	5.4%	22
Neutral	12.5%	51
Agree	57.0%	233
Strongly Agree	21.3%	87
<i>answered question</i>		<b>409</b>
<i>skipped question</i>		<b>225</b>



78.3% Positive Response

9.3% Negative Response

The quantity and quality of the PCs in my classroom meets the instructional needs of my students.		
Answer Options	Response Percent	Response Count
Strongly Disagree	11.9%	48
Disagree	23.0%	93
Neutral	18.3%	74
Agree	36.4%	147
Strongly Agree	10.4%	42
If not, what change would you need to correct this deficiency? Please		105
	<b>answered question</b>	<b>404</b>
	<b>skipped question</b>	<b>230</b>



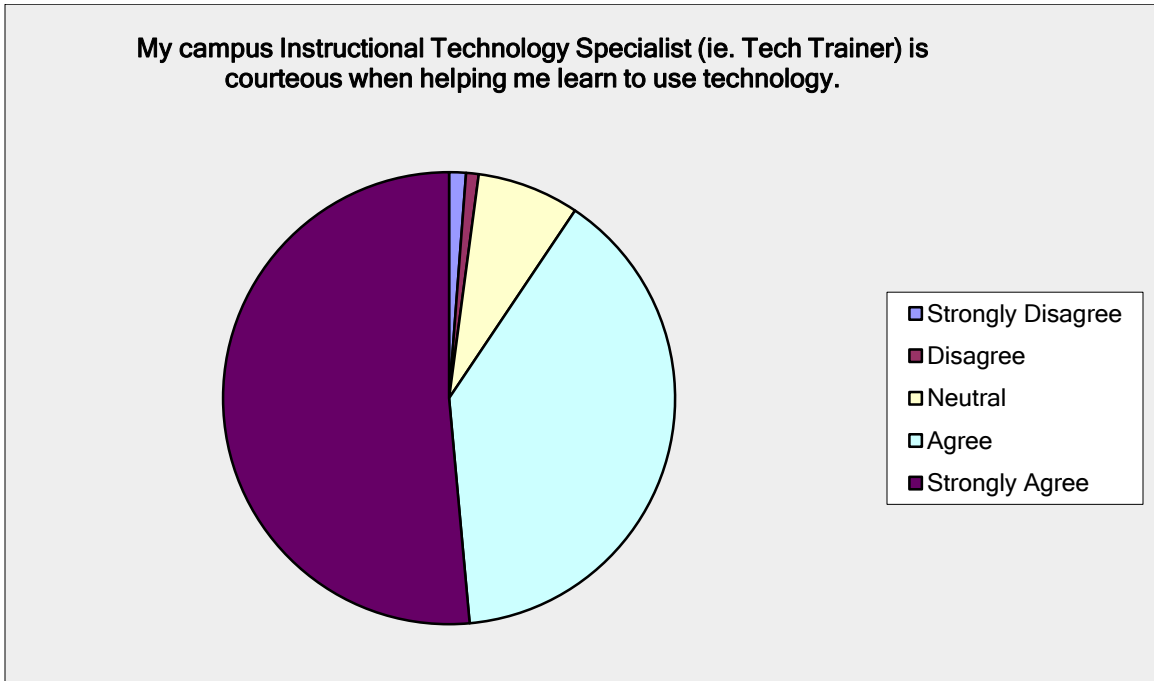
46.8 % Positive Response

34.9% Negative Response

High negative response is expected in the category due to the ageing fleet of student computers. It will be interesting to see how the move to thin client computing.

**My campus Instructional Technology Specialist (ie. Tech Trainer) is courteous when helping me learn to use technology.**

Answer Options	Response Percent	Response Count
Strongly Disagree	1.2%	5
Disagree	0.9%	4
Neutral	7.3%	31
Agree	39.1%	165
Strongly Agree	51.4%	217
<i>answered question</i>		<b>422</b>
<i>skipped question</i>		<b>212</b>

