Technical Services Standard Program Evaluation Report

Program Evaluation Questions:

1. Do students attending Special School District (SSD) schools have reliable access to technology? (Reliable is defined as hardware, software, peripherals, and Internet and network access that are consistently functional as to maximize learning time when technology is used).

2. What is the perception of SSD employees regarding the quality and timeliness of technical support they receive?

I. Program/Service Information:

   Name of Program or Services: Technical Services

   Personnel Responsible for Evaluation: Valerie Whitney

   Date of Evaluation: January, 2005 through July, 2005

   Goal/Objective of Program/Services: “Technical support that is responsive, efficient, effective and equitable is the backbone to implementing SSD’s technology mission of increased student achievement through the integration of technology into the curriculum” (Special School District of St. Louis County, Missouri District Technology Plan 2004-2006). Technical services and support are available to all Special School District employees using hardware, software and SSD infrastructure to ensure effective administrative, financial, business, student data and educational functions of the school district.

   Brief description of relationship between program goals, CSIP and MSIP Standards and the SSD Technology Plan:

   CSIP:
   (District Wide) Improve Student Performance 1.D: “Provide instructional resources and equipment for teachers and students to support and extend the curriculum.” Technical services are a vital component of the district assuring technology is available to adequately support the curriculum.
CSIP continued:

(Parkway) Goal I.2.2: Improve Student Performance Levels. “Develop and improve a plan to meet or exceed requirements for state accreditation. Increase the use of technology with students in instructional activities.” The Technical Services Program provides technical support and services providing hardware, software and technology-related instructional support to achieve this goal and objective.

MSIP:
Under the MSIP Process Standard III, Instructional Design and Practices, 6.4 sets the expectation that “instructional resources and equipment that support and extend the curriculum are readily available to teachers and students”. Specifically, MSIP 6.4.1 inquires as to number of computers that can access the Internet and inquires as to the number of computers connected to the district’s network. Technical services are available to support and maintain computer functionality, Internet connectivity and network infrastructure.

The Special School District of St. Louis County, Missouri District Technology Plan 2004-2006:
The Special School District of St. Louis County, Missouri District Technology Plan 2004-2006 is comprised of several Technology Focus Areas and goals that provide direction for the Technical Services Program as follows:

Focus Area: Administration, Management and Communication action plan objectives:
- Goal 5: Increase collaboration among staff, partner districts, parents and the community through the implementation of newly acquired software systems and network hardware upgrades.

Focus Area: Resource Distribution and Use
- Goal 6: The Special School District will provide equitable distribution of instructional resources and services in order to insure that students and staff have appropriate access to technology.

Focus Area: Technical Support
- Goal 7: Assure that appropriate and sufficient technical support is available to all staff and students.
Demographic Description of Program:
Location: Technical services supporting administrative, financial, business, student data and educational functions of the school district evaluated through this program evaluation are as follows:

- MIS, Gateway computer/printer repairs
- MIS, Microsoft Office for PC
- MIS, PC Windows support
- MIS, SSD network and Internet
- MIS, Mailmarshal email filter
- MIS, Power School
- Instructional technology/Central Office, Macintosh and printer repairs
- Instructional technology/Central Office, Microsoft Office for Macintosh
- Instructional technology/Central Office, Macintosh operating systems
- Instructional technology/Central Office, FirstClass email
- Instructional technology/Central Office, Atomic Learning (web-based tutorials for many operating systems and applications used by SSD employees)
- Instructional technology/Central Office, American Guidance Service (AGS)/iLearn project
- Encore Help Desk
- Power School
- Lawson
- Kronos
- Vocational Technical Education Schools, Student Information System (SIS)
- Vocational Technical Education Schools, technical support
- Special Education Schools, Instructional Technology
- Assistive Technology, Computer Access
- Assistive Technology, Augmentative Communication
Demographic Description of Program continued:

Number of Technical Services staff: 30 SSD full time equivalents; 6 part time, hourly SSD staff; and 4 4GL full time equivalents. The number of staff is based on FY05 staffing.

- 1 MIS Director
- 1 MIS PC Support Specialist
- 1 MIS Systems Administrator
- 1 MIS Manager
- 1 MIS Network Specialist
- 1 MIS Administrative Help Desk (for hardware and software)
- 1 MIS Telecommunications Specialist
- 1 MIS Manager of Applications Programming
- 3 MIS Programmers
- 1 MIS Support Services
- 1 Area Coordinator, Learning and Assessment
- 1 Apple/Macintosh Hardware Repair Technician
- 2 Instructional Technology Specialists
- 2 Augmentative Communication Facilitators
- 1 Paraprofessional assigned to the Augmentative Communication Program
- 3 Computer Access Facilitators
- 2 Instructional Technology Teachers serving the five Special Education Schools and Bridges
- 4 Technology Specialists serving the two Vocational Technical High Schools
- 1 SSD Encore Lead Trainer
- 1 SSD Encore Help Desk
- 1 part-time, hourly Instructional Technology Technical Support Staff
- 1 part time, hourly, Instructional Resource Center Technology Clerk
- 4 part time, hourly, SSD Encore Help Desk Staff
- 1 4GL Project Manager
- 1 4GL Database Analyst
- 1 4GL Lead Trainer
- 1 4GL Help Desk
Number of staff continued:

Additional staff that provide a level of technical service but whose primary job-related responsibility is other than technical services/support:

- 1 Director’s Secretary for the Special Education Schools supporting Power School inquiries regarding login and passwords
- 1 Facilitator of Data, Research and Evaluation supporting SIS in the Vocational Technical High Schools
- 1 Secretary, Learning and Assessment, FirstClass accounts
- 1 Manager of Student Data, Power School support
- 1 Assistant Manager of Student Data, Power School support
- 1 Budget Analyst, Lawson support
- 1 Accounting Manager, Lawson support
- 1 Purchasing Director, Lawson support
- 1 Materials Manager, Lawson support
- 1 Purchasing Manager, Lawson support
- 1 Secretary in Purchasing and Materials, Lawson support
- 3 Purchasing Agents, Lawson support
- 1 Warehouse Supervisor, Lawson support
- 1 Materials Analyst, Lawson support
- 1 Materials Clerk, Lawson support
- 1 Director of Finance, Kronos support
- 1 Payroll Manager, Kronos support
- 1 Payroll Assistant Manager, Kronos support

II. Description of Stakeholders Engagement in Program Evaluation:

Community member: Adam Bower, Calence Inc. (a networking services firm)
Parent: Mitchell Fletcher, parent of student attending North Vocational Technical High School
SSD staff: Randal Barnes, Vocational Technical Technology Specialist
         Robert Emerson, MIS Manager
         Rebecca Gallant, Technology Facilitator/SSD Lead Encore Trainer
         Valerie Whitney, Area Coordinator
         Scott Wildermuth, Technology Support Specialist and
         Apple/Macintosh Repair Technician
Student: Sean Fletcher, Student at North Vocational Technical High School

III. Evaluation Criteria for Programs/Services Offered:

Staff perception
Student perception

IV. Data Collection Methodology

Staff surveys: 2,898 staff surveys were distributed and 57 % (N=1662) were returned. The following groups of staff received surveys: all SSD teacher-level staff in the partner districts; all Central Office and Warehouse administrative, managerial and clerical staff; all SSD teacher level, administrative and clerical staff in the SSD schools/sites; and all facilitators, administrators and clerical staff at the Learning Center.

