



2015-16 SERVICE UNIT REVIEW

SERVICE UNIT NAME: INFORMATION TECHNOLOGY

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The timeframe of unit review is five years, including the year of the review. Data being reviewed for any item should go back the previous four years, unless not available. Questions regarding forms, calendars & due dates should be addressed to the Kathleen Fenton (ext. 3737) or David Liska (ext. 3714) in the Institutional Effectiveness Office.

Are We Doing the Right Things?

This introductory section requires a description of unit/staff effort in service, outreach and engagement, and collaboration across the district/campus. It should be a comprehensive and functional depiction which sets the context of the service unit and should serve as the framework for the rest of the document. Topics presented in this self-definition explanation should appear later in the self-study in greater detail and explanation. This section should also begin to draw alignments with other processes, such as institutional initiatives.

This section is not meant to be merely a descriptive narrative of demographics. For example, reporting service figures for the past four years is useful only if they are illustrative of something that is impacting the unit (for example, growth in service demand, substantial increase or decrease in the number of students with unmet service needs; a disruptive technology impacting service delivery). This is also not meant to be a statement which establishes the level of quality of the unit or services delivered. It should be focused clearly on what is done in the name of the service unit.

1. WHAT DOES YOUR UNIT DO?

A. What is the service unit and its context? Provide evidence to make the case for each assertion made.

Points to consider:

- Primary services provided by unit staff
- Primary products produced by unit staff
- Service across the campus by unit staff

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- Outreach and engagement efforts by unit staff
- Areas where the unit is working in an isolated silo
- Identified barriers to effective service

[Information Technology](#) is the division of the institution tasked with implementing and supporting technology-based solutions for the College. Information Technology is comprised of 4 main service areas. [Academic Technology and Network Services](#) provides on-site support to the College's computer labs and classrooms, media services support at all campuses, help desk services to the College's faculty and staff and insures the College's network, telephone and Internet connections are robust and stable for the College community. [Software Support Services](#) provides application and database administration support on the College's administrative systems through Software Support Analysts and Database Administrators. The Business Software Solutions Analysts in Software Support Services also provide direct software support to the administrative areas of the College in a variety of ways. Their purpose is to assist the administrative areas of the College through analysis, design and deployment of solutions that streamline and automate services to the students, faculty and staff of the College primarily through the ERP, Ellucian's Banner and ancillary systems, such as BadgePass, Axiom, Concur, HRSmart and SciQuest. [Operating Systems](#) provides system administration support, including off-site backups, redundant systems for the College's core administrative and instructional computer systems including Banner and Blackboard and the majority of their peripheral systems. [Web Services](#) provides direct support for the College's public web presence, Blackboard and the College's portal, CougarWeb, as well as general support for all other web-based services and solutions at the College. Web Services is the point of contact for the College's outsourced Student Technical Support that runs 24/7 provided currently by Ellucian.

Information Technology partners with the [eLearning Centers](#), which is under the umbrella of Academic Outreach, as their Tier 2 support. The eLC supports students, faculty and staff in their use of technology. They provide online resources for students, provide hands on support and classes for faculty members needing support on technology in instruction and provide classes for staff on many systems used within the College. IT also partners with Public Relations to provide a unified web presence and electronic marketing throughout the College.

As part of the [College's Strategic IT Plan for 2011-2014](#), Collin College's Instructional and Administrative Technology Committees have a charge to encourage and explore software solutions that solve administrative and instructional challenges. The goal of these solutions is to provide an efficient, more productive and user friendly interface for the College's faculty, and students. These committees are also a vehicle for communication of technology changes to the College community.

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B. Briefly summarize the topics that are addressed in this self-study:

Information Technology will review:

- Processes in place that can be improved to streamline services provided to other departments in the College
- Technology provided to students, faculty and staff that can be improved through single sign on, clearer instructions, faster access or additional methods of access
- Communication to the College community for updates to existing services or systems

2. WHY WE DO THE THINGS WE DO: UNIT RELATIONSHIP TO THE COLLEGE MISSION & STRATEGIC PLAN

The question of “why we do the things we do?” is one which focuses on the mission of the unit, goals and priorities, and the role of the unit within its division and college. Describe unit-level actions that demonstrate the college mission, impart the core values or contribute to the strategic goals. Provide unit-specific evidence of actions that support the case that the unit and its faculty contribute to fulfillment of the college mission, core values, and goals.

Poor example: The unit supports the college mission to be student- centered in all that we do.

Better example: The unit supports the college mission to be student- centered by providing financial aid to qualifying students.

Best example: The units supports the college mission by providing financial aid for higher education to more than 8,000 students per term within 45 days from the date the application is received. (This is verifiable evidence of how the unit supports the college mission.)

A. Make a unit-specific case that shows the unit supports the college [mission](#).

Information Technology supports the student and community-centered focus by providing 24/7 access to College systems for learning, collaboration, financial aid, registration, grades and student technology support. This access is provided with over 225 servers and around 6,700 personal computers (desktops, laptops). Much of the College’s collaboration and communication runs through email; faculty and staff receive and send over 6 million email messages a year. The unit also supports students through the 141 computer labs and classrooms on all



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College campuses; faculty and staff technology needs through the Help Desk that processes over 13,000 calls and emails each year; student technology support through the 24/7 Student Help Desk that fields around 8,000 student contacts each academic year. For the Fall 2014 semester, there were over 96,000 visits to the College's computer lab. The College's main web site (www.collin.edu) has over 1,250,000 pages viewed in average month by over 200,000 unique individuals and 350,000 additional return visitors. The mobile version of the web site hosts over 100,000 connections in average month. Blackboard averages 19,400 students a month from our average total credit student population of over 27,000.

B. Make a case that the unit and its staff contribute to fulfillment of the college [core values](#).

Information Technology provides the conduit in which the core values can be fulfilled by implementing and supporting systems used by the college's faculty, students and staff. The unit provides a foundation upon which learning, innovation and academic excellence can take place in multiple areas within the district. There is no denying that technology enhances, and maximizes, the learning experience for our students.

Collin College's Media Service supervisors worked together to design a classroom media solution that is more user friendly for the instructor, ADA compliant, more cost effective, and more dependable. Visual and auditory services and support in labs and classrooms through the use of podiums and other technologies, maintaining computer labs for student use during and outside assigned classroom times to enhance the learning experience.

"Creativity and Innovation" is on the forefront of the Information Technology, as we are tasked to support faculty member's innovative ideas, such as the flipped classroom using Learning Catalytics as a popular tool for promoting student participation and virtual office hours. The flipped classroom directly led to a review of the wireless infrastructure and a district plan to increase the wi-fi capabilities on each campus for expanded use in teaching and learning. Information Technology is working towards renovating its wireless infrastructure to accommodate this new direction in classroom technology. This all works together to assist the college in supporting creativity and innovation and its quest for Academic Excellence.

Zoom has been implemented and made available to faculty and staff to conduct virtual office hours and review sessions, virtual advising sessions and meetings that better meets the needs of the students and staff from driving to other locations. The Online Advisory Board and Instructional Technology committee meet exclusively through Zoom and various departments for preliminary interviews of candidates for open positions.

As a service unit, it is vital that we treat all those we come in contact with respect and in a dignified manner. Our staff is integrated within the College community and many serve on various committees.



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Information Technology supports Service and Involvement both within the college and the within the community. Our staff has been involved with other Program Review Committees, All College Council, Administrative and Instructional Technology Committees, QEP Software Implementation Team as well as temporary committees. Just as important is the volunteer work our staff members do in their communities. Several staff members within Information Technology participate in programs to beautify their community, participate in youth athletics, deliver holiday meals and participate in Foundation events. Through all these activities they represent Collin College to the community in a favorable light. Over the years many IT employees have been recognized as ROSE Award nominees and winners.

C. Make a case that the unit supports the college [strategic plan](#).

STRATEGIC GOALS 2012-2016

1. Improve academic success by implementing strategies for completion.
2. Provide access to innovative higher education programs that prepare students for constantly changing academic, societal and career/workforce opportunities.
3. Engage faculty, students and staff in improving a district-wide culture of adherence to the Collin College Core Values.
4. Enhance the College's presence in the community by increasing awareness, cultivating relationships, building partnerships and developing resources to respond to current and future needs.

INFORMATION TECHNOLOGY STRATEGIC GOALS 2014-2017

1. Improve student success through the use of technology. (Institutional Strategic Goals 1, 2, and 3)
2. Improve efficiency and effectiveness through better use of technology. (Institutional Strategic Goals 2, 3, and 4)
3. Enhance technology system's redundancy and resiliency to accommodate unforeseen events. (Institutional Strategic Goals 1 and 3)
4. Enhance integrated IT security presence. (Institutional Strategic Goals 2 and 3)

Information Technology supports the college strategic plan through the unit's strategic IT plan. Each of the Strategic IT Plan for 2014-2017 goals is aligned with two or more Institutional Strategic Goals. It is refreshed every three years directly from the college strategic plan and modified as district priorities are shifted.