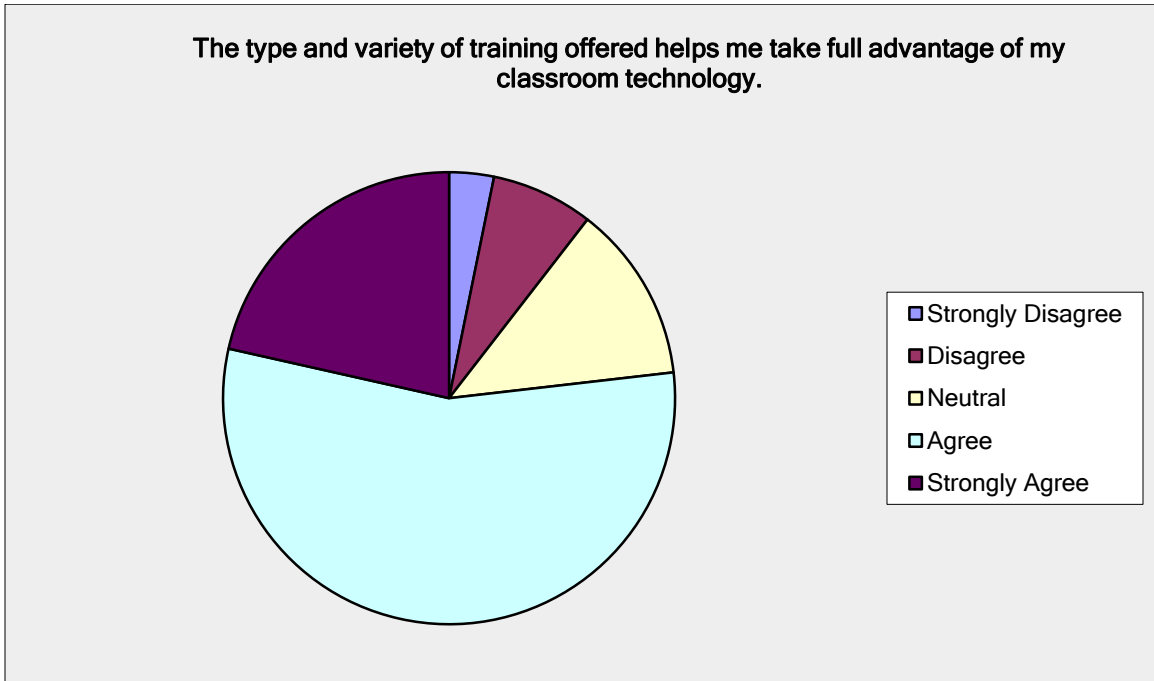


90.5% Positive Response

2.1% Negative Response

The type and variety of training offered helps me take full advantage of my classroom technology.

Answer Options	Response Percent	Response Count
Strongly Disagree	3.2%	13
Disagree	7.3%	30
Neutral	12.7%	52
Agree	55.4%	227
Strongly Agree	21.5%	88
<i>answered question</i>		<b>410</b>
<i>skipped question</i>		<b>224</b>