Student surveys: 669 student surveys were distributed and 72% (N=485) were returned. Distribution included a sampling from students in the SSD schools (Special Education Schools and Vocational Technical High Schools), Bridges, Court Programs, and Career Training Program.
V. Results

**Time spent on Program Evaluation:** 130 hours

**Guidelines for Interpreting Data from Student and Staff Surveys:**

Student survey data analyzed for this program evaluation is reported as a percentage score of “Yes” responses using the following criteria. A small portion of the staff survey data analyzed is also reported in this manner.

- An average of “Yes” responses equal to or greater than 75% is considered an area of strength.
- An average of “Yes” responses equal to or greater than 50% and less than 75% is considered an area of progress.
- An average of “Yes” responses lower than 50% is considered an area of concern.

Staff survey data is also based on the 5 point Likert Scale where 1 represents “Strongly Disagree” and 5 represents “Strongly Agree”.

- A mean score equal to or greater than 4 is considered an area of strength.
- A mean score equal to or greater than 3 and less than 4 is considered an area of progress.
- A mean score less than 3 is considered an area of concern.

**Student survey results in response to the program evaluation question:** Do students attending Special School District (SSD) schools have reliable access to technology?

**Student strengths:**

Percentage of students that report “Yes” to the following items:

<table>
<thead>
<tr>
<th>Strengths:</th>
<th>Vocational Technical</th>
<th>Special Education Schools, Bridges, Court Programs and Career Training Program</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>The computers students use can get on the Internet.</td>
<td>87%</td>
<td>72%</td>
<td>80%</td>
</tr>
<tr>
<td>Students’ schools have good computers.</td>
<td>79%</td>
<td>75%</td>
<td>78%</td>
</tr>
<tr>
<td>Students use computers once a week or more frequently at school.</td>
<td>84%</td>
<td>68%</td>
<td>77%</td>
</tr>
</tbody>
</table>
Areas of progress for students:

Percentage of students that report “Yes” to the following items:

<table>
<thead>
<tr>
<th>Areas of progress</th>
<th>Vocational Technical</th>
<th>Special Education Schools, Bridges, Court Programs and Career Training Program</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>When using computers for learning, the computers always work.</td>
<td>57%</td>
<td>55%</td>
<td>57%</td>
</tr>
<tr>
<td>The Internet works all the time at my school.</td>
<td>58%</td>
<td>52%</td>
<td>55%</td>
</tr>
<tr>
<td>When computers don’t work they are fixed in timely manner.</td>
<td>55%</td>
<td>49%</td>
<td>53%</td>
</tr>
</tbody>
</table>

Student concerns:

Percentage of students that report “Yes” to the following item:

<table>
<thead>
<tr>
<th>Area of concern</th>
<th>Vocational Technical</th>
<th>Special Education Schools, Bridges, Court Programs and Career Training Program</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students have had lessons in school on how to troubleshoot basic problems with computers.</td>
<td>49%</td>
<td>25%</td>
<td>36%</td>
</tr>
</tbody>
</table>
Staff survey results in response to the program evaluation question:
What is the perception of SSD employees regarding the quality and timeliness of technical support they receive?

Staff strengths:

<table>
<thead>
<tr>
<th>Strength</th>
<th>Mean (1 = strongly disagree, 5 = strongly agree)</th>
<th>N =</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff is satisfied with the technical abilities of the technical support agent.</td>
<td>4.43</td>
<td>1662</td>
</tr>
<tr>
<td>Staff is satisfied with the interpersonal skills of the technical support agent.</td>
<td>4.37</td>
<td>1662</td>
</tr>
<tr>
<td>My SSD Internet connection is reliable.</td>
<td>4.28</td>
<td>537*</td>
</tr>
<tr>
<td>Staff is satisfied with the overall technical support received.</td>
<td>4.24</td>
<td>1662</td>
</tr>
</tbody>
</table>

*Number only includes staff from SSD schools or SSD buildings where Internet services are provided through SSD.

Areas of progress for staff:

<table>
<thead>
<tr>
<th>Progressing area</th>
<th>Mean (1 = strongly disagree, 5 = strongly agree)</th>
<th>N =</th>
</tr>
</thead>
<tbody>
<tr>
<td>The network at my SSD school or building is fast and reliable.</td>
<td>3.70</td>
<td>537*</td>
</tr>
<tr>
<td>My SSD printer works well.</td>
<td>3.56</td>
<td>1662</td>
</tr>
</tbody>
</table>

*Number only includes staff from SSD schools or buildings where network infrastructure is provided through SSD.

Areas of concern for staff:

<table>
<thead>
<tr>
<th>Area of concern</th>
<th>Mean (1 = strongly disagree, 5 = strongly agree)</th>
<th>% of “Yes” responses</th>
<th>N =</th>
</tr>
</thead>
<tbody>
<tr>
<td>When printing from Encore staff is able to print when needed.*</td>
<td>2.57</td>
<td>N.A., only reported as a mean score</td>
<td>1662</td>
</tr>
<tr>
<td>Staff uses the resource, Atomic Learning, to learn technology and to resolve basic technology problems.</td>
<td>N.A., only reported in percentage score</td>
<td>15%</td>
<td>1662</td>
</tr>
</tbody>
</table>
Areas of concern for staff continued:

*During the time staff responded to the survey, Encore version 6.5 had just gone live (went live on March 24, 2005). With the new version, the application no longer uses the helper applications, Citrix and Uniprint. Encore is now 100% web-enabled which means downloading a helper application to access the software or print forms is no longer necessary. Printing from Encore now occurs through the web environment to the browser using any printer attached or networked to the computer. According to data entered into the Encore ticket database between April 12, 2005 and June 30, 2005, there have been 4,813 completed tickets to the Encore Help Desk. Only 2% (78) of these calls have been printing issues. This data indicates printing issues reported to the Encore Help Desk following the application upgrade to Encore version 6.5 are now a small percentage of the total support requests.