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The primary objectives of IT strategic goal 1 are to obtain and implement an Executive Information System, create an early alert system to identify at-risk students, and implement a portfolio system. Various groups within IT have worked with Student Development to implement OrgSync, which allows students to utilize single sign capabilities to create and maintain a co-curricular transcript. To better align with the college's strategic goal, IT will be modifying our early alert system goal to a planning and success goal, that will include the implementation of the QEP software selection called UAchieve. The primary goal of UAchieve will allow students to better plan their academic career and set up the student for success. Further review of the products implemented will be conducted by the responsible parties and IT will work with them to evaluate whether future enhancements or changes can be made to increase usage or streamline processes. Ways in which IT supports the Institution's Goal of improving academic success is through its support of software programs used by students to master their disciplinary studies. Many disciplines use software programs such as Mathematica, MyLabsPlus and online publisher resources to fulfill required components of their courses. These programs all work together to assist the student in achieving academic success.

Objectives in goal number 2 are to move from Novell to Active Directory and implement Outlook as the primary mail tool, as well as re-implement workflow and begin the use of virtual desktop environments where appropriate. The move from Novell to Active Directory and the implementation of Outlook mail was completed summer 2015. More improvements and pieces have continued through the fall and issues addressed as needed. Workflow will improve efficiency throughout the District, by streamlining processes. Virtual Desktop environments are currently in use at the Courtyard Center and other areas within the college are being researched as potential targets as we move forward. Changing the student application process was not an original strategic goal, however, the Axiom implementation will dramatically improve the student application process. One way in which IT supports the Institution's Goal of providing access to innovative higher education programs that prepare students for constantly changing academic, societal and career/workforce opportunities is through the support of Learning Catalytics. Learning Catalytics promotes student involvement in the class and provides immediate feedback to both the student and instructor. This feedback can change the academic direction of the class in real time.

Goals 3 and 4 include revisiting the use of self-hosted versus managed hosted solutions as we purchase new systems, for instance GroupWise mail was hosted on site and Outlook mail is managed hosted by Microsoft. IT is also looking into various security scanning options and have implemented Transparent Data Encryption on our Banner database to ensure the integrity of our data. Information Technology supports this institutional goal by treating staff, faculty, students, and community users with dignity and respect. Information technology strives to quickly support its patrons in a courteous, professional manner which enables all the core values to come together.

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3. WHY WE DO THE FUNCTIONS WE DO?

A. Make a case that the functions of the unit are necessary, should be modified, or should be deleted.

Points to consider:

- What is the origin of, and reason for, the function?
- Has the function evolved over time? Is it continuing to fulfill the original reason or has the reason also changed over time?
- What would happen if the unit no longer provided these functions?
- What unit functions require the most staff time?
- Are these the same functions that add the biggest value for the college?
- What are the interdependencies with other unit functions and other units of the college? Is the unit duplicating any functions with other units? Is there a clear line of communication with other units involved in or supporting each of these functions?
- Does the unit or the college have alternate ways of providing any of these functions?
- Are the functions as automated as possible?

Review two or three peer colleges for the way they accomplish these functions. Are there any lessons to be learned? Any new ideas for service improvement?

“The changing role of IT in higher education has been well documented. Information technology serves as the foundation for the business of the institution, supports new advances and approaches to teaching and learning, and provides new capabilities in research. IT is so much the fabric of the university that its presence is often not fully recognized.” from “Technology in Higher Education: Defining the Strategic Leader”, Educause Publications, March 2015.

- Beginning with PC’s in classrooms and offices and IA Plus for registration, payroll, etc. the College has always used technology. This technology required support and Computer Services was born. Departmental computer labs were created and about 1997 it was decided to centralize that support with Academic Computing to provide a standard level of support and to standardize the instructional systems in classrooms. Web Services began with one staff member, the College web site and faculty web sites. Technology is vital for day to day business and success of the College and our dependence on it grows each day.
- Technology is ever changing – it is the job of IT to recommend, implement and support changing technology – whether that be cabling new buildings, enhancing the wireless infrastructure for new instructional methods, creating customized applications, supporting flipped classrooms or implementing virtual technologies to enhance instruction and administrative capabilities. Academic

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programs, faculty and community needs drive technology in instruction. Information Technology's purpose is the support of technology needed for instruction and administration at the College. That technology evolves, but it will always require some level of support. Information Technology will change as the support needs change.

- If Information Technology no longer provided its daily functions for the College, the College would need to look for a company to provide the same services. The College cannot function without daily technology support.
- The majority of Information Technology staff provide direct support to the students by operating the College's computer labs. Media support for faculty, classrooms and computer labs also directly affects instruction in the classroom. The other areas of Information Technology indirectly support student systems such as CougarWeb, uAchieve and Banner. Our daily focus is provided by the President "Students First – No Excuses".
- The student-focused technology services we provide do provide the biggest value for the College as students are our largest number of clients. Payroll, budgeting, employee services are all important to the ongoing operations of the College, but have few staff hours devoted to their support.
- All departments within Information Technology are interdependent. Web Services supports the face of technology to the students ([Blackboard](#), [CougarWeb](#)), faculty (Blackboard, CougarWeb), staff (CougarWeb) and the community ([main website](#)). Software Support Services is in the background supporting Banner, uAchieve, Concur and many other systems that provide the necessary services to our communities through CougarWeb and college web sites. The other departments in IT provide the backbone technology needed to make all of these systems available to everyone.
- We are dependent on other departments of the College in various ways. Technology oriented academic programs are driven by Advisory Committees on needed technologies in the workforce and drives the technology needed in the many labs and classrooms. Innovative instructional technologies by academic divisions presented through the Instructional Technology Committee (i.e. flipped classrooms, Ipad instruction, virtual desktop interface) provides an interface with Academic Technology and Network Services. Through the Administrative Technology Committee, administrative areas drive technology to improve and enhance processes (i.e. Concur, Online Student Application and uAchieve).
- The departments of Information Technology provide unique functions within the College. We interface daily with other departments (Public Relations, eLC, Student Development, etc) to provide a more seamless experience for the students, faculty and staff, but our core functions are not duplicated.
- There is a clear line of communication through the student and faculty/staff help desks as the first contact with our communities to the other departments in IT that provide the direct support. The departments in IT will redirect questions and issues to other College

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departments as appropriate each day. The Administrative Technology Committee, Instructional Technology Committee and Banner Maintenance Committee provide for collaboration and communication between support areas of the College.

- During a recent IT independent review, IT administration determined that a blended model of campus technology support would better utilize existing staff, allow IT to expand support to new campuses and centers without increasing headcount and enhance the current faculty and staff help desk. A separate independent review of Distance Learning resulted in a Learning Management System (LMS, ours is currently Blackboard) review committee. Any switch in LMS systems will affect IT and possibly its staffing and structure.
- Automation of IT functions is a continuing goal. We work with our colleagues in other departments of the College to streamline and automate processes for students, faculty and staff. We are implementing Banner Workflow with Student Development to automate more processes for students and shorten the time for functions to complete the process. We will never be done with automation.
- Pima Community College, San Jacinto Community College and Central New Mexico Community College were selected as peer institutions based on their multi-campus structure and size. A review of their IT organizational structure was performed. All three colleges have the blended support model for lab/media/desktop. All three college have more full-time staff to fulfill IT functions. San Jacinto does not provide 24/7 student support, Pima does have 24/7 student support and Central NM has 24/7 student support for online learners only and on-site have limited hours. All three peer institutions utilize a portal for registration, payment, financial, and employment access and only Central New Mexico has implemented single sign on for most of its services. From this review, IT has learned that the blended support model on campuses works at other institutions; most institutions provide similar services through similar support models. The campus blended support model should improve service to our communities and provide a venue to expand services to other campuses without additional staff.

B. Make a case that each of the primary services should, or should not be, outsourced.

Information Technology is a service organization. Its services are the implementation and support of systems and services to the college community. We regularly review whether a service or system is better provided in-house or outsourced. Many changes to technology provide additional opportunities for outsourcing.

- The computer labs & classrooms as well as media services require staff on campuses to provide their services directly to the students, faculty and staff. It would not be cost effective nor provide better services to outsource these functions.
- The student help desk is currently outsourced (currently \$95,500 for 8,000 contacts) and works well, as surveys (see ECAR surveys below) confirm. The faculty and staff helpdesk is staffed internally (3 full time staff at \$137,750 plus benefits for over

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13,000 contacts a year). Based on the costs of the two help desk services, it would not be cost effective or provide better services to faculty and staff to outsource this service.