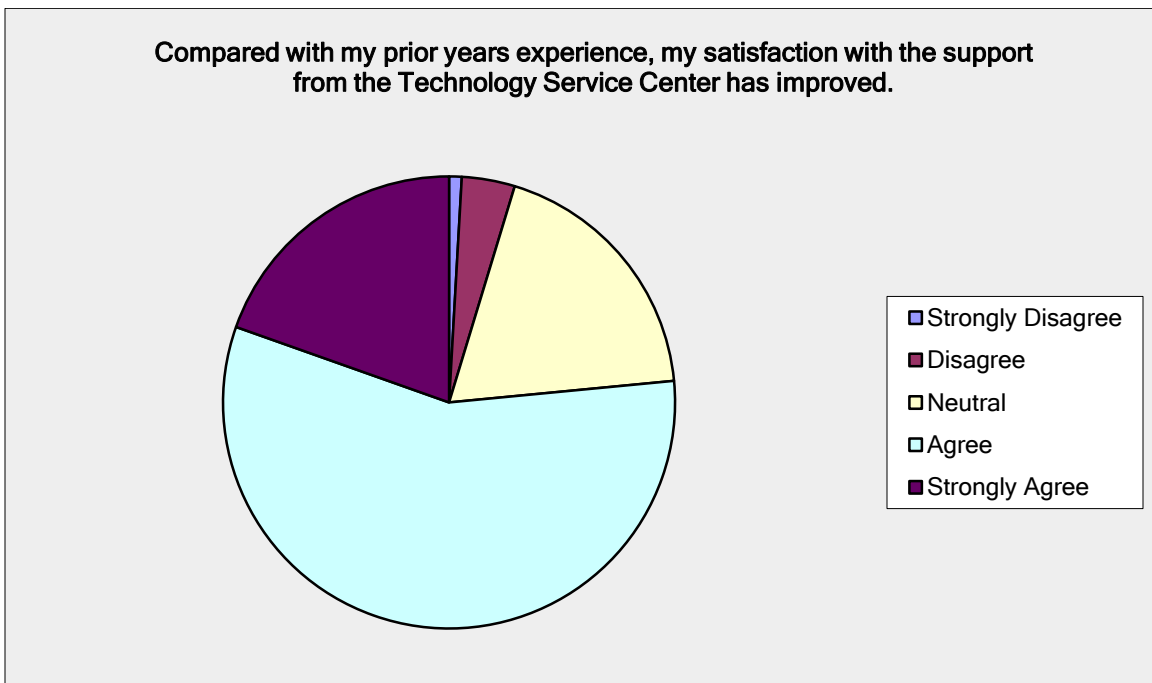
76.9% Positive Response

10.5% Negative Response

# Technology Service Center Related Questions

Compared with my prior years experience, my satisfaction with the support from the Technology Service Center has improved.

Answer Options	Response Percent	Response Count
Strongly Disagree	0.9%	5
Disagree	3.8%	21
Neutral	18.8%	105
Agree	57.0%	319
Strongly Agree	19.6%	110
<i>answered question</i>		<b>560</b>
<i>skipped question</i>		<b>74</b>

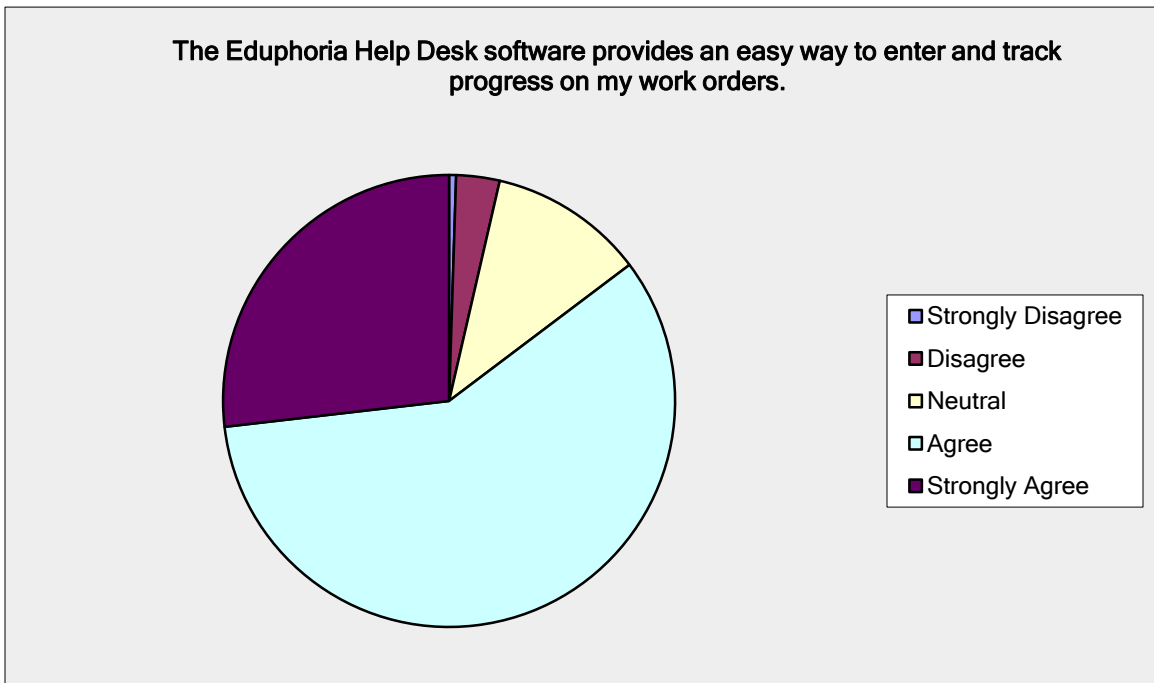


76.6% Positive Response

4.7% Negative Response

**The Eduphoria Help Desk software provides an easy way to enter and track progress on my work orders.**

Answer Options	Response Percent	Response Count
Strongly Disagree	0.5%	3
Disagree	3.1%	18
Neutral	11.1%	64
Agree	58.4%	335
Strongly Agree	26.8%	154
<i>answered question</i>		<b>574</b>
<i>skipped question</i>		<b>60</b>