Recommendations regarding program/service: Recommendations address areas of progress and areas of concern.

**Students:**
1. Maximize students’ learning time when using computers by:
   - Investigate factors contributing to hardware/software malfunctions and Internet connectivity down time in SSD schools. Develop additional actions as appropriate.
   - Investigate factors affecting turn-around time for repair of student computers. Develop additional actions as appropriate.
2. Instruct students in SSD schools in basic technology trouble-shooting.

**Staff:**
3. Investigate factors contributing to reduced speed and reliability of SSD’s network and develop additional actions as appropriate.
4. Improve computer printing capabilities for staff including printing from Encore.
5. Increase staffs’ ability to independently troubleshoot problems with common software and applications through a systematic dissemination of the web-based resource, Atomic Learning.
Signature of Administrator Responsible for Chairing Evaluation

Valerie Whitney
August 1, 2005
Appendix

1. Atomic Learning, content
2. Student Technology Survey, Total
3. Student Technology Survey, Special Education Schools and Vocational Technical Schools
4. SSD Technology Service Satisfaction Survey, Total
5. SSD Technology Services; Special Education Schools, Vocational Technical Schools, Central Office, and Learning Center
Appendix 1

For information on Atomic Learning please call Val Whitney 989-8535
Appendix 2
1. What school do you attend?

- Ackerman School: 0 0%
- Bridges School: 7 1%
- Litzsinger School: 36 8%
- Neuwohner School: 41 9%
- Northview School: 40 8%
- Southview School: 32 7%
- Career Training Program: 52 11%
- Court Programs: 50 10%
- North Technical School: 125 26%
- South Technical School: 94 20%

Total Responses: 477
Mean: 7.35 Standard Deviation: 2.36

2. What grade level are you?

- Elementary, Kindergarten to 5th grade: 102 22%
- Middle School, 6th grade to 8th grade: 51 11%
- High School, 9th grade to 12th grade: 324 68%
- 12th+ grade: 93 19%

Total Responses: 478

3. How is this survey taken?

- I am a student completing the survey with no a...: 382 82%
- I am a teacher responding for a student from t...: 86 18%

Total Responses: 468

4. I use computers in my school.

- Daily: 180 38%
- Several times a week: 125 26%
- Once a week: 60 13%
- Once every 2 weeks: 20 4%
- Infrequently: 53 11%
- Never: 40 8%

Total Responses: 478
5. Which state assessment do you or have you taken?

1. MAP 359 76%
2. MAP-Alternate 78 17%
3. It has not been determined which assessment ... 34 7%
Total Responses: 471

6. I can use a computer whenever I need one.

1. Yes 349 73%
2. No 116 24%
3. Do not know/No information 15 3%
Total Responses: 480

7. My school has good computers.

1. Yes 375 78%
2. No 88 18%
3. Do not know/No information 19 4%
Total Responses: 482

8. The computers I use work all the time.

1. Yes 279 58%
2. No 178 37%
3. Do not know/No information 24 5%
Total Responses: 481
9. The computers I use can get on the Internet.

1. Yes 383 80%
2. No 83 17%
3. Do not know/No information 13 3%
Total Responses: 479

10. The Internet works all the time at my school.

1. Yes 266 55%
2. No 174 36%
3. Do not know/No information 41 9%
Total Responses: 481

11. I know how to find information using the Internet.

1. Yes 374 78%
2. No 75 16%
3. Do not know/No information 31 6%
Total Responses: 480

12. I use computers to help me learn.

1. Yes 361 75%
2. No 98 20%
3. Do not know/No information 22 5%
Total Responses: 481
13. My SSD teacher(s) show me how to use the computer.

1. Yes 279 58%
2. No 179 37%
3. Do not know/No information 23 5%
Total Responses: 481

14. I show my SSD teacher(s) how to use the computer.

1. Yes 170 35%
2. No 258 54%
3. Do not know/No information 51 11%
Total Responses: 479

15. I learned how to use computers at school.

1. Yes 290 60%
2. No 178 37%
3. Do not know/No information 13 3%
Total Responses: 481

16. I learned how to use computers at home.

1. Yes 326 68%
2. No 107 22%
3. Do not know/No information 46 10%
Total Responses: 479
17. There is a computer lab (a computer lab room or a mobile computer cart) at my school.

1. Yes 371 78%
2. No 78 16%
3. Do not know/No information 27 6%
Total Responses: 476

18. My class uses the computer lab.

1. Yes 254 53%
2. No 200 42%
3. Do not know/No information 26 5%
Total Responses: 480

19. I have had lessons/instruction at school on how to use computers.

1. Yes 292 61%
2. No 162 34%
3. Do not know/No information 25 5%
Total Responses: 479

20. I have had lessons in school on how to troubleshoot basic problems with computers.

1. Yes 171 36%
2. No 259 54%
3. Do not know/No information 49 10%
Total Responses: 479
21. When I am using the computer for learning, it always works.

1. Yes 273 57%
2. No 177 37%
3. Do not know/No information 30 6%
Total Responses: 480

22. When computers don't work, they are fixed in a timely manner.

1. Yes 255 53%
2. No 149 31%
3. Do not know/No information 74 15%
Total Responses: 478
Appendix 3
1. What school do you attend?

<table>
<thead>
<tr>
<th>School</th>
<th>Sp Ed</th>
<th>Tech Ed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ackerman School</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Bridges School</td>
<td>7%</td>
<td>3%</td>
</tr>
<tr>
<td>Litzsinger School</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Neuwoehner School</td>
<td>41%</td>
<td>18%</td>
</tr>
<tr>
<td>Northview School</td>
<td>40%</td>
<td>18%</td>
</tr>
<tr>
<td>Southview School</td>
<td>32%</td>
<td>14%</td>
</tr>
<tr>
<td>Career Training Program</td>
<td>52%</td>
<td>23%</td>
</tr>
<tr>
<td>Court Programs</td>
<td>50%</td>
<td>23%</td>
</tr>
<tr>
<td>North Technical School</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>South Technical School</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Total Responses: 222
Mean: 6.01
Standard Deviation: 1.60

2. What grade level are you?

<table>
<thead>
<tr>
<th>Grade Level</th>
<th>Sp Ed</th>
<th>Tech Ed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elementary, Kindergarten to 5th</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>Middle School, 6th grade to 8th</td>
<td>24%</td>
<td>11%</td>
</tr>
<tr>
<td>High School, 9th grade to 12th</td>
<td>137%</td>
<td>62%</td>
</tr>
<tr>
<td>12th+ grade</td>
<td>57%</td>
<td>26%</td>
</tr>
</tbody>
</table>

Total Responses: 221
Mean: 6.01
Standard Deviation: 1.60

3. How is this survey taken?

<table>
<thead>
<tr>
<th>Method</th>
<th>Sp Ed</th>
<th>Tech Ed</th>
</tr>
</thead>
<tbody>
<tr>
<td>I am a student completing the</td>
<td>146%</td>
<td>68%</td>
</tr>
<tr>
<td>I am a teacher responding for</td>
<td>68%</td>
<td>32%</td>
</tr>
</tbody>
</table>

Total Responses: 214
Mean: 6.01
Standard Deviation: 1.60
4. I use computers in my school.