- Desktop support could be more economical if standardization was in effect. Based on the intricacies of the systems they support, outsourced support would not provide the same level of service and would cost the college more per support call. As the services they provide are on site and in person, the most economical way to provide these services is with college staff.
- The majority of network and telecommunication support takes place on the campuses and must be done in person. The College's cabling is outsourced and is the most economical way to provide this service. Cabling is a commodity service and does not require knowledge of the College to provide this service. However, those services that are specific to the College or of a security sensitive nature are performed by College staff.
- Software Support Services is a very high touch organization. They interact daily with administrative areas of the College working with them to implement improvements in services to the College community. One of the College's DBA's is provided through an outsourcing arrangement. It is a very cost effective contract. It aids in providing the level of service needed in that area. It is possible that using some additional outsourcing for projects or to supplement services in other areas may be cost effective in the area of certain software support functions.
- Operating Systems is an area that provides system support to the physical and virtual servers of the College. The services provided are mostly standardized and are a possible candidate for outsourcing. It is also possible in the future to look at hosting the servers off-site as well in a Platform-as-a-Service model. As the technology advances and the platforms become more modular, it is possible to contract out some of these services. Operating Systems is also looking at more advanced monitoring of critical systems by third parties that allow on-site staff to focus on Collin-specific configurations.
- Web Services provides application administration support for the College's web sites, hosted content management system, portal and mobile applications. They are also second tier support for the outsourced student technical support as well as the internal point of contact for the service. Their interaction with and knowledge of the programs, faculty, students, systems and services of the College provide a unique view of the College that is integral to the overall system support provided by Information Technology. Much of that would be lost with outsourced services and could be detrimental to the level of service provided by IT.

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4. WHY DO WE PRODUCE THE PRODUCTS WE DO?

A. Make a case that products of the unit are necessary.

Points to consider:

- What is the origin of, and reason for, each of the products?
 - Has the product evolved over time? Is it continuing to fulfill the original reason or has the reason also changed over time?
- What would happen if the unit no longer produced these products?
- What unit products require the most staff time?
 - Are these the same unit products that add the biggest value for the college?
 - What are the product interdependencies with other unit functions and other units of the college?
 - Does the unit or the college have alternate ways of producing any of these products?
 - Are there competing products that do the same job? What are the advantages and disadvantages of the unit's product and the competition?

Information Technology products are used to gather information to provide services to our community or to provide information to our community. They are created, modified or removed as the needs arise for them. Some of the products are used to streamline services by multiple departments (online form for supervisors as new employees are hired). Others just gather the necessary information to provide a service (equipment check out, project definition documents, etc). Examples of products that gather information are:

- Check out forms by faculty and staff for off-site use of equipment to Media Services
- Online form filled out by supervisors for new employees to Help Desk
- Online form for new equipment setup
- [Semester software requests by department chairs to ATNS for lab and classroom computers](#)
- Project Definition Documents based on departmental requests to Software Support Services



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Examples of products that provide information:

- [CougarWeb Quick Reference Guide for New Employees](#)
- [Main College website](#)
- [CougarWeb](#)
- CougarAlert – Emergency Notification System
- [Media Services brochures for Associate Faculty Orientation meetings](#)
- [Media Instructions posted on podiums](#)

B. Make a case that the production of the products should, or should not be, outsourced.

The type of products we produce should not be outsourced for the following reasons:

- They usually take little staff time to develop
- They could change often
- The staff creating the products have the skills needed

If the skills or time necessary to create a product were not available within Information Technology, outsourcing that product would be a viable alternative.

Unit Public Communications: List all Unit literature and other public communications (brochures, web presence, catalog entries, etc.) and provide the last date each was updated. All Unit public communications must be reviewed and updated no earlier than three months prior to the Unit review due date or provide a schedule to demonstrate that a review is periodically conducted to keep the contents current.

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Table I-B: Unit Public Communication

Title	Type	Last Updated
Information Technology Web Site (inside.collin.edu/it)	Web Presence	1/2016
Help Desk Web page (www.collin.edu/aboutus/helpdesk.html)	Web Presence	1/2016
Media Services Brochure	Brochure	1/2016
Media Instructions on Podium		
CougarWeb Quick Reference Guide	Quick Reference Guide	1/2016

One of Information Technologies constant goals is to enhance effective communication to the College Community. The new version of CougarWeb provides more vehicles for communication. The IT web site is updated based on customer needs. For example, most recently, an addition was made to the [Software Version](#) page to add the date on which each Banner test instance was last refreshed from production.

I. INSTITUTIONAL DATA

A. Gather any relevant, available information for the unit. Possibilities include:

1. Student Satisfaction Surveys

- a) IE Student Service Unit Satisfaction Survey 2010 and 2012. 2014 student survey data will be available on a unit basis by December 2014.
- b) Noel-Levitz Student Satisfaction Surveys

2. IE Faculty/Staff Service Unit Satisfaction Surveys 2010, 2012, and 2014.

3. IPEDS Data

4. Unit-level Data, if available

- a) Audit Reports



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- b) Periodic Unit Reports for supervisory chain
- c) Point-of-Service Unit Surveys
- d) Number of delivered service units by function
- e) Cycle or response time for service or product delivery completion
- f) Number and types of complaints
- g) Time to resolution of complaints by type

In the Fall semester of 2015, Information Technology released a Faculty Technology Survey. The results are in the embedded Excel file here: [The largest number of requests were to restore administrative privileges on faculty desktop computers, update the podium computers to remember the faculty member using that podium, Blackboard speed and uptime and training on the features and function of Office 365 and Outlook. Blackboard speed and uptime is the only outstanding issue. IT is working to resolve the speed issue and simultaneously, Academic Outreach is developing an RFP to replace Blackboard by the Fall semester of 2016.](#)

[Faculty Technology Survey Results and Actions](#)

In the spring semesters of 2013 and 2014, the College participated in the ECAR student technology survey. We are compared to both every institution that completed the survey that year and every community college that completed the survey. The results, even though not statistically relevant, are used as a data point when looking at the implementation of new services or technology.

[EduCause Center for Analysis and Research \(ECAR\) 2013 Study of Undergraduate Students and Technology – Collin College](#)

[EduCause Center for Analysis and Research \(ECAR\) 2014 Study of Undergraduate Students and Technology – Collin College](#)

The College has outsourced the first line of student technical support to Ellucian for the last 4 years. The August 2015 report shows that they were able to resolve 82% of the contacts from students. They escalated the remaining 18% to College staff for resolution.

[Ellucian Central Help Desk for Students – August 2015 Monthly Report for Collin College](#)

The College's faculty and staff help desk is provided with IT personnel. All departments within IT use this Help Desk and its ticketing system. The attached report for Academic Year 15 show that they closed 93% of their tickets. The majority of the open tickets are longer term projects assigned to Software Support Services.

[HEAT Tickets for Faculty and Staff – September 2014 – August 2015](#)

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II. UNIT RESOURCES SINCE LAST UNIT REVIEW

- A. Partnerships Resources: List any unit partnerships with university/business and industry partnerships and briefly describe them. If a contract is involved, indicate its duration.

Table IV-A: Partnership Resources.

University/Business & Industry	Partnership type	Contract, if any	Benefits to unit and/or college
Texas Connection Consortium	Consortium	Consortium contract	State reporting and shared functionality

- B. Employee Resources: List Unit employees (full- and part-time), their role, credentials, and professional development activity during the last four years.

Table IV B: Employee Resources

Employee Name	Role in Unit	Credentials	Professional Development since last Unit Review
Appendix: Table IV B - Complete List of Employee Resources			

- C. Facilities Resources: List/describe any facility resources dedicated to the unit's use.

Table IV-C: Facilities Resources

Room/Office Location and Designation	Size (sq.ft.)	Type	Special Characteristics (i.e. permanent like ventilator hood)	Meets current needs: Y or N	Will meet needs for next five years: Y or N	Describe additional needs for any N" answer in columns 5 or 6.
Appendix: Table IV C - Complete List of Facilities Resources						

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D. Equipment and Supplies: List all equipment valued at \$5,000 or more each

Table IV-D: Equipment and Supplies

Current Equipment Item or Budget Amount	Meets current needs: Y or N	Will meet needs for next five years: Y or N	For any no in columns 2 or 3, justify needed equipment or budget change
Appendix: Table IV D – Complete List of Equipment and Supplies			

E. Financial Resources: List all financial resources in the table below.

Table IV-E: Financial Resources

Source of Funds (i.e. college budget, grant, etc.)	Meets current needs: Y or N	Will meet needs for next five years: Y or N	For any no in columns 2 or 3, explain why	For any no in columns 2 or 3, identify expected source of additional funds
College Budget	Y	N	New systems will require more head count to support these systems	College Budget

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III. UNIT PLANNING

A. Use the Institutional and Unit Data and Resources to respond to the following questions.

1. Strengths: What strengths can this unit build on in the near future?

IT has very strong technical staff with a large amount of institutional knowledge due to low turnover. The average length of service with Collin is 10 years. Because of the consolidation of services, we are able to quickly respond to our ever-changing requirements from our clients. Many of the staff attend advanced training and pass on their knowledge through informal training programs. The advent of Lynda.com provides the staff with on demand training on many of the new technological advances. IT will build upon the strength of its experience and training through communication to IT staff.