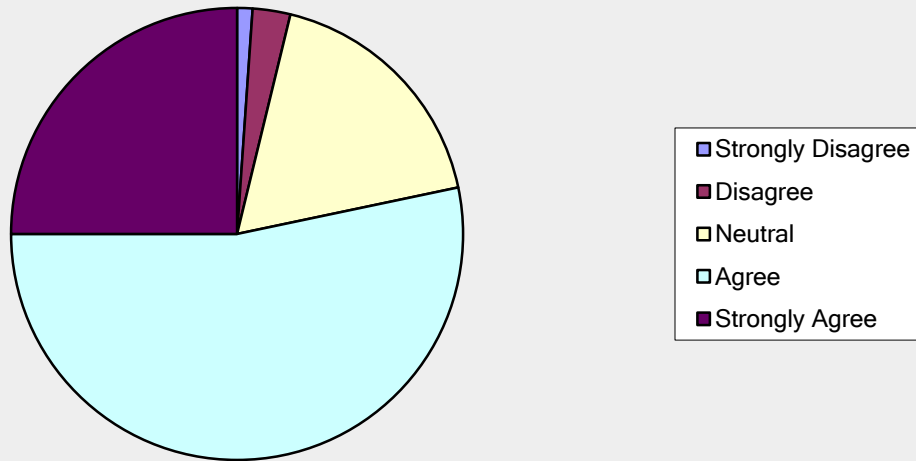
85.2% Positive Response

3.6% Negative Response

When I call the Service Desk my call is answered in a timely manner.

Answer Options	Response Percent	Response Count
Strongly Disagree	1.1%	6
Disagree	2.7%	15
Neutral	17.9%	98
Agree	53.3%	292
Strongly Agree	25.0%	137
<i>answered question</i>		<b>548</b>
<i>skipped question</i>		<b>86</b>

When I call the Service Desk my call is answered in a timely manner.