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Sp Ed</th>
<th>Tech Ed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>49</td>
<td>122</td>
</tr>
<tr>
<td>Several times a week</td>
<td>74</td>
<td>122</td>
</tr>
<tr>
<td>Once a week</td>
<td>26</td>
<td>18</td>
</tr>
<tr>
<td>Once every 2 weeks</td>
<td>15</td>
<td>4</td>
</tr>
<tr>
<td>Infrequently</td>
<td>25</td>
<td>26</td>
</tr>
<tr>
<td>Never</td>
<td>30</td>
<td>6</td>
</tr>
</tbody>
</table>

Total Responses: 219

5. Which state assessment do you or have you taken?

<table>
<thead>
<tr>
<th>Assessment</th>
<th>Sp Ed</th>
<th>Tech Ed</th>
</tr>
</thead>
<tbody>
<tr>
<td>MAP</td>
<td>131</td>
<td>206</td>
</tr>
<tr>
<td>MAP-Alternate</td>
<td>62</td>
<td>1</td>
</tr>
<tr>
<td>It has not been determined whether Sp Ed</td>
<td>24</td>
<td></td>
</tr>
</tbody>
</table>

Total Responses: 217

6. I can use a computer whenever I need one.

<table>
<thead>
<tr>
<th>Availability</th>
<th>Sp Ed</th>
<th>Tech Ed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>147</td>
<td>175</td>
</tr>
<tr>
<td>No</td>
<td>69</td>
<td>34</td>
</tr>
<tr>
<td>Do not know/No information</td>
<td>3</td>
<td>9</td>
</tr>
</tbody>
</table>

Total Responses: 219

7. My school has good computers.

<table>
<thead>
<tr>
<th>Condition</th>
<th>Sp Ed</th>
<th>Tech Ed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>165</td>
<td>173</td>
</tr>
<tr>
<td>No</td>
<td>46</td>
<td>38</td>
</tr>
<tr>
<td>Do not know/No information</td>
<td>9</td>
<td>8</td>
</tr>
</tbody>
</table>

Total Responses: 220
8. The computers I use work all the time.

<table>
<thead>
<tr>
<th></th>
<th>Sp Ed</th>
<th>Tech Ed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Yes</td>
<td>120</td>
<td>136</td>
</tr>
<tr>
<td>2. No</td>
<td>89</td>
<td>73</td>
</tr>
<tr>
<td>3. Do not know/No information</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Total Responses:</td>
<td>219</td>
<td>219</td>
</tr>
</tbody>
</table>

9. The computers I use can get on the Internet.

<table>
<thead>
<tr>
<th></th>
<th>Sp Ed</th>
<th>Tech Ed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Yes</td>
<td>157</td>
<td>189</td>
</tr>
<tr>
<td>2. No</td>
<td>55</td>
<td>24</td>
</tr>
<tr>
<td>3. Do not know/No information</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>Total Responses:</td>
<td>218</td>
<td>218</td>
</tr>
</tbody>
</table>

10. The Internet works all the time at my school.

<table>
<thead>
<tr>
<th></th>
<th>Sp Ed</th>
<th>Tech Ed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Yes</td>
<td>114</td>
<td>126</td>
</tr>
<tr>
<td>2. No</td>
<td>88</td>
<td>73</td>
</tr>
<tr>
<td>3. Do not know/No information</td>
<td>18</td>
<td>19</td>
</tr>
<tr>
<td>Total Responses:</td>
<td>220</td>
<td>218</td>
</tr>
</tbody>
</table>

11. I know how to find information using the Internet.

<table>
<thead>
<tr>
<th></th>
<th>Sp Ed</th>
<th>Tech Ed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Yes</td>
<td>156</td>
<td>192</td>
</tr>
<tr>
<td>2. No</td>
<td>47</td>
<td>20</td>
</tr>
<tr>
<td>3. Do not know/No information</td>
<td>16</td>
<td>6</td>
</tr>
<tr>
<td>Total Responses:</td>
<td>219</td>
<td>218</td>
</tr>
</tbody>
</table>
12. I use computers to help me learn.

13. My SSD teacher(s) show me how to use the computer.

14. I show my SSD teacher(s) how to use the computer.

15. I learned how to use computers at school.
16. I learned how to use computers at home.

17. There is a computer lab (a computer lab room or a mobile computer cart) at my school.

18. My class uses the computer lab.

19. I have had lessons/instruction at school on how to use computers.
20. I have had lessons in school on how to troubleshoot basic problems with computers.

<table>
<thead>
<tr>
<th></th>
<th>Sp Ed</th>
<th>Tech Ed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Yes</td>
<td>54</td>
<td>106</td>
</tr>
<tr>
<td>2. No</td>
<td>132</td>
<td>103</td>
</tr>
<tr>
<td>3. Do not know/No information</td>
<td>32</td>
<td>9</td>
</tr>
<tr>
<td>Total Responses:</td>
<td>218</td>
<td>218</td>
</tr>
</tbody>
</table>

21. When I am using the computer for learning, it always works.

<table>
<thead>
<tr>
<th></th>
<th>Sp Ed</th>
<th>Tech Ed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Yes</td>
<td>120</td>
<td>124</td>
</tr>
<tr>
<td>2. No</td>
<td>88</td>
<td>77</td>
</tr>
<tr>
<td>3. Do not know/No information</td>
<td>11</td>
<td>17</td>
</tr>
<tr>
<td>Total Responses:</td>
<td>219</td>
<td>218</td>
</tr>
</tbody>
</table>

22. When computers don't work, they are fixed in a timely manner.

<table>
<thead>
<tr>
<th></th>
<th>Sp Ed</th>
<th>Tech Ed</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Yes</td>
<td>106</td>
<td>120</td>
</tr>
<tr>
<td>2. No</td>
<td>72</td>
<td>70</td>
</tr>
<tr>
<td>3. Do not know/No information</td>
<td>40</td>
<td>27</td>
</tr>
<tr>
<td>Total Responses:</td>
<td>218</td>
<td>217</td>
</tr>
</tbody>
</table>
Appendix 4
SSD Technology Service Satisfaction