2. Weaknesses: What unit weaknesses must be addressed in the near future?

IT's continual weakness is implementing technological changes in a timely manner. The College needs to develop a structure for engaging the academic disciplines in the planning and implementation of technology changes. Directions in administrative computing need to be determined and staffed accordingly.

3. What are the perceived consequences if the weakness(es) is(are) not addressed?

The College could lose students if the processes and systems are not in place to get them in the door in an efficient manner and provide the courses when they need them and the services to succeed.

4. Threats and Opportunities: Describe any forecasted trends or changes in the areas listed below that may impact the way this unit functions five to ten years from now:

Legal | Political | Demographic | Educational | Technological | Economic | Environmental | Social | Cultural



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Threats:

Regulatory changes can dramatically affect our budget by increasing the cost of services that we provide to our community.

Demographic changes can affect our ability to recruit qualified staff.

Industry trends are moving into a “software as a service” model that affects our premise-based service solutions.

Opportunities:

Information Technology has the staff and the systems to automate and streamline many processes. Our staff should partner with academic and administrative units to provide the most efficient and effective systems possible for our students, faculty and staff. Using the results of faculty, staff and student surveys along with input from the various committees to continually focus the systems for the biggest positive impact for our community.

- B. Complete the next Continuous Improvement Plan form that follows. This plan will be implemented the academic year following this Unit Review.
- C. Use the available data and any Unit Review Committee conclusions to justify/support the new action plan.
- D. Summarize expectations and general plans for the next five years. Under ideal circumstances, how might this unit move the college forward in terms of effectiveness, efficiency or customer satisfaction?

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PART II:

From Part I

A. Outcomes(s) Results expected in this department/program	D. Action Plan Years 5 & 2 Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses.	E. Implement Action Plan Years 1 & 3 Implement the action plan and collect data	F. Data Results Summary Years 2 & 4 Summarize the data collected	G. Findings Years 2 & 4 What does data say about outcome?
Increase in Faculty/Staff overall satisfaction rating	Update faculty and staff technology satisfaction surveys and administer annually	Collect the annual results of the surveys. Analyze the results to determine the greatest needs.	Develop reasonable solutions for the highest needs that fit into the College's Strategic Goals	The data will state whether or not previous solutions solved earlier issues.



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IV. UNIT REVIEW REPORT PATHWAY:

Completed Unit Review Reports will be evaluated by the appropriate deans and Unit Review Steering Committees. Following approval by the Steering Committee, Unit Review Reports will be evaluated by the Leadership Team who will approve the reports for posting on the intranet. At any point prior to Intranet posting, reports may be sent back for additional development.

Table IV B: Employee Resources

Employee Name	Unit	Role in Unit	Credentials	Experience	Professional Development since last Unit Review
Acklin, Suzanne	SS	System Support Analyst	B.S. Computer Information Systems	33 years IT experience	BDMS Software Product upgrade training; Ellucian Workflow Administrator Training
Ammons, Shane	ATNS	Executive Director	B.B.A., CCNP (Voice)	27 years experience	CiscoLive @ San Francisco (2014), BGP Boot Camp (Global Knowledge 2012), CCNP (Voice) 2010
Anderson, James	SS	Programmer Analyst	B.B.A. in Information Processing	24 years IT experience	Oracle PL/SQL course, Java based Groovy/Grail course; Banner Student Module training
Bowles, Bowles	ATNS	Media Technology Supervisor	B.A. in Communications	18 years experience	Crestron Programming, Configuration Extron, Windows 7
Bueno, Olivier	ATNS	Part Time Computer Lab Supervisor	B.S. in Electrical Engineering	9 years experience	Windows Server Operating System, Cisco Wireless AP Installation & Basic setup, Hardware and Software installation and troubleshooting, DMS setup and troubleshooting, Body Shop software, Cabling (creating, punching, tracing, new runs), T-1 cutovers, Profile troubleshooting (Active Directory), AutoTask training, Kaseya training
Chacon, Sara A.	ATNS	Telecom Tech			Professional Dev. Training through Human Resources, New Call Attendant Training
Crossley, Caroline	ATNS	Audio Visual Assistant	Customer Service Certification	15 years experience	Classes toward Associate Degree
Crossno, William	ATNS	Computer Lab Assistant	B.B.A. in Marketing Management, A.A.S. in Computer Networking Technology, A.A.S in Electronic Engineering	16 years experience	Mad About Customer Service July 21, 2011
Culver, Randy	ATNS	Computer Lab Supervisor		21 years experience	Mac Mini & iPad Configurator Install and Deployment Training, ASL Sony Software Training, Windows 7 Deployment Training, Dealing With Conflict CRM Learning Course, Managing Stress CRM Learning Course, Respectful Workplace It Starts with You CRM Learning Course
Dambala, Vidya	SS	Database Administrator	M.S. Computer Science	17 years Programming /Analysis experience	Oracle Advanced Data Guard product training; Oracle Advanced Security Product Suite training; Ellucian Workflow Administrator Training

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ATNS - Academic Technology and Network Services

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Employee Name	Unit	Role in Unit	Credentials	Experience	Professional Development since last Unit Review
Dawkins, Derron	ATNS	Audio Visual Assistant	B.B.A, CPR, AED and First Aid	14 years experience	Classroom Tech Classes, InfoComm AV Courses
Dearing, Michael	ATNS	Media Services Supervisor	A.A.	18 years experience	Extron Training, Crestron Install and Configure
Deckard, Charles	ATNS	Computer Lab Supervisor	B.C.J.in Criminal Justice	22 years experience	Effective Performance Evals Training, Windows 7 - Self Study, Office 2010-2013 - Self Study, Time Management Training, Stress: You are in Control
Dempsey, Carl	ATNS	LAN Manager	B.B.A.	22 IT years experience	Audit Vault & DB Firewall, Configuring Cisco MDS 9000 Series Switches, Dell Compellent Storage Center Advanced Admin, Cisco Certified Network Associate
Dempsey, Leslie	ATNS	Network Control Specialist	A.A.S. in Computer Information Systems	20 IT years experience	Wireless workshop, Implemented new Cisco controller platform on all campuses, IPstudio install and training, Training for CougarMart, CallManager and Unity upgrade training, Attendant console upgrade training, HR employee training
Denton, Jack	ATNS	Academic Technology Manager	B.S. in Mathematics	21 years experience	Windows 7 - Self Study, Extron Programming, Office 2010-2013, Scantron Seminar, Crestron Programming, CRM professional Development "Dealing With Conflict.", CRM professional Development "Nobodys Listening."Windows 7 - Self Study
Dippel, Kevin	ATNS	Computer Lab Supervisor	A.A.S. in Convergence Technology, A.A.S. in Computer Networking, A.A.S. in Cybersecurity Certification in Software Applications	18 years experience	NetLab Configuration, VMWare, Windows 8
Dollinger, Kathleen	WS	Web Specialist (Part-t		15 years experience	
Donihoo, Eric	ATNS	Media Services Supervisor	A.A. in Politcial Scienc: B. S. in Criminal Justice. Crestron Digital Media-Designer	15 years experience	Extron Training, Programming and Configuration, Crestron Configuration and Installation, How to Deal with, Difficult People Seminar, Active Listening Seminar, Classes toward Masters Degree, Managing Stress and Dealing with Conflict; Extron Configuring for Control Certificate, Lynda.com
Dover, Bryan	ATNS	Computer Lab Assistant		4 years experience	

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Dowell, Robert	ATNS	Computer Lab Assistant	B.S. in Computer Science	19 years experience	Dos scripting, Windows 7, Office 2010-2013, Fedora 13, 17, 18, and 20, Vmware virtual machine setup and configuration - Linux and Windows, Virtual PC virtual machine setup and configuration - Linux and Windows, 3D printer setup/user training, Netlab training, Vsphere 5.5 Working Connections class; Ferpa for Higher Education, EEO Laws and Discrimination Prevention for Higher Education, Unlawful Harassment Prevention for Higher Education Staff, Director of First Impressions, Paper Cut Installation and setup, VDI Training
Dunlap, Doug	ATNS	LAN Administrator		30 years IT experience	Cisco Certified Network Associate, BDMS
Eaton, LeAnne	SS	Programmer Analyst	B.B.A. in Information Processing	19 years IT experience	Oracle PL/SQL course, Java based Groovy/Grail course; Banner HR , Finance and Payroll module training, Functional Support Training for Concur and Human Resources (Compensation and Year End)
Elyasi, Tahmoures	ATNS	Part Time Computer Lab Supervisor	B.S. in Computer Science; A.S. in Net. Sup. & Admin	15 years experience	
Fout, Robert	ATNS	Computer Lab Assistant	A.A.S. in Computer Science	22 years experience	Mac Mini & iPad Configurator Install and Deployment Training, ASL Sony Software Training, Fundamentals of Programming Course, CCNA1 Course, CCNA2 Course, Network+ - ITNW 1358, Installing and Configuring Windows Server 2012 - ITMT 2370, Configuring and Supporting Microsoft Windows 7 - ITMT 1370
Garrison, Alan	SS	Programmer Analyst	B.S. Computer Science	29 years IT Experience	Oracle PL/SQL course, Java based Groovy/Grail course; Banner Financial Aid Module training
George, Golda	SS	Programmer Analyst	B.B.A. in Information Processing	16 years IT experience	Oracle PL/SQL course, Java based Groovy/Grail course; Banner Student Module training
George, Joseph	ATNS	Audio Visual Assistant	A.A. in Media Communications; Associates in Computer Support	4 years experience	Intro to PC OS, Fundamentals of Programming, IT Essentials 1: PC Hardware, Software, Computers and Technology, Network+ Course, Beginning Web Programming