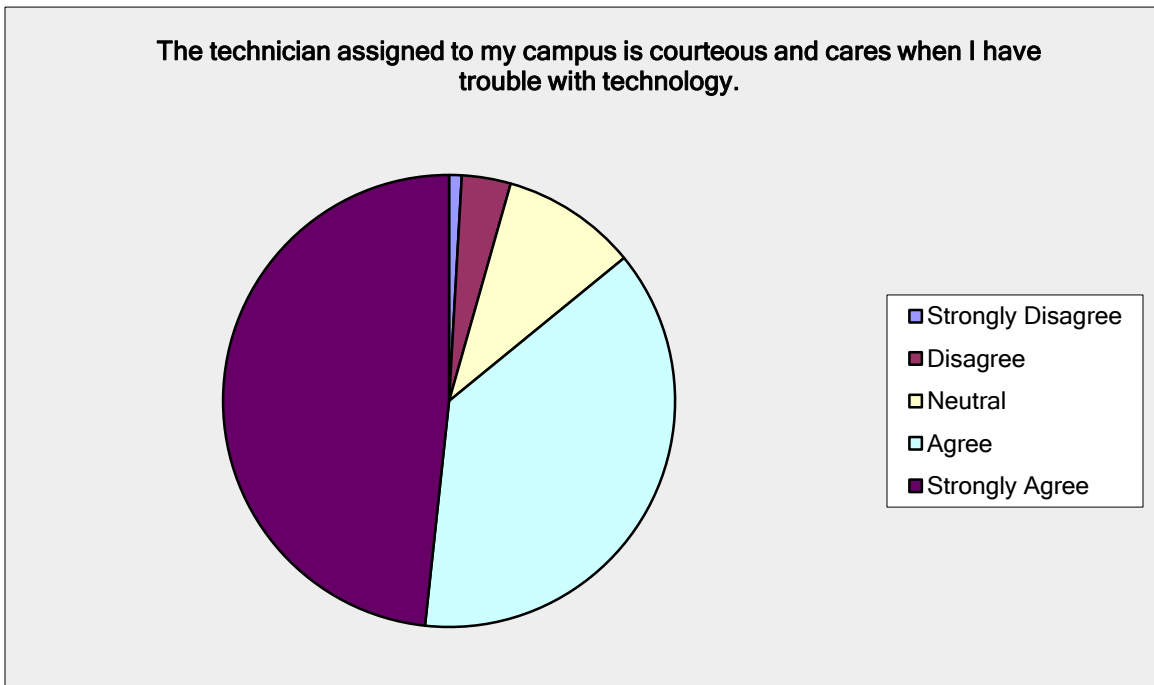


78.3% Positive Response

3.8% Negative Response

**The technician assigned to my campus is courteous and cares when I have trouble with technology.**

Answer Options	Response Percent	Response Count
Strongly Disagree	0.9%	5
Disagree	3.5%	20
Neutral	9.7%	56
Agree	37.6%	216
Strongly Agree	48.3%	278
<i>answered question</i>		<b>575</b>
<i>skipped question</i>		<b>59</b>

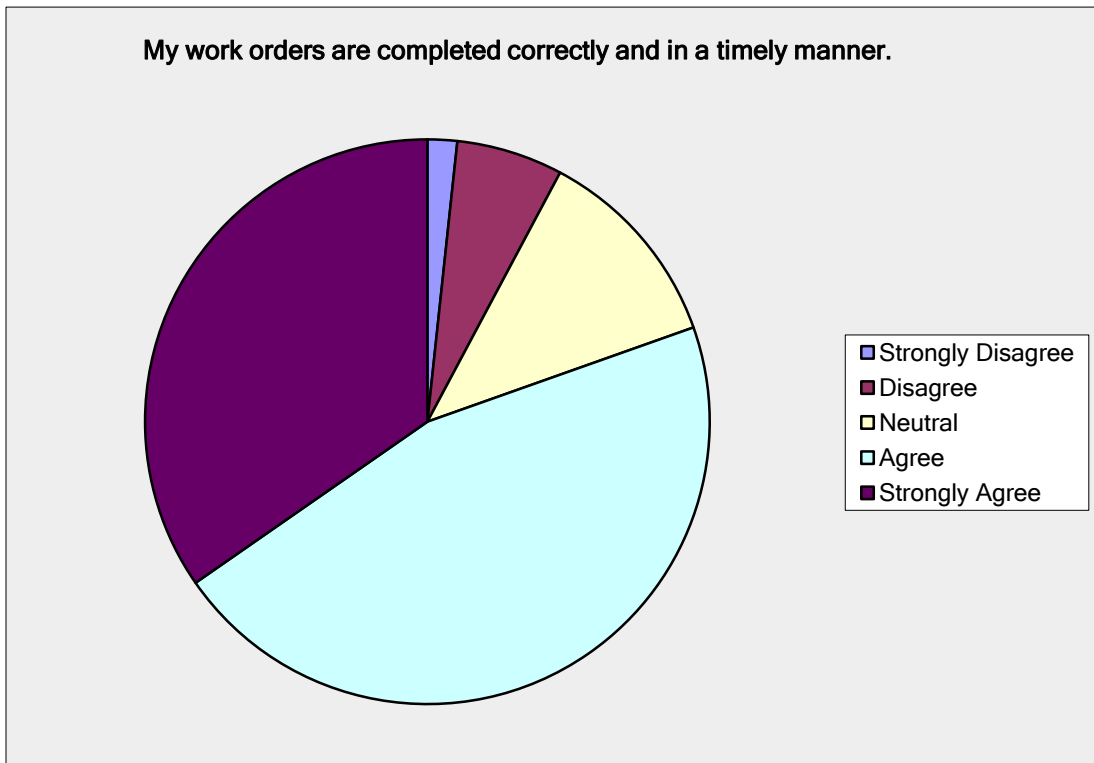


85.9% Positive Response

4.4% Negative Response

**My work orders are completed correctly and in a timely manner.**

Answer Options	Response Percent	Response Count
Strongly Disagree	1.7%	10
Disagree	6.1%	35
Neutral	11.8%	68
Agree	45.8%	264
Strongly Agree	34.7%	200
If not, what would be a satisfactory turn around time for your work orders		43
	<b><i>answered question</i></b>	<b>577</b>
	<b><i>skipped question</i></b>	<b>57</b>