Creation Date: 5/17/2005
Total Respondents: 1662

1. In which building or district do you most frequently use your work computer?

<table>
<thead>
<tr>
<th>Building/District</th>
<th>Respondents</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ackerman school</td>
<td>27</td>
<td>5%</td>
</tr>
<tr>
<td>Bridges Program</td>
<td>6</td>
<td>1%</td>
</tr>
<tr>
<td>Career Training Program</td>
<td>21</td>
<td>4%</td>
</tr>
<tr>
<td>Court Program</td>
<td>17</td>
<td>3%</td>
</tr>
<tr>
<td>Litzsinger School</td>
<td>34</td>
<td>6%</td>
</tr>
<tr>
<td>Neuwoehner school</td>
<td>41</td>
<td>8%</td>
</tr>
<tr>
<td>Northview School</td>
<td>32</td>
<td>6%</td>
</tr>
<tr>
<td>Southview School</td>
<td>39</td>
<td>7%</td>
</tr>
<tr>
<td>North Technical School</td>
<td>73</td>
<td>14%</td>
</tr>
<tr>
<td>South Technical School</td>
<td>80</td>
<td>15%</td>
</tr>
<tr>
<td>SSD Central Office</td>
<td>144</td>
<td>27%</td>
</tr>
<tr>
<td>SSD Learning Center</td>
<td>23</td>
<td>4%</td>
</tr>
</tbody>
</table>

Total Responses: 537

2. What is your work status with SSD?

<table>
<thead>
<tr>
<th>Work Status</th>
<th>Respondents</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator level staff</td>
<td>95</td>
<td>6%</td>
</tr>
<tr>
<td>Teacher level staff</td>
<td>1442</td>
<td>88%</td>
</tr>
<tr>
<td>Support staff</td>
<td>94</td>
<td>6%</td>
</tr>
</tbody>
</table>

Total Responses: 1631
3. How often do you use a computer?

4. From which area of technical service did you get your most recent technical support service? Only check ONE.

5. What type of computer were you using when the issue occurred?
6. How did you receive support for your issue? (Check all that apply)

- Via the phone: 1046 (66%)
- In person: 596 (38%)
- Email: 112 (7%)
- Other: 59 (4%)

Total Responses: 1573

7. Referring to your technical support issue, in which of the following categories did your issue fall?

- I requested support because I did not know how to use the product: 269 (17%)
- I knew how to use the product, but I requested additional support: 1033 (67%)
- Other: 251 (16%)

Total Responses: 1553

8. What was the outcome from technical support?

- Technical support resolved the issue: 1096 (79%)
- Had to send/take the computer for repair: 52 (4%)
- Issue was unresolved: 135 (10%)
- Other: 98 (7%)

Total Responses: 1381

9. How satisfied are you with the length of time it took to get assistance?

- Very Dissatisfied: 58 (4%)
- Dissatisfied: 138 (9%)
- Neutral: 144 (9%)
- Satisfied: 564 (35%)
- Very Satisfied: 636 (40%)
- Not Applicable/Do Not Know: 52 (3%)

Total Responses: 1592

Mean: 4.03  Standard Deviation: 1.10

Page 3
10. How satisfied are you with the interpersonal interaction skills of the individual who provided support?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>18%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>54%</td>
</tr>
<tr>
<td>Neutral</td>
<td>124%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>49%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>85%</td>
</tr>
<tr>
<td>Not Applicable/Do Not Know</td>
<td>53%</td>
</tr>
</tbody>
</table>

Total Responses: 1595
Mean: 4.37  Standard Deviation: 0.86

11. How satisfied are you with the technical skills and abilities of the individual who provided support?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>13%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>32%</td>
</tr>
<tr>
<td>Neutral</td>
<td>107%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>516%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>866%</td>
</tr>
<tr>
<td>Not Applicable/Do Not Know</td>
<td>55%</td>
</tr>
</tbody>
</table>

Total Responses: 1589
Mean: 4.43  Standard Deviation: 0.78

12. Overall, how satisfied are you with the technical support you received regarding your issue?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>30%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>86%</td>
</tr>
<tr>
<td>Neutral</td>
<td>112%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>568%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>748%</td>
</tr>
<tr>
<td>Not Applicable/Do Not Know</td>
<td>46%</td>
</tr>
</tbody>
</table>

Total Responses: 1590
Mean: 4.24  Standard Deviation: 0.95

13. Overall, how satisfied are you with the technical services, in general, across SSD?

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>57%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>162%</td>
</tr>
<tr>
<td>Neutral</td>
<td>238%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>632%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>408%</td>
</tr>
<tr>
<td>Not Applicable/Do Not Know</td>
<td>62%</td>
</tr>
</tbody>
</table>

Total Responses: 1559
Mean: 3.78  Standard Deviation: 1.08
14. Have you or do you use the SSD resource, Atomic Learning, to learn technology and to resolve basic technology problems?

1. Yes 217 (15%)
2. No 1275 (85%)

Total Responses: 1492
Mean: 1.85  Standard Deviation: 0.35

15. The age of the SSD computer you use is:

1. New this year 227 (16%)
2. 1-2 years old 348 (24%)
3. 3-4 years old 367 (26%)
4. Older than 4 years 293 (21%)
5. I do not know 192 (13%)

Total Responses: 1427

16. Other than Encore, have you attended an SSD provided technology-related workshop/presentation in the last year?

1. Yes 457 (32%)
2. No 970 (68%)

Total Responses: 1427
Mean: 1.68  Standard Deviation: 0.47

17. How often do your students use computers for learning and instruction that is planned and implemented by you?

1. Daily 231 (17%)
2. Several times a week 288 (22%)
3. Once a week 153 (12%)
4. Once every 2 weeks 115 (9%)
5. Infrequently 337 (25%)
6. Never 205 (15%)

Total Responses: 1329
18. I primarily use my work computer for noninstructional purposes such as Encore, Power School, First Class, SIS, etc.