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Employee Name	Unit	Role in Unit	Credentials	Experience	Professional Development since last Unit Review
Green, Choon (Geok)	SS	Database Administrator	B.S. Computer Science	16 years Programming /Analysis experience	Oracle Advanced Data Guard product training; Oracle Advanced Security Product Suite training
Green, Dayton	SS	System Support Analyst	M.S. Electrical Engineering	26 years Programming /Analysis experience	Luminis 5.1 Product Installation Training; Luminis 5.1 Application server Administration training; Ellucian Workflow Administrator Training
Hancock, Fay	SS	Programmer Analyst	B.S. Computer Science	26 years Programming /Analysis experience	Oracle PL/SQL course, Java based Groovy/Grail course; Introduction to PC Security (9/15), Project Management Applications (5/15), Introduction to PHP and MySQL (3/15), Advanced CSS3 and HTML5 (1/15), Project Management Fundamentals (12/14), Introduction to Java Programming (3/14), Introduction to JavaScript (12/13), Intermediate CSS3 and HTML5 (10/13), Introduction to Ajax Programming (8/13), Introduction to CSS3 and HTML5 (7/13)
Helm, Colin	ATNS	Media Services Technician	A.A.S in Radio & TV Broadcast Journalism	11 years experience	Crestron installation, Extron Installation and Programming
Hicks, Jeramie	ATNS	Help Desk Analyst	CompTIA (A+, Network+, Security+, Project+) Certifications	19 years IT experience	CompTIA A+, CompTIA Network+, CompTIA Security+, CompTIA Project+, CIW Database Design Specialist
Hoyt, David	CIO	AVP/Chief Information Systems Officer	M.S.I.E. – Industrial Engineering, B.S. Mathematics, A.S. Business Data Processing	36 years of higher education IT experience	Texas Connection Consortium – 2010,2011,2012,2013,2015; Texas Association of Community College Chief Information Officers meetings – 2010,2011,2012,2013,2014,2015; Southwest Regional EDUCAUSE Conference – 2013,2015; EDUCAUSE Connect – April 2014
Huang, Arthur (Chen-An)	OP	Systems Administrator		33 years IT experience	
Hurst, Rob	ATNS	Hardware/Software Technician	B.S. in Computer Science	26 years IT experience	Cisco Certified Network Associate
Johnson, Vicky	WS	e-Learning Administrator	B.B.A - Business Administration	10 years IT experience	Started at Collin November 2015

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Employee Name	Unit	Role in Unit	Credentials	Experience	Professional Development since last Unit Review
Kihato, Emmanuel	ATNS	Audio Visual Assistant (part time)	A.S. in Business Management, A.S. in Automotive Technology, ASE Certification, MECP Certification	11 years experience	ASE Certification, MECP Certification, GeekSquad Advanced Repair Agent SkillSet, Basic Networking Knowledge (VPN and Microsoft Active Directory)
Kirchner, Steven	ATNS	Computer Lab Supervisor	A.S. in Computer Network Engineering	10 years experience	VMWare vSphere ICM Class, CompTIA Network+ Online Training, Windows 7 - 8.1 - Self Study, MAC OSX - Self Study, HTML - Self Study, CSS - Self Study, Javascript - Self, Study, MSSQL - Self Study, MySQL - Self Study, Powershell - Self Study, Office 2010-2013 - Self Study, Windows Deployment - Self Study
Krueger, Christopher	ATNS	Media Technician PRC (Part-time)		1 year of experience	
Lasseigne, Bill	ATNS	Telecom Project Manager		24 years IT experience	Professional Development Training - Human Resources
Lennert, Don	OP			35 years IT experience	
Maldonado, Mark	ATNS	Media Services Technician	M.S. in Kinesiology, B.A.in Psychology, A.A. in Audio Engineering, Post-Baccalaureate Certificate in Adapted Physical Education National CAPE certification	17 years experience	Configuration of Creston Systems
Marcontell, Andrew	ATNS	Assistant Director	M.Eng in Electrical Engineering, B.S. in Modern European History	15 years experience	CCNA (Networking/Routing) Bootcamp, CCNP (Networking/Routing) Online Course and Lab, TACCIO Conference (1/31/14), Cisco Data Center Tour and Briefing (10/1/14)
Miller, Marilyn	ATNS	Computer Lab Assistant	B.S. in Management	35 years experience	Trained on Ghost Server for Images/Boot disks, Windows 7 - Self Study, Office 2010-2013 - Self Study, Deep Freeze Console
Moreno, Eddie	ATNS	Media Technician PRC (Part-time)		12 years of experience	

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Mozingo, Joe	ATNS	PT Computer Lab Supervisor	B.B.A, Certificate in Information Management, Certificate in Network/Telecomm	20 years experience	Windows 7 - Self Study, Ghost Server Usage, Office 2010-2013 - Self Study
Mustafa, Sadiqa	SS	Programmer Analyst	M.S. Physics	18 years of IT experience	Started at Collin November 2015
Nelsen, Jeremy	ATNS	LAN Administrator	Microsoft MCTS	18 years of IT experience	Cisco Certified Network Associate, VMWare 4.1, VMWare 5.0
Nguyen, Andrew	OP	Systems Administrator	B.S. Computer Science.	4 years experience	Solaris 11
Nguyen, Christie	ATNS	Computer Lab Assistant	B.S. in Computer Information Systems	10 years experience	Microsoft Office 2010 training in class, Mac OS 10.9 - Self Study, Windows 7 - Self Study
Nguyen, Kim	ATNS	Computer Lab Supervisor	A.S. in Computer Networking	20 years experience	Windows 7 Training, Office 2010-2013, Net Lab Training, 3 D Printer Setup & user Training, Non-verbal Communication Seminar, Vsphere 5.5 - Summer Working Connection Class, Managing Stress, Managing Performance Problems online courses; Ferpa for Higher Education, EEO Laws and Discrimination Prevention for Higher Education, EEO Laws and Discrimination Prevention for Higher Education Supervisor Supplement, Director of First Impressions, Paper Cut Installation and setup, VDI Training
Paul, Robert	ATNS	Hardware/Software Technician	B.A.A.S. in Applied Technology and Performance Improvement	19 years of IT experience	
Paulson, Susan	SS	Programmer Analyst	B.S. in Computer Science	23 years Programming/Analysis experience	Oracle PL/SQL course, Java based Groovy/Grail course; Banner HR , Finance and Payroll module training
Pham, Henry	ATNS	Part-Time Computer Lab Supervisor	B.S.	21 years experience	Windows 7-8.1 - Self Study, MAC OSX - Self Study, Office 2010-2013 - Self Study
Pham, Huong	ATNS	Computer Lab Assistant	A.A.S. in Computer Information Systems	15 years experience	
Phan, Kathy	ATNS	Computer Lab Assistant	A.S. in Computer Information Systems	10 years experience	Windows 7 - 8.1 - Self Study, MAC OSX - Self Study, Office 2010-2013 - Self Study