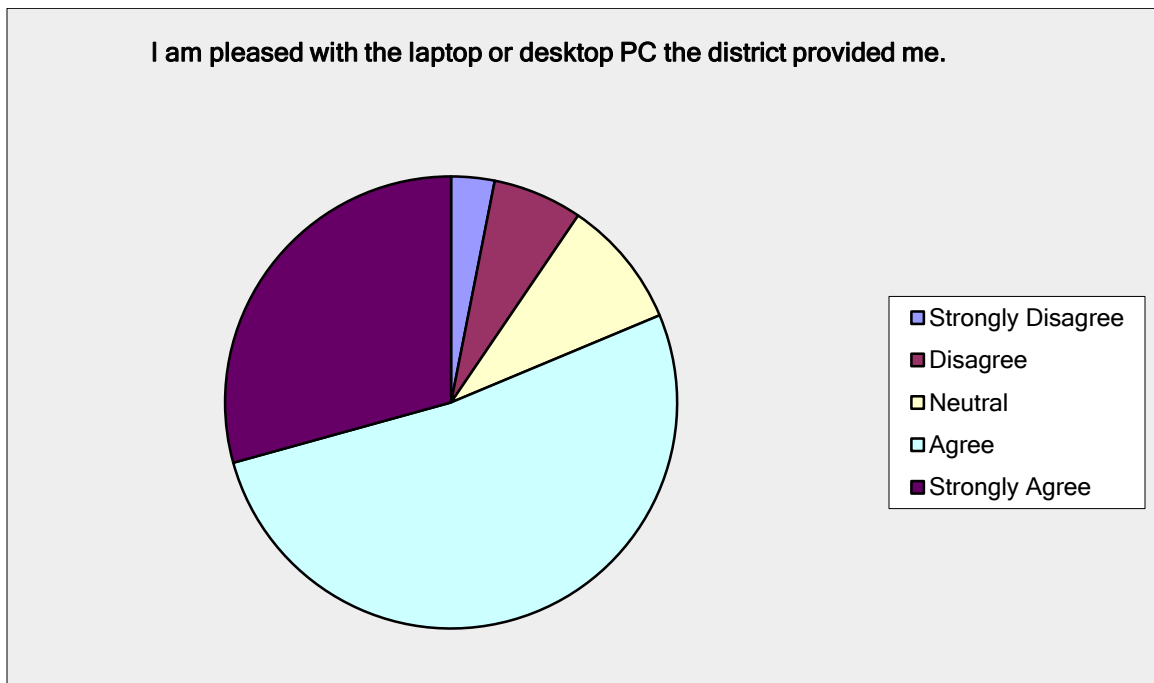


**80.5% Positive Response**

**7.7% Negative Response**

## Network and Equipment Related Questions

I am pleased with the laptop or desktop PC the district provided me.		
Answer Options	Response Percent	Response Count
Strongly Disagree	3.1%	18
Disagree	6.4%	37
Neutral	9.2%	53
Agree	52.0%	300
Strongly Agree	29.3%	169
<i>answered question</i>		<b>577</b>
<i>skipped question</i>		<b>57</b>