1. Strongly Disagree 90  6%
2. Disagree 182  12%
3. Neutral 89  6%
4. Agree 514  35%
5. Strongly Agree 552  38%
6. Don't know/Not applicable 38  3%

Total Responses: 1465
Mean: 3.88  Standard Deviation: 1.23

19. I primarily use my work computer for instruction and student learning.

1. Strongly Disagree 211  15%
2. Disagree 451  31%
3. Neutral 255  18%
4. Agree 287  20%
5. Strongly Agree 147  10%
6. Don't know/Not applicable 100  7%

Total Responses: 1451
Mean: 2.78  Standard Deviation: 1.25

20. I have access to a computer when I need one at school.

1. Strongly Disagree 63  4%
2. Disagree 111  8%
3. Neutral 63  4%
4. Agree 480  33%
5. Strongly Agree 719  49%
6. Don't know/Not applicable 28  2%

Total Responses: 1464
Mean: 4.17  Standard Deviation: 1.10

21. The SSD computer I use works well.

1. Strongly Disagree 75  5%
2. Disagree 131  9%
3. Neutral 137  9%
4. Agree 451  31%
5. Strongly Agree 370  25%
6. Don't know/Not applicable 290  20%

Total Responses: 1454
Mean: 3.78  Standard Deviation: 1.19
22. I know whom to call if I have trouble with my SSD computer.

1. Strongly Disagree 35  2%
2. Disagree 110  8%
3. Neutral 88  6%
4. Agree 594  41%
5. Strongly Agree 389  27%
6. Don't know/Not applicable 233  16%
Total Responses: 1449
Mean: 3.98  Standard Deviation: 1.01

23. Excluding Encore, I am able to print whenever I need to print.

1. Strongly Disagree 120  8%
2. Disagree 165  11%
3. Neutral 72  5%
4. Agree 575  39%
5. Strongly Agree 494  34%
6. Don't know/Not applicable 39  3%
Total Responses: 1465
Mean: 3.81  Standard Deviation: 1.26

24. When printing from Encore, I am able to print whenever I need to print.

1. Strongly Disagree 329  23%
2. Disagree 306  21%
3. Neutral 129  9%
4. Agree 235  16%
5. Strongly Agree 123  8%
6. Don't know/Not applicable 332  23%
Total Responses: 1454
Mean: 2.57  Standard Deviation: 1.38

25. The SSD printer I use works well.

1. Strongly Disagree 118  8%
2. Disagree 132  9%
3. Neutral 123  8%
4. Agree 406  28%
5. Strongly Agree 278  19%
6. Don't know/Not applicable 391  27%
Total Responses: 1448
Mean: 3.56  Standard Deviation: 1.30
26. I need more training in the use of computers.

1. Strongly Disagree 213 15%
2. Disagree 364 25%
3. Neutral 275 19%
4. Agree 421 29%
5. Strongly Agree 152 10%
6. Don't know/Not applicable 37 3%
Total Responses: 1462
Mean: 2.95 Standard Deviation: 1.25

27. I need more technical support when things go wrong with technology.

1. Strongly Disagree 82 6%
2. Disagree 251 17%
3. Neutral 350 24%
4. Agree 473 32%
5. Strongly Agree 262 18%
6. Don't know/Not applicable 48 3%
Total Responses: 1466
Mean: 3.41 Standard Deviation: 1.15

28. I learned how to use computers outside of work.

1. Strongly Disagree 49 3%
2. Disagree 146 10%
3. Neutral 127 9%
4. Agree 604 41%
5. Strongly Agree 518 35%
6. Don't know/Not applicable 24 2%
Total Responses: 1468
Mean: 3.97 Standard Deviation: 1.08

29. I learned how to use computers from attending workshops/inservices while working at SSD.

1. Strongly Disagree 231 16%
2. Disagree 457 31%
3. Neutral 215 15%
4. Agree 426 29%
5. Strongly Agree 89 6%
6. Don't know/Not applicable 45 3%
Total Responses: 1463
Mean: 2.78 Standard Deviation: 1.22
30. I like working with computers.

1. Strongly Disagree 36 2%
2. Disagree 53 4%
3. Neutral 202 14%
4. Agree 636 43%
5. Strongly Agree 536 36%
6. Don't know/Not applicable 9 1%
Total Responses: 1472
Mean: 4.08 Standard Deviation: 0.93

31. I can get on the Internet using my computer.

1. Strongly Disagree 60 5%
2. Disagree 45 4%
3. Neutral 31 2%
4. Agree 447 35%
5. Strongly Agree 650 51%
6. Don't know/Not applicable 41 3%
Total Responses: 1274
Mean: 4.28 Standard Deviation: 1.03

32. My internet connection is reliable.

1. Strongly Disagree 63 5%
2. Disagree 90 7%
3. Neutral 78 6%
4. Agree 482 38%
5. Strongly Agree 486 38%
6. Don't know/Not applicable 64 5%
Total Responses: 1263
Mean: 4.03 Standard Deviation: 1.12

33. The network at my SSD school is fast and reliable.

1. Strongly Disagree 71 6%
2. Disagree 118 10%
3. Neutral 120 10%
4. Agree 343 28%
5. Strongly Agree 289 23%
6. Don't know/Not applicable 292 24%
Total Responses: 1233
Mean: 3.70 Standard Deviation: 1.24
Appendix 5
1. In which building or district do you most frequently use your work computer?

<table>
<thead>
<tr>
<th>Building/District</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ackerman school</td>
<td>27</td>
</tr>
<tr>
<td>Bridges Program</td>
<td>6</td>
</tr>
<tr>
<td>Career Training Program</td>
<td>21</td>
</tr>
<tr>
<td>Court Program</td>
<td>17</td>
</tr>
<tr>
<td>Litzsinger School</td>
<td>34</td>
</tr>
<tr>
<td>Neuwoehner school</td>
<td>41</td>
</tr>
<tr>
<td>Northview School</td>
<td>32</td>
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<tr>
<td>Southview School</td>
<td>39</td>
</tr>
<tr>
<td>North Technical School</td>
<td>73</td>
</tr>
<tr>
<td>South Technical School</td>
<td>80</td>
</tr>
<tr>
<td>SSD Central Office</td>
<td>144</td>
</tr>
<tr>
<td>SSD Learning Center</td>
<td>23</td>
</tr>
</tbody>
</table>

Total Responses: 537

2. What is your work status with SSD?

<table>
<thead>
<tr>
<th>Status</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrator level staff</td>
<td>81</td>
</tr>
<tr>
<td>Teacher level staff</td>
<td>374</td>
</tr>
<tr>
<td>Support staff</td>
<td>77</td>
</tr>
</tbody>
</table>

Total Responses: 532
3. How often do you use a computer?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>512 (96%)</td>
</tr>
<tr>
<td>Weekly</td>
<td>15 (3%)</td>
</tr>
<tr>
<td>Biweekly</td>
<td>3 (1%)</td>
</tr>
<tr>
<td>Monthly</td>
<td>1 (0%)</td>
</tr>
<tr>
<td>Semi-annually</td>
<td>0 (0%)</td>
</tr>
<tr>
<td>Annually</td>
<td>1 (0%)</td>
</tr>
<tr>
<td>Never</td>
<td>0 (0%)</td>
</tr>
</tbody>
</table>