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Employee Name	Unit	Role in Unit	Credentials	Experience	Professional Development since last Unit Review
Phan, Thanh	ATNS	Part-Time Computer Lab Supervisor	B.S. in Electrical Engineering	21 years experience	Crystal Reports, CompTIA A+, MSCE, Windows Deployment, Windows 7-8.1 - Self Study, MAC OSX - Self Study, Office 2010-2013 - Self Study
Poeton, Lena	ATNS	Computer Lab Supervisor	A.A.S.	15 years experience	Windows 7 Training, Coaching for Improvement online training, Managing Performance Problems online training, Non-verbal Communication Seminar, Managing Stress online training, How to Deal with Difficult People training
Purkayastha, Subir	SS				
Reeve, Brandy	ATNS	Media Services Supervisor		18 years experience	Extron Programming, Crestron install and configure, Configure Ghost console, Nexia CS biamp configuration, Supervisor Training for Staff Performance Evaluations
Renkiewicz, Karen	ATNS	Help Desk Manager	B.S. in Management Information Systems	16 years IT experience	
Richardson, Casey	ATNS	Help Desk Technician		9 years IT experience	
Roberts, Rocibel	ATNS	Computer Lab Assistant	A.S. in Electronics	18 years experience	Windows 7 - Self Study, MAC OSX - Self Study, Deep Freeze - Taught By Jianwei Yang; First impressions Conference Training, Lynda.com
Rodriguez, Mario	ATNS	Audio Visual Assistant	A.A.S. in Video Production	5 years experience	
Royce, Curtis	ATNS	P/T Computer Lab Supervisor	B.S.	31 years experience	Online training from Workshop e-learning, Setup dual boot systems Windows 7 / Windows XP, Autodesk Inventor 5-day workshop
Sanford, Earnest	ATNS	Part Time Computer Lab Supervisor	B.B.A, M.B.A., M.S. of Healthcare Administration	25 years experience	ITIL V3 Foundation
Schaefer, Pat	ATNS	Computer Lab Supervisor	A.A.S. in Computer Information Systems, Cartographic Drafting	25 years experience	CougarHR Performance Eval Training, CougarHR Student Assistant Hiring Training
Scott, Kent	ATNS	Media Services Supervisor	Crestron Installation Certification	19 years experience	Crestron Installation and Programming, Extron Installation and Programming, Telephony Installation, Networking Support, 12 credit hours toward AAS in Convergence Technology
Serafin, Lisa	SS	System Support Analyst		15 years IT experience	Ellucian Workflow Administrator Training

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Employee Name	Unit	Role in Unit	Credentials	Experience	Professional Development since last Unit Review
Sewell, Larry	ATNS	Computer Lab Assistant	B.S. in Computer Information	31 years experience	Windows 7 Configuration (self study), Windows Deployment (self study), Hyper-V Manager (self study), Windows Insider Program (joined)
Shackleford, Gretchen	ATNS	Academic Technology Manager	A.S. in Computer Networking, CNE 3, 4, 5, CAN- GroupWise	27 years experience	MCT & Educator Virtual Summit - Microsoft OS and MOAC review, Scantron Seminar, Aruba Networks: A Green Lining in IT Refresh, Hidden Savings and Environmental benefits by transitioning to wireless, Windows 7 Migration Clinic, Windows 7 - Self Study, Office 2010-2013, Various HR sponsored Professional Development classes, Crestron Programming, Extron Programming
Sharif, Alvi	ATNS	Part Time Computer Lab Supervisor	B.S., MCSE, MCSA, MCP	11 years experience	Received "Microsoft® Certified Solutions Expert (MCSE) - SharePoint" certificate (License F043-2636), Received "Microsoft® Certified Solutions Associate (MCSA) -, Windows Server 2012" certificate (License F041-7270), Received "Microsoft® Certified Professional (MCP)" certificate (License E564-9154)
Silvers, Steven Craig	ATNS	Computer Lab Assistant		26 years experience	Install & Configure Windows 7 Pro, Install & Configure Office 2013
Sprouse, Abby	ATNS	Media Services Technician	B.A. in Theater, Master of Letters	10 years experience	VO 2010, 3 month Studio Audio Engineering Internship with Dallas Audio Post Group in 2010, ProTools software suite and Adobe Creative Suite - Self Study
Stephens, Nina (Kanako)	OP		BAAS - Applied Technology and Performance Improvement	19 years experience	
Sulaiman, Hawre	ATNS	Computer Lab Supervisor	A.S. in Computer Science	8 years experience	CCNA - Self Study, Classes toward Bachelor Degree in Computer Engineering, MAC Server - Self Study. MCSE - Self Study
Swenholt, Kristin	ATNS	Audio Visual Assistant (part time)	A.S. in Computer Information Systems	9 years experience	
Thomas, Andrew Robert	ATNS	Computer Lab Supervisor		27 years experience	Install & Configure Windows 7 Pro, Install & Configure Office 2013 Pro, Install & Configure Patterson, EagleSoft v17 Dental Software, Stress: You are in Control, Time Management, Performance Evaluations & CougarHR

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Employee Name	Unit	Role in Unit	Credentials	Experience	Professional Development since last Unit Review
Thomas, Lydia	ATNS	Audio Visual Assistant (part time)	B.A. in Radio, TV and Film	4 years experience	Basic hardware/software computer support, Maintenance and support of A/V equipment
Webb-Losh, Heather	WS	Web Systems Administrator	B.A. in Mathematics	25 years of IT experience	Omniupdate Content Management Training; Omniupdate Content Management Product Webinars; Luminis 5 Administration Training - including CAS/BEIS/Luminis; Luminis 5 Content Training; Luminis 5 Installation Training; Blackboard World 2011, 2015; Blackboard Collaborate Administration Training; Blackboard Collaborate User Training; Blackboard Learn Administration/Installation Training; Blackboard Learn Product Upgrade Cohorts; Blackboard Connect; LoudCloud; SiteImprove; AppSpace; Lynda.com
White, Judy	ATNS	Telecom Analyst		25 years IT experience	Calling trees for advising and admissions, Operator - weird caller with dialer, helped in Cisco Manager upgrade, Call Attendant, SCC Library phone planning and installs, CPC Library phone planning and installs, Help with the call center for Financial Aid, HR require training, helped in changing telephone and internet vendors, training with the ISI upgrade, Training with the Unity upgrade
Wise, Celeste	ATNS	Media Services Specialist	B.M. in Music, Foundations of Creston Programming	16 years experience	How to Deal with Difficult People Seminar, Active Listening Seminar, Extron Programming and Configuration, At Risk Friends in College, Managing Stress, Time Challenged, Communication Counts, Invisible Man Meets Mummy (Communication Skills), Working With You is Killing Me (Communication Skills); Lynda.com
Yang,Jianwei	ATNS	Computer Lab Supervisor	B.S.	16 years experience	Windows 7 - Self Study, MAC OSX - Self Study, Office 2010-2013; Student Employment Training (by HR), Lynda.com
Yi, Frank	ATNS	Part Time Computer Lab Supervisor	B.A. in Marketing	20 years experience	
Youngblood, Julie	SS	Program Support Liaison	High School Diploma	20 years of experience	

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Table IV C: Facilities Resources

Room/Office Location	Size	Type	Special Characteristics (if any)	Meets Current Needs (Y/N)?	Will Meet Needs in 5 Years (Y/N)?	If No for Current or 5yrs, Why?
Allen CC117	31 sq ft	Cabinet	Wooden cabinets attached to a wall	Y	Y	
Allen CC117	339 sq ft	Office	2 seats	Y	Y	
Allen CC118	250 sq ft	Storage/IDF	ATNS Storage/Allen Center Staff Storage/Networking & LAN Equipment	Y	Y	
CHEC 111	168 sq ft	MDF	Storage/Networking & LAN Equipment	Y	Y	
CHEC 142	182 sq ft	Control room	Storage,2 equip.racks,secure	Y	Y	
CHEC 143	200 sq ft	Storage (Caged Area)	Shared with plant, not secure	Y	Y	
CHEC 145	80 sq ft	IDF	Storage/Networking & LAN Equipment	Y	Y	
CHEC 150	120 sq ft	Office	Storage,secure	Y	Y	
CHEC 200 - Parking Garage	80 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CHEC 212	408 sq ft	Conference Room		Y	Y	
CHEC 213	196 sq ft	Office		Y	Y	
CHEC 214	140 sq ft	Office		Y	Y	
CHEC 268	80 sq ft	IDF	Storage/Networking & LAN Equipment	Y	Y	
CHEC 301	396 sq ft	Reception Area	None	Y	Y	
CHEC 302	165 sq ft	Office	None	Y	Y	
CHEC 304	192 sq ft	Office	None	Y	Y	
CHEC 305	195 sq ft	Office	None	Y	Y	
CHEC 308	68 sq ft	Cubicles	None	Y	Y	
CHEC 368	80 sq ft	IDF	Storage/Networking & LAN Equipment	Y	Y	
CHEC 468	80 sq ft	IDF	Storage/Networking & LAN Equipment	Y	Y	
CPC A113	912 sq ft	Server Room/MDF	UPS, Dedicated Air Conditioning, Generator	Y	Y	
CPC A115	99 sq ft	Office		Y	Y	
CPC A122A	50 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC A149	102 sq ft	Office	None	Y	Y	