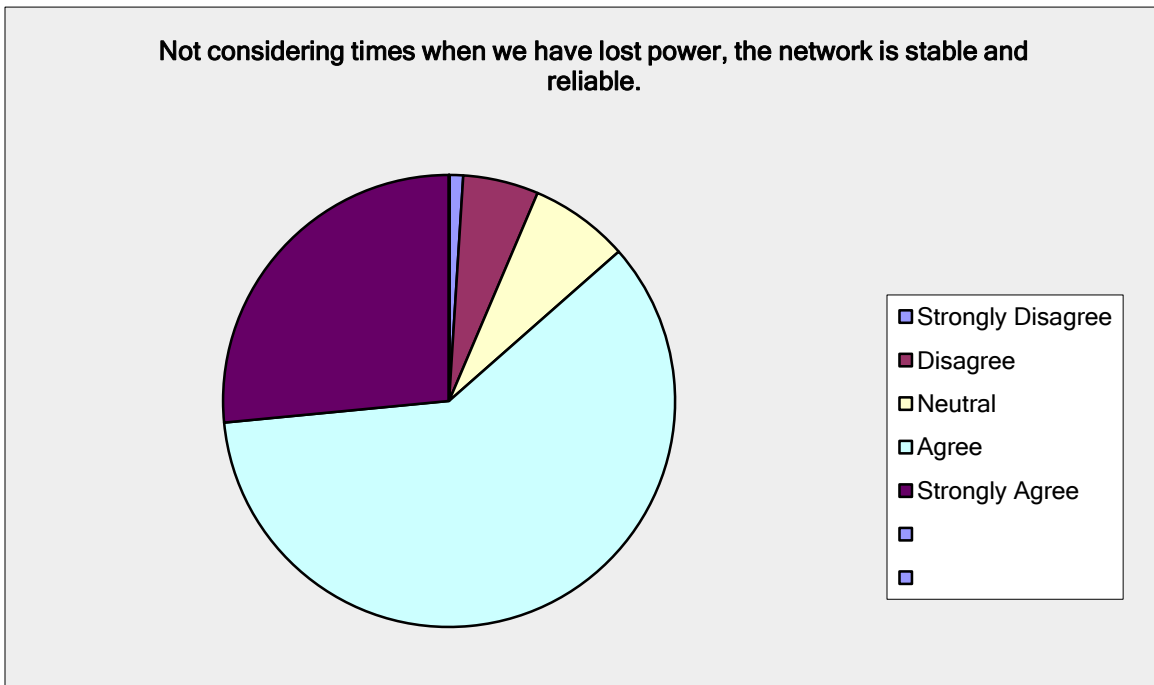


81.3% Positive Response

7.5% Negative Response

**Not considering times when we have lost power, the network is stable and reliable.**

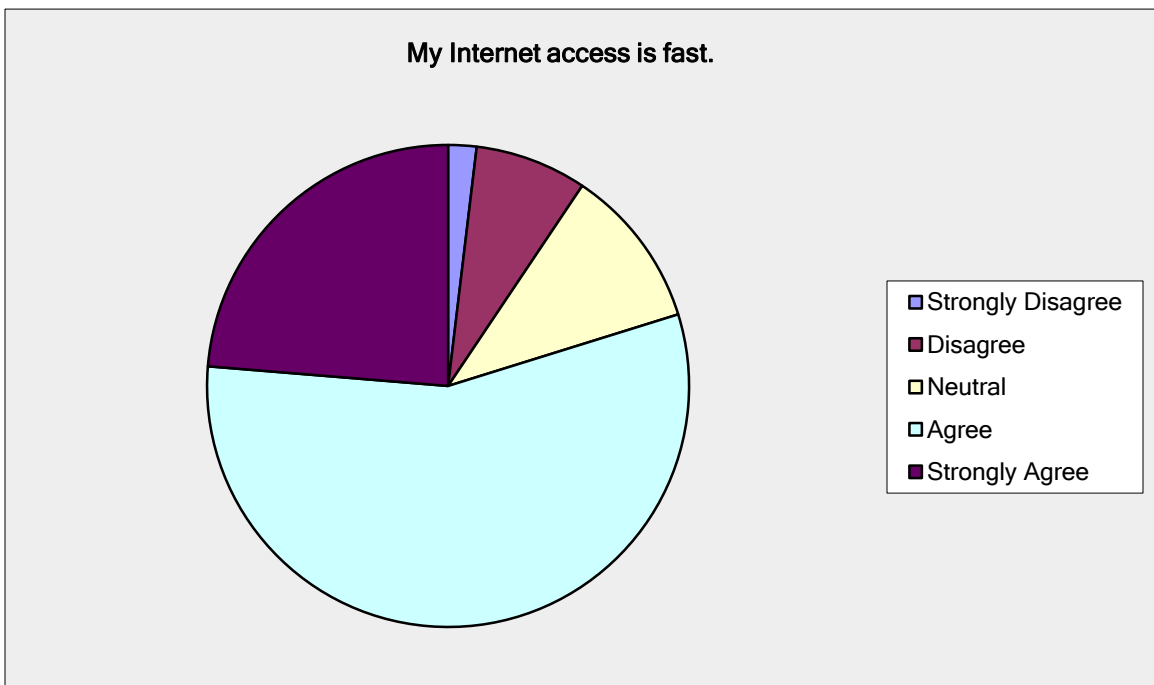
Answer Options	Response Percent	Response Count
Strongly Disagree	1.0%	6
Disagree	5.4%	32
Neutral	7.1%	42
Agree	59.9%	352
Strongly Agree	26.5%	156
<i>answered question</i>		<b>588</b>
<i>skipped question</i>		<b>46</b>