Total Responses: 532

4. From which area of technical service did you get your most recent technical support service? Only check ONE.

<table>
<thead>
<tr>
<th>Area</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIS, CO: Gateway computer/printer repairs</td>
<td>40</td>
<td>8%</td>
</tr>
<tr>
<td>MIS, CO: Microsoft Office for PCs</td>
<td>13</td>
<td>3%</td>
</tr>
<tr>
<td>MIS, CO: PC Windows support</td>
<td>18</td>
<td>4%</td>
</tr>
<tr>
<td>MIS, CO: SSD network</td>
<td>32</td>
<td>6%</td>
</tr>
<tr>
<td>MIS, CO: Mailmarshal</td>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>MIS, Central Office (CO): Power School</td>
<td>8</td>
<td>2%</td>
</tr>
<tr>
<td>Instructional Technology Department, CO: Mail</td>
<td>22</td>
<td>4%</td>
</tr>
<tr>
<td>Instructional Technology, CO: Microsoft Office</td>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>Instructional Technology, CO: Macintosh oper</td>
<td>12</td>
<td>2%</td>
</tr>
<tr>
<td>Instructional Technology, CO: First Class email</td>
<td>25</td>
<td>5%</td>
</tr>
<tr>
<td>Instructional Technology, CO: Atomic Learning</td>
<td>2</td>
<td>0%</td>
</tr>
<tr>
<td>MIS, CO: Gateway computer/printer repairs</td>
<td>40</td>
<td>8%</td>
</tr>
<tr>
<td>MIS, CO: Microsoft Office for PCs</td>
<td>13</td>
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</tr>
<tr>
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</tr>
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<td>2%</td>
</tr>
<tr>
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<td>Instructional Technology, CO: Atomic Learning</td>
<td>2</td>
<td>0%</td>
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<tr>
<td>MIS, Central Office (CO): Power School</td>
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</tr>
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<td>22</td>
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</tr>
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<td>Instructional Technology, CO: Microsoft Office</td>
<td>3</td>
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</tr>
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<td>Instructional Technology, CO: Macintosh oper</td>
<td>12</td>
<td>2%</td>
</tr>
<tr>
<td>Instructional Technology, CO: First Class email</td>
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<tr>
<td>MIS, CO: Mailmarshal</td>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>MIS, Central Office (CO): Power School</td>
<td>8</td>
<td>2%</td>
</tr>
<tr>
<td>Instructional Technology Department, CO: Mail</td>
<td>22</td>
<td>4%</td>
</tr>
<tr>
<td>Instructional Technology, CO: Microsoft Office</td>
<td>3</td>
<td>1%</td>
</tr>
<tr>
<td>Instructional Technology, CO: Macintosh oper</td>
<td>12</td>
<td>2%</td>
</tr>
<tr>
<td>Instructional Technology, CO: First Class email</td>
<td>25</td>
<td>5%</td>
</tr>
<tr>
<td>Instructional Technology, CO: Atomic Learning</td>
<td>2</td>
<td>0%</td>
</tr>
</tbody>
</table>

Total Responses: 512

5. What type of computer were you using when the issue occurred?

<table>
<thead>
<tr>
<th>Computer Type</th>
<th>Responses</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSD Gateway desktop</td>
<td>259</td>
<td>51%</td>
</tr>
<tr>
<td>SSD Gateway laptop</td>
<td>38</td>
<td>7%</td>
</tr>
<tr>
<td>SSD Macintosh desktop</td>
<td>149</td>
<td>29%</td>
</tr>
<tr>
<td>SSD Macintosh laptop</td>
<td>21</td>
<td>4%</td>
</tr>
<tr>
<td>SSD owned computer other than the above (Specify)</td>
<td>25</td>
<td>5%</td>
</tr>
<tr>
<td>Partner district computer</td>
<td>6</td>
<td>1%</td>
</tr>
<tr>
<td>Other (Specify)</td>
<td>12</td>
<td>2%</td>
</tr>
</tbody>
</table>

Total Responses: 510
6. How did you receive support for your issue? (Check all that apply)

1. Via the phone 248 48%
2. In person 326 63%
3. Email 52 10%
4. Other 20 4%

Total Responses: 520

7. Referring to your technical support issue, in which of the following categories did your issue fall?

1. I requested support because I did not know how to... 88 17%
2. I knew how to use the product, but I requested... 347 68%
3. Other 78 15%

Total Responses: 513

8. What was the outcome from technical support?

1. Technical support resolved the issue 374 84%
2. Had to send/take the computer for repair 7 2%
3. Issue was unresolved 34 8%
4. Other 29 7%

Total Responses: 444

9. How satisfied are you with the length of time it took to get assistance?

1. Very Dissatisfied 13 2%
2. Dissatisfied 33 6%
3. Neutral 42 8%
4. Satisfied 167 32%
5. Very Satisfied 262 50%
6. Not Applicable/Do Not Know 12 2%

Total Responses: 529

Mean: 4.22 Standard Deviation: 1.01
10. How satisfied are you with the interpersonal interaction skills of the individual who provided support?

- Very Dissatisfied: 4 (1%)
- Dissatisfied: 15 (3%)
- Neutral: 41 (8%)
- Satisfied: 142 (27%)
- Very Satisfied: 319 (60%)
- Not Applicable/Do Not Know: 9 (2%)

Total Responses: 530
Mean: 4.45 Standard Deviation: 0.82

11. How satisfied are you with the technical skills and abilities of the individual who provided support?

- Very Dissatisfied: 1 (0%)
- Dissatisfied: 9 (2%)
- Neutral: 33 (6%)
- Satisfied: 141 (27%)
- Very Satisfied: 332 (63%)
- Not Applicable/Do Not Know: 12 (2%)

Total Responses: 528
Mean: 4.54 Standard Deviation: 0.71

12. Overall, how satisfied are you with the technical support you received regarding your issue?

- Very Dissatisfied: 5 (1%)
- Dissatisfied: 26 (5%)
- Neutral: 31 (6%)
- Satisfied: 155 (29%)
- Very Satisfied: 300 (57%)
- Not Applicable/Do Not Know: 9 (2%)

Total Responses: 526
Mean: 4.39 Standard Deviation: 0.88

13. Overall, how satisfied are you with the technical services, in general, across SSD?

- Very Dissatisfied: 11 (2%)
- Dissatisfied: 37 (7%)
- Neutral: 68 (13%)
- Satisfied: 211 (41%)
- Very Satisfied: 181 (35%)
- Not Applicable/Do Not Know: 9 (2%)

Total Responses: 517
Mean: 4.01 Standard Deviation: 0.99
14. Have you or do you use the SSD resource, Atomic Learning, to learn technology and to resolve basic technology problems?