Table IV C: Facilities Resources

Room/Office Location	Size	Type	Special Characteristics (if any)	Meets Current Needs (Y/N)?	Will Meet Needs in 5 Years (Y/N)?	If No for Current or 5yrs, Why?
CPC A152	90 sq ft	Office	None	Y	Y	
CPC A201	50 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC A218	100 sq ft	Storage	Closet inside classroom	Y	Y	
CPC A225D	50 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC A301	50 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC B103	1064 sq ft	Office/storage	Seats 3 plus media equipment	Y	Y	
CPC B104	140 sq ft	Storage	Storage of media equipment	Y	Y	
CPC B114	50 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC B227A	140 sqft	Office		Y	Y	
CPC B227B	400 sq ft	Office		Y	Y	
CPC B227D	400 sq ft	Office		Y	Y	
CPC B231	70 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC B339	70 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC C113A	700 sqft	Office	Seats 4	Y	Y	
CPC C123A	50 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC C214	100 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC D117R	75 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC E131	80 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC E213A	20 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC E311	50 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC Fire Science Building	60 sq ft	MDF	Networking & LAN Equipment	Y	Y	
CPC Gun Range	40 sq ft	MDF	Networking & LAN Equipment	Y	Y	
CPC LA114	140 sq ft	MDF	Networking & LAN Equipment	Y	Y	
CPC LA223B	140 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC LA235	180 sq ft	Storage	Storage of media equipment	Y	Y	
CPC M116	36 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC Parking Garage - 2nd. Level	16 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CPC Parking Garage - 3rd. Level	64 sq ft	MDF	Networking & LAN Equipment	Y	Y	
CYC 002	25 sq ft	IDF	Networking & LAN Equipment	Y	Y	

Table IV C: Facilities Resources

Room/Office Location	Size	Type	Special Characteristics (if any)	Meets Current Needs (Y/N)?	Will Meet Needs in 5 Years (Y/N)?	If No for Current or 5yrs, Why?
CYC 102	50 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CYC 121	169 sq ft	Storage	Storage	Y	Y	
CYC 205	50 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CYC 213	42 sq ft	Storage	Storage	Y	Y	
CYC 216B	225 sqft	Office	Shared by 2 teams - seats 4	Y	Y	
CYC 220	300 sq ft	Office/IDF	Dual purpose room	Y	Y	
CYC 302-322 Closet	191 sq ft	Closet	Shared by 2 teams	Y	Y	
CYC 314	66 sq ft	Storage	Storage	Y	Y	
CYC 327	616 sq ft	Server Room/MDF	UPS, Dedicated Air Conditioning, Generator	Y	Y	
CYC 390	25 sq ft	IDF	NOT IN SERVICE	Y	Y	
CYC 405	25 sq ft	IDF	Networking & LAN Equipment	Y	Y	
CYC 409	108 sqft	Office		Y	Y	
CYC 413	240 sq ft	Office	None	Y	Y	
CYC 415	240 sq ft	Office	Seats 2	Y	Y	
CYC 419	120 sq ft	Office	None	Y	Y	
CYC 420A	196 sq ft	Office	None	Y	Y	
CYC 423	169 sq ft	Storage	Storage	Y	Y	
CYC Parking Garage	25 sq ft	IDF	Networking & LAN Equipment	Y	Y	
McKinney Fire Station #2	36 sq ft	IDF	Networking & LAN Equipment	Y	Y	
PRC LH-D162	199.43 sq ft	Office	Seats 2	Y	Y	
PRC 203 Parking Garage	56 sq ft	MDF	Networking & LAN Equipment	Y	Y	
PRC A108 - Plant Ops	25 sq ft	MDF	Networking & LAN Equipment	Y	Y	
PRC A114 - Alumni Hall		MDF	Networking & LAN Equipment	Y	Y	
PRC A186A - Alumni Hall	64 sq ft	IDF	Networking & LAN Equipment	Y	Y	
PRC C104	72 sq ft	Control Room	Conference Center	Y	N	Not much room for future equipment expansion.
PRC D133	240 sq ft	MDF	Networking & LAN Equipment	Y	Y	
PRC D150A	25 sq ft	IDF	Networking & LAN Equipment	Y	Y	
PRC D239	270 sq ft	Storage	Lockable	N	N	Given to Hdw/Sfw techs for equipment storage.

Table IV C: Facilities Resources

Room/Office Location	Size	Type	Special Characteristics (if any)	Meets Current Needs (Y/N)?	Will Meet Needs in 5 Years (Y/N)?	If No for Current or 5yrs, Why?
PRC F107	63 sq ft	IDF	Networking & LAN Equipment	Y	Y	
PRC F161	408 sq ft	Storage / Work Room	Sink	Y	Y	
PRC F162	144 sq ft	Work room	Tool Storage & Work surfaces	Y	Y	
PRC F163 Rack	195 sq ft	Rack / Switch/IDF	TV & network Rack	N	N	
PRC F164	392 sq ft	Office	Office (4 seats) and storage	Y	Y	
PRC F165	143 sq ft	Storage	Secure room	Y	Y	
PRC F166	143 sq ft	Storage	Secure room	Y	Y	
PRC F206	128 sq ft	IDF	Networking & LAN Equipment	Y	Y	
PRC H125	500 sq ft	Office		Y	Y	
PRC H125	2,080 sq ft	Office	3 Labs & Technician sharing it	Y	Y	
PRC H126	117 sq ft	Storage	Shared Storage with Lab Staff	Y	Y	
PRC H126	117 sq ft	Storage	3 Labs & Technician sharing it	Y	Y	
PRC H128	100 sq ft	IDF	Networking & LAN Equipment	Y	Y	
PRC H130	25 sq ft	IDF	Networking & LAN Equipment	Y	Y	
PRC H141	444 sq ft	Server Room	UPS, Dedicated Air Conditioning	Y	N	Not much room for future equipment expansion.
PRC H143	192 sq ft	MDF	Networking & LAN Equipment - Dedicated Air Conditioning	Y	N	Not much room for future equipment expansion.
PRC H222	80 sq ft	IDF	Networking & LAN Equipment	Y	Y	
PRC H236	64 sq ft	Closet	Classroom closet	N	N	only assessable between classes
PRC J109A	140 sq ft	MDF	Networking & LAN Equipment	Y	Y	
PRC J205A	140 sq ft	IDF	Networking & LAN Equipment	Y	Y	
PRC L113B	56 sq ft	IDF	Networking & LAN Equipment - No Air Conditioning / Climate Control Supplied	Y	Y	
PRC L137	84 sq ft	Control Room	Inside Classroom	N	N	only assessable between classes
PRC L144	130 sq ft	Closet	Belongs to LRC but we put paper and toners	Y	Y	
PRC L153	84 sq ft	IDF	Networking & LAN Equipment - No Air Conditioning / Climate Control Supplied	Y	Y	

Table IV C: Facilities Resources

Room/Office Location	Size	Type	Special Characteristics (if any)	Meets Current Needs (Y/N)?	Will Meet Needs in 5 Years (Y/N)?	If No for Current or 5yrs, Why?
PRC L166	200 sq ft	MDF	Networking & LAN Equipment - No Air Conditioning / Climate Control Supplied	Y	Y	
PRC L202a	40 sq ft	Storage	Lockable, shared with another team	Y	Y	
PRC L205A	100 sq ft	Closet	Shared with Fine Arts	Y	Y	
PRC L208	80 sq ft	IDF	Networking & LAN Equipment - No Air Conditioning / Climate Control Supplied	Y	Y	
PRC L223	60 sq ft	IDF	Networking & LAN Equipment - No Air Conditioning / Climate Control Supplied	Y	Y	
PRC L247	100 sq ft	IDF	Networking & LAN Equipment - No Air Conditioning / Climate Control Supplied	Y	Y	
PRC LC108	42 sq ft	IDF	Networking & LAN Equipment - No Air Conditioning / Climate Control Supplied	Y	Y	
PRC LH D162	182 sqft	Office	Shared by 2 people	Y	Y	
PRC LM105	42 sq ft	IDF	Networking & LAN Equipment - No Air Conditioning / Climate Control Supplied	Y	Y	
PRC U130	126 sq ft	MDF	Networking & LAN Equipment	Y	Y	
PRC U151	70 sq ft	Storage	Lockable	Y	Y	
PRC U152	70 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC A251	100 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC A290	36 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC AA135-B	18 sq ft	Equipment Room	Sound System Rack	Y	Y	
SCC AA135-C	24 sq ft	Equipment Room	Sound System Rack	Y	Y	
SCC AA135-D	48 sq ft	Storage	Media Cabinet	Y	Y	
SCC AA135-E	48 sq ft	Equipment Room	Sound System Rack	Y	Y	
SCC AA143	100 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC B190	140 sq ft	IDF	Networking & LAN Equipment	Y	Y	