86.4% Positive Response

6.4% Negative Response

My Internet access is fast.		
Answer Options	Response Percent	Response Count
Strongly Disagree	1.9%	11
Disagree	7.5%	44
Neutral	10.8%	63
Agree	56.1%	329
Strongly Agree	23.7%	139
<i>answered question</i>		<b>586</b>
<i>skipped question</i>		<b>48</b>



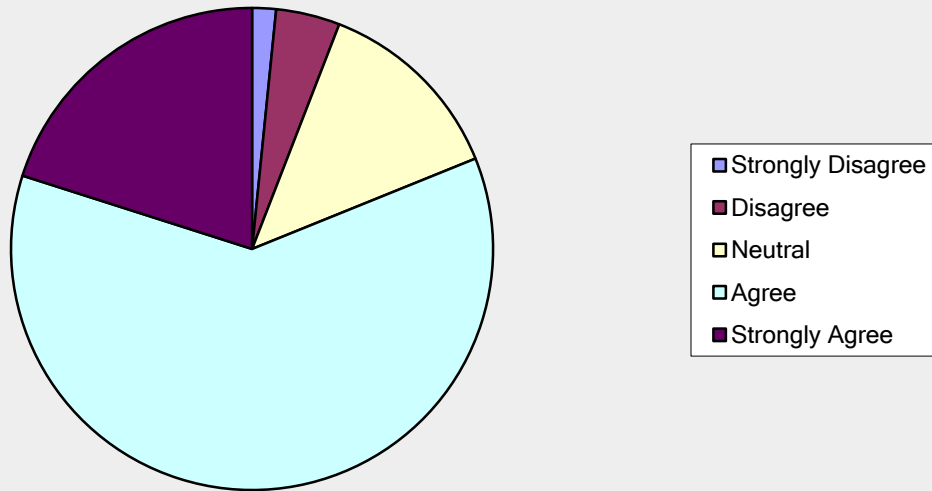
79.8% Positive Response

9.4% Negative Response

I can count on my telephone and voice mail service to work well.

Answer Options	Response Percent	Response Count
Strongly Disagree	1.6%	9
Disagree	4.3%	25
Neutral	13.0%	75
Agree	61.1%	353
Strongly Agree	20.1%	116
<i>answered question</i>		<b>578</b>
<i>skipped question</i>		<b>56</b>

I can count on my telephone and voice mail service to work well.



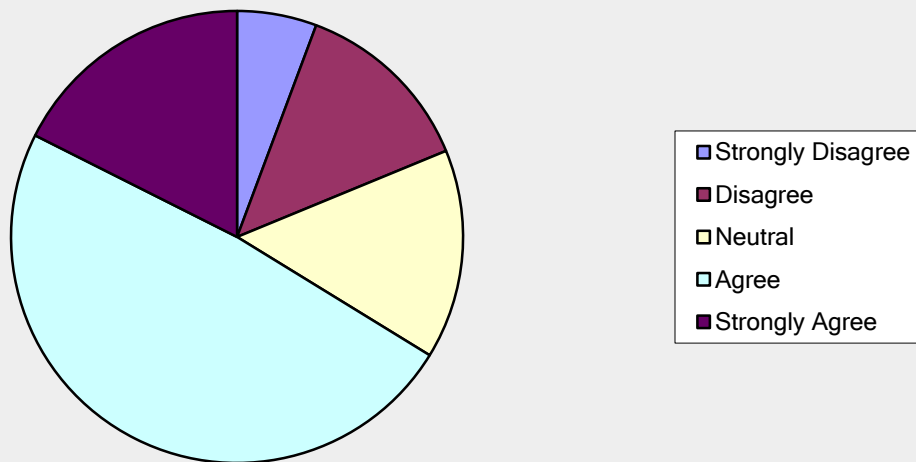
81.2% Positive Response

5.9% Negative Response

The printing options available at my location provide the options (ie. print speed, stapling, color, etc.) I need to complete my work.

Answer Options	Response Percent	Response Count
Strongly Disagree	5.7%	33
Disagree	13.1%	76
Neutral	15.0%	87
Agree	48.7%	283
Strongly Agree	17.6%	102
<i>answered question</i>		<b>581</b>
<i>skipped question</i>		<b>53</b>

The printing options available at my location provide the options (ie. print speed, stapling, color, etc.) I need to complete my work.



66.3% Positive Response

18.8% Negative Response