SUMMARY REPORT:

The university I currently work in provided a fantastic service for faculty, staff, and students to stay connected remotely to get the best experience possibly in the university. Our students need technology in order to connect to Canvas to submit their assignments since all assignments during these times of year is all done online, and my position brings the next step in that by allowing lecture recordings to also be available on Canvas as well as allowing them to connect live to their classrooms remotely. We provide the same services for faculty too, so that they can better teach their students by recording their lectures and having them post their lecture recordings on Canvas. Providing live classroom meetings also helps faculty connect remotely with their students, especially during this time of the year because of COVID-19. My position also helps staff stay connected remotely to their staff meetings as well, therefore, their need for technology is also great as they sometimes need our services too.

Alongside faculty, staff, and students needs for technology, technology knowledge seems to be very low for most staff and faculty. Usually students who are going for their bachelor's degrees have basic knowledge of technology where they can understand how to use our software fairly well. However, there are some students, who we work with the most, that don't have much technology knowledge. Those students with less technology knowledge are DNP candidate students that are in their fully online DNP program. We usually need to provide dry runs for most faculty and staff as well as all the DNP students who require the use of our system. Most faculty and staff like to skip our dry run sessions as they say they do not have time for it or they lack communicate with us prior to when they need to use our system. Sometimes that could be a challenge on our part, but we still try to be there throughout the meetings and class sessions that they need our service. Therefore, the best thing we could need are a document to guide faculty/students on how to connect to our WebEx Meetings software without us having to instruct everyone individually, a video on how faculty/students can check to see if their microphone or webcam is connected to ensure faculty/students are able to connect properly with their microphone and webcam working properly, and a basic computer skills training provided by our team before faculty/students use our technology. Some ask to use our technology with zero knowledge of basic computer skills.

Sometimes our equipment might need upgrades too that could cause some classroom lectures to not go well, thus we might also need to upgrade some of our Telepresence classrooms. Scheduling and communication is also key, and if my position had extra help in scheduling times to use our service would also help greatly as well as if we found a way to have faculty/staff respond to our emails more effectively. For me personally, a second monitor for my desktop so I could work on spreadsheets and other job responsibilities faster, and if our supervisor provided some resources he uses that allowed us to monitor the technology in our offices to make sure they are still connected and working properly. Feedback is also key if faculty and staff provided some feedback on if they are happy in using our system would help us greatly in better assisting them.

PERCEIVED EDUCATIONAL TECHNOLOGY NEEDS SURVEY

While performing your duties:

1. Do you ever, or often, think, "There must be an easier way to do this?" If so, please list and describe as many of the things or situations as you can to which this statement would apply:

    -   A document to guide faculty/students on how to connect to our WebEx Meetings software without us having to instruct everyone individually.

    -   A video on how faculty/students can check to see if their microphone or webcam is connected. To ensure faculty/students are able to connect properly with their microphone and webcam working properly.

    -   A basic computer skills training provided by our team before faculty/students use our technology. Some ask to use our technology with zero knowledge of basic computer skills.

2. Do you ever, or often, think, "I could do this faster if only..." If so, please list and describe as many of the things or situations as you can to which this statement would apply:

    -   Upgrade in our technology. Some of our equipment are old, and we actually are currently trying to upgrade them.

    -   Communication is key. If only faculty/students could communicate without expecting us to know how we need to service them.

- A system where those requesting our service does not request them last minute. There is so much we could do at the very last minute of the date and time that they need our service.

3. Do you ever, or often, think, "I wish I had a helper to help me do..." If so, please list and describe as many of the things or situations as you can to which this statement would apply:

    - Help with the spreadsheets where I need to connect all the services we have provided and make sure all is included into the spreadsheet.
    - If my colleagues helped me with scheduling faculty/students that likes to use our technology.

4. Do you ever, or often, think, "I wish I had a computer or other device so I could..." If so, please list and describe as many of the things or situations as you can to which this statement would apply:

    - A second monitor for my desktop so I could work on spreadsheets and other job responsibilities faster
    - An updated desktop altogether. My current computer seems to work very slowly.
    - A work phone so I do not have to use my personal phone and give out my personal phone number to faculty/students that need our services when I'm outside of my office.

5. Do you ever, or often, think, "I wish I or my *students/co-workers/others* could contact someone right now to tell them..." If so, please list and describe as many of the things or situations as you can to which this statement would apply:

    - If faculty/students are happy in using our system

- What we could do to provide the best experiences for the faculty/students who like to use our technology

- When me and my co-workers are able to get separate offices.

6. Do you ever, or often, think, "I wish I or my *students/co-workers/others* could contact someone right now to find out..." If so, please list and describe as many of the things or situations as you can to which this statement would apply:

   - Feedback on how well we assist them and if faculty/students are happy with our service.

   - If I could find out when we will be able to upgrade some of our technology from one of the rooms that needs technology upgrade.

7. Do you ever, or often, think, "I wish my *students/co-workers/others* had computers or other technological resources available so they could..." If so, please list and describe as many of the things or situations as you can to which this statement would apply: (*if your environment is sufficiently tech rich use question section at end of document*)

   - I wish our supervisor provided some resources he uses that allowed us to monitor the technology in our offices to make sure they are still connected and working properly. Our supervisor is busy sometimes, and it would be a great resource for us to check online in our office that technology we use outside of campus are also connected properly.

8. Do you ever, or often, think, "I wish my *students/co-workers/others* had **improved** computers or other technological resources available so they could..." If so, please list and describe as many of the things or situations as you can to which this statement would

apply: (*if your environment is sufficiently tech rich use question section at end of document*)

- I wish some of our technology are improved by being upgraded so that we could use our equipment without having to troubleshoot it all the time. Some technology we use causes some issues that we would need to troubleshoot.

9. Do you ever, or often, think, "I wish my *students/co-workers/others* had **more** computers or other technological resources available so they could..." If so, please list and describe as many of the things or situations as you can to which this statement would apply: (*if your environment is sufficiently tech rich use question section at end of document*)

- Me and my co-workers currently share only one laptop as we all sometimes needs a laptop at the same time if we all need to work outside our office. Our work requires us to use computers when preforming job duties.

10. Please use the space below to state in your own words any suggestions, recommendations, or concerns you have for the use of computers, networks, or other advanced technologies for your work or for your *students/co-workers/others*, your *school/workplace*, or the organization.

- The greatest concern I have with the use of our advanced technologies for my work would be the old technology we use for one of our classrooms. Currently, we have a classroom that uses technology from 2007, Creston tablet (for video and calling) and Vaddio for camera. We also use a projector that is not our property to troubleshoot, and the projector has also been causing some issues in the room. Sometimes we have to work with the ITS Help Desk, which is not always a good idea since they say they have fixed the projector when it keeps

causing us some issues. We have to do daily checks for that room to make sure everything continues to work properly, which sometimes does not work in our favor. Sometimes we will have a class in the room and the technology would not work properly even though we did daily checks to ensure the equipment will work without issue.

- My suggestion would be to upgrade the room completely with new and better technology. The way we can do this is by eliminating the projector completely and replace it with a similar technology that we have in another one of our rooms, which does not need a projector at all. We can switch out the Creston and Vaddio devices and replace them with Cisco Touch 10 like we have in our other rooms. This new upgrade will contain three bigger screen TVs (currently there are four smaller screen TVs), upgraded cameras that are compatible with the Cisco systems, and the Cisco Touch 10 tablet. It might be a costly, but I believe we will have enough budget for the department to upgrade the room.