Table IV C: Facilities Resources

Room/Office Location	Size	Type	Special Characteristics (if any)	Meets Current Needs (Y/N)?	Will Meet Needs in 5 Years (Y/N)?	If No for Current or 5yrs, Why?
						Unable to always access when needed due to classes in session. Most times, we have to wait until the class has ended before we can enter the room, causing a delay in resolving any issues we may need from the storage closet.
SCC B212	65 sq ft	Storage	Closet inside classroom	N	N	
SCC B215	228 sq ft	Office	Seats 4	Y	Y	
SCC B227	25 sq ft	CLASSROOM / IDF	Networking & LAN Equipment	Y	Y	
SCC B290	144 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC BB128	36 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC BB227	36 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC C126	260 sqft	Projection Room	Projectors	Y	Y	
SCC C133	70 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC D127	200 sq ft	MDF	Networking & LAN Equipment	Y	Y	
SCC D238	2352 sqft	Office/Storage	Compact Shelving	Y	Y	
SCC D238C	480 sq ft	Office/Storage	Cage	Y	Y	
SCC D290	84 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC F160	72 sq ft	IDF	Networking & LAN Equipment	Y	N	Not much room for future equipment expansion.
SCC F190	80 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC G137	140 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC G290	140 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC H290	40 sq ft	IDF	Networking & LAN Equipment	Y	N	
SCC I122	12 sq ft	Closet		Y	Y	
SCC I123	27 sq ft	Closet	Shared Storage	Y	Y	
SCC I-129	80 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC I-236	80 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC J110	12 sq ft	Closet	Storage	Y	Y	
SCC J111	207 sqft	Office	Seats 2	Y	Y	

Table IV C: Facilities Resources

Room/Office Location	Size	Type	Special Characteristics (if any)	Meets Current Needs (Y/N)?	Will Meet Needs in 5 Years (Y/N)?	If No for Current or 5yrs, Why?
SCC J119	56 sq ft	MDF	Networking & LAN Equipment	Y	N	No room for future equipment expansion.
SCC J119 A (J120)	240 sq ft	Office	Seats 3	Y	Y	
SCC J121A	90 sq ft	Office	None	Y	Y	
SCC J121B	95 sq ft	Office	None	Y	Y	
SCC J121C	95 sq ft	Office	None	Y	Y	
SCC J121D	90 sq ft	Office	None	Y	Y	
SCC J129	10.5 sqft	Closet	Shared Storage	Y	Y	
SCC J130	10.5 sqft	Closet	Shared Storage	Y	Y	
SCC J220	96 sq ft	Office	Shared by 2 people	N	N	Not enough work area to do imaging of computers or storage of toners, or opening up computers to change out hardware parts, or to move computers and printers in and out of this office without bumping into the desks or file cabinet.
SCC J232	25 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC J290	48 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC K090	56 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC K129	48 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC K-131	70 sq ft	Office	1 Desk + 2 Seats	Y	N	Limited Storage Space
SCC K208	25 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC L105A	140 sq ft	MDF	Networking & LAN Equipment	Y	Y	
SCC L114	140 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC L212	140 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC L273	140 sq ft	IDF	Networking & LAN Equipment	Y	Y	
SCC-D238 B	168 sq ft	Office	One Desk, Table & 4 Chairs	Y	Y	

Table IV C: Equipment and Supplies

Appliance - CSMARS 4500EPS	Y	Y*
Appliance - Dell DR4100 27TB Backup and Recovery	Y	Y*
Appliance - F5 Load Balancing	Y	Y*
Array - Oracle Storage	Y	Y*
AT&T Data P0002904 Prepaid	Y	Y*
Attachment - APC Symmetra Battery	Y	Y*
Attachment - APC Symmetra LX	Y	Y*
Attachment - APC Symmetra RM	Y	Y*
Attachment - Cisco Fiber Module X2-10GB-LRM	Y	Y*
Attachment - PDU Meter	Y	Y*
Attachment - Startup System	Y	Y*
Attachment - Symmetra LX	Y	Y*
Audio System Expansion	Y	Y*
Audio System Turnkey	Y	Y*
BIP SVC Pre L1-3 CAT HW52 - A1752247	Y	Y*
BIP SVC PRE L1-3 CAT HW53 A1752247	Y	Y*
Blade - Bluecoat Packetshaper 12000	Y	Y*
Blade - Cisco 6500 POE	Y	Y*
Blade - Cisco Catalyst 6500	Y	Y*
Blade - Cisco Catalyst 6500	Y	Y*
Blade - Cisco Catalyst 6500	Y	Y*
Blade - Cisco Catalyst 6500	Y	Y*
Blade - Cisco Catalyst 6500 48-port	Y	Y*
Blade - Cisco Catalyst 6513	Y	Y*
Blade - Cisco Catalyst 6513	Y	Y*
Blade - Cisco Catalyst 6513	Y	Y*
Blade - Cisco Catalyst 6513 48 Port Module	Y	Y*
Blade - Cisco GigE 48 port	Y	Y*
Bluesocket High Performance Wireless Controller	Y	Y*
Cabinet - Liebert Extended Run Battery Cabinet	Y	Y*
Cabinet - Liebert Extended Run Battery Cabinet	Y	Y*
Cable - Cisco 50cm Catalyst 3560 Interconnect	Y	Y*

Table IV C: Equipment and Supplies

Cable - Cisco 50cm Patch	Y	Y*
Cable - Cisco 50cm Patch	Y	Y*
Cable 2m LC Duplex	Y	Y*
Cable 2m LC Duplex	Y	Y*
Cable 2m LC Duplex	Y	Y*
Cable 2m LC Duplex	Y	Y*
Call Accounting System	Y	Y*
Call Accounting System	Y	Y*
Camera - Security - Enterprise DVR 16 CH D1	Y	Y*
Card - Cisco Catalyst 4500 PoE	Y	Y*
Card - Cisco Catalyst 6500 PoE Line Card	Y	Y*
Chassis - Catalyst 4500 E-Series 6-Slot	Y	Y*
Chassis - Catalyst 4500 E-Series 6-Slot Chassis	Y	Y*
Chassis - Catalyst 4500E	Y	Y*
Chassis - Catalyst 4500E 10-Slot	Y	Y*
Chassis - Catalyst 6500	Y	Y*
Chassis - Cisco C6513 13 Slot	Y	Y*
Chassis - Cisco Catalyst 6500 6 Slot	Y	Y*
Chassis - Cisco Catalyst 6500 9 Slot	Y	Y*
Chassis - Cisco Catalyst 6509	Y	Y*
Chassis - Cisco Unified Video Conference	Y	Y*
Chassis - Dell PE R610	Y	Y*
Chassis - Dell PE R610	Y	Y*
Chassis - Dell R810	Y	Y*
Chassis - ISE Storage Blade	Y	Y*
Cisco ASR1001 System ASR1001	Y	Y*
Cisco Catalyst Switch WS-C3750E-48PD-S	Y	Y*
Cisco Catalyst Switch WS-C3750E-48PD-S	Y	Y*
Cisco Catalyst Switch WS-C3750E-48-PD-S	Y	Y*
Cisco Catalyst Switch WS-C3750E-48-PD-S	Y	Y*
Cisco Catalyst Switch WS-C3750E-48-PD-S	Y	Y*
Cisco Catalyst WS-C2960S-48FPD	Y	Y*

Table IV C: Equipment and Supplies

Cisco Catalyst WS-C2960S-48FPD	Y	Y*
Cisco Catalyst WS-C2960S-48FPD-L	Y	Y*
Cisco Catalyst WS-C2960S-48FPD-L	Y	Y*
Cisco Catalyst WS-C2960S-48FPD-L	Y	Y*
Cisco Catalyst WS-C2960S-48FPD-L	Y	Y*
Cisco Catalyst WS-C2960S-48FPD-L	Y	Y*
Cisco Catalyst WS-C2960S-48FPD-L	Y	Y*
Cisco Catalyst WS-C2960S-48FPD-L	Y	Y*
Cisco Fiber Channel Switch DS-C92221-K9	Y	Y*
Cisco Server R210-2121605W-UCS C210	Y	Y*
Cisco Server R210-2121605W-UCS C210	Y	Y*
Cisco UCS C210 Server	Y	Y*
Cisco Voice Bundle 2821 V-K9	Y	Y*
Cisco VOIP Gate Keeper C2811-VSEX K9	Y	Y*
Component - Computer Hardware/Peripherals Mini/Main	Y	Y*
Component - Computer Hardware/Peripherals Mini/Main	Y	Y*
Component - Computer Hardware/Peripherals Mini/Main	Y	Y*
Component - Computer Hardware/Peripherals Mini/Main	Y	Y*
Component - Computer Hardware/Peripherals Mini/Main	Y	Y*
Component - Computer Hardware/Peripherals Mini/Main	Y	Y*
Component - Computer Hardware/Peripherals Mini/Main	Y	Y*
Component - Computer Hardware/Peripherals Mini/Main	Y	Y*
Component - Computer Hardware/Peripherals Mini/Main	Y	Y*
Component - Computer Hardware/Peripherals Mini/Main	Y	Y*
Component - Computer Hardware/Peripherals Mini/Main	Y	Y*
Component - Magnitude 3D Server	Y	Y*
Component - Video Con Eqp - PCS Core Service	Y	Y*
Computer - 3.2G Xeon Server	Y	Y*
Computer - Database Server	Y	Y*
Computer - Database Server	Y	Y*
Computer - Luminis Resource	Y	Y*

Table IV C: Equipment and Supplies