1. Yes 91 19%
2. No 399 81%

Total Responses: 490
Mean: 1.81  Standard Deviation: 0.39
15. The age of the SSD computer you use is:

1. new this year 83 16%
2. 1-2 years old 144 27%
3. 3-4 years old 136 26%
4. older than 4 years 100 19%
5. I do not know 63 12%
Total Responses: 526

16. Other than Encore, have you attended an SSD provided technology-related workshop/presentation in the last year?

1. Yes 165 45%
2. No 201 55%
Total Responses: 366
Mean: 1.55 Standard Deviation: 0.50

17. How often do your students use computers for learning and instruction that is planned and implemented by you?

1. Daily 64 20%
2. Several times a week 75 23%
3. Once a week 27 8%
4. Once every 2 weeks 25 8%
5. Infrequently 73 23%
6. Never 59 18%
Total Responses: 323

18. I primarily use my work computer for noninstructional purposes such as Encore, Power School, First Class, SIS, etc.

1. Strongly Disagree 35 9%
2. Disagree 57 15%
3. Neutral 30 8%
4. Agree 121 32%
5. Strongly Agree 126 33%
6. Don't know/Not applicable 14 4%
Total Responses: 383
Mean: 3.67 Standard Deviation: 1.34
19. I primarily use my work computer for instruction and student learning.

- Strongly Disagree: 54 (14%)
- Disagree: 88 (23%)
- Neutral: 59 (16%)
- Agree: 85 (22%)
- Strongly Agree: 56 (15%)
- Don't know/Not applicable: 38 (10%)

Total Responses: 380
Mean: 3.00    Standard Deviation: 1.34

20. I have access to a computer when I need one at school.

- Strongly Disagree: 72 (16%)
- Disagree: 164 (4%)
- Neutral: 123 (3%)
- Agree: 113 (30%)
- Strongly Agree: 213 (56%)
- Don't know/Not applicable: 19 (5%)

Total Responses: 380
Mean: 4.41    Standard Deviation: 0.90

21. The SSD computer I use works well.

- Strongly Disagree: 13 (3%)
- Disagree: 32 (8%)
- Neutral: 37 (10%)
- Agree: 157 (41%)
- Strongly Agree: 140 (37%)
- Don't know/Not applicable: 2 (1%)

Total Responses: 381
Mean: 4.00    Standard Deviation: 1.06

22. I know whom to call if I have trouble with my SSD computer.

- Strongly Disagree: 3 (1%)
- Disagree: 13 (3%)
- Neutral: 15 (4%)
- Agree: 161 (42%)
- Strongly Agree: 186 (49%)
- Don't know/Not applicable: 3 (1%)

Total Responses: 381
Mean: 4.36    Standard Deviation: 0.78
23. Excluding Encore, I am able to print whenever I need to print.

- Strongly Disagree: 28 (7%)
- Disagree: 34 (9%)
- Neutral: 14 (4%)
- Agree: 158 (42%)
- Strongly Agree: 133 (35%)
- Don't know/Not applicable: 13 (3%)

Total Responses: 380
Mean: 3.91  Standard Deviation: 1.21

24. When printing from Encore, I am able to print whenever I need to print.

- Strongly Disagree: 70 (19%)
- Disagree: 48 (13%)
- Neutral: 38 (10%)
- Agree: 62 (16%)
- Strongly Agree: 33 (9%)
- Don't know/Not applicable: 125 (33%)

Total Responses: 376
Mean: 2.76  Standard Deviation: 1.43

25. The SSD printer I use works well.

- Strongly Disagree: 18 (5%)
- Disagree: 42 (11%)
- Neutral: 32 (8%)
- Agree: 150 (39%)
- Strongly Agree: 120 (32%)
- Don't know/Not applicable: 18 (5%)

Total Responses: 380
Mean: 3.86  Standard Deviation: 1.15

26. I need more training in the use of computers.

- Strongly Disagree: 48 (13%)
- Disagree: 64 (17%)
- Neutral: 70 (18%)
- Agree: 140 (37%)
- Strongly Agree: 53 (14%)
- Don't know/Not applicable: 6 (2%)

Total Responses: 381
Mean: 3.23  Standard Deviation: 1.25
27. I need more technical support when things go wrong with technology.

- Strongly Disagree: 20 (5%)
- Disagree: 66 (17%)
- Neutral: 89 (23%)
- Agree: 126 (33%)
- Strongly Agree: 70 (18%)
- Don't know/Not applicable: 9 (2%)

Total Responses: 380
Mean: 3.43    Standard Deviation: 1.14

28. I learned how to use computers outside of work.

- Strongly Disagree: 13 (3%)
- Disagree: 44 (12%)
- Neutral: 34 (9%)
- Agree: 158 (41%)
- Strongly Agree: 128 (34%)
- Don't know/Not applicable: 5 (1%)

Total Responses: 382
Mean: 3.91    Standard Deviation: 1.10

29. I learned how to use computers from attending workshops/inservices while working at SSD.

- Strongly Disagree: 52 (14%)
- Disagree: 110 (29%)
- Neutral: 66 (18%)
- Agree: 112 (30%)
- Strongly Agree: 24 (6%)
- Don't know/Not applicable: 13 (3%)

Total Responses: 377
Mean: 2.85    Standard Deviation: 1.19

30. I like working with computers.

- Strongly Disagree: 16 (4%)
- Disagree: 17 (4%)
- Neutral: 53 (14%)
- Agree: 162 (43%)
- Strongly Agree: 131 (34%)
- Don't know/Not applicable: 2 (1%)

Total Responses: 381
Mean: 3.99    Standard Deviation: 1.02
31. I can get on the Internet using my computer.

1. Strongly Disagree 12 2%
2. Disagree 10 2%
3. Neutral 12 2%
4. Agree 166 32%
5. Strongly Agree 309 60%
6. Don't know/Not applicable 4 1%
Total Responses: 513
Mean: 4.47 Standard Deviation: 0.84

32. My internet connection is reliable.

1. Strongly Disagree 11 2%
2. Disagree 22 4%
3. Neutral 32 6%
4. Agree 188 37%
5. Strongly Agree 248 49%
6. Don't know/Not applicable 10 2%
Total Responses: 511
Mean: 4.28 Standard Deviation: 0.93

33. The network at my SSD school is fast and reliable.

1. Strongly Disagree 15 3%
2. Disagree 37 7%
3. Neutral 62 12%
4. Agree 174 35%
5. Strongly Agree 177 35%
6. Don't know/Not applicable 36 7%
Total Responses: 501
Mean: 3.99 Standard Deviation: 1.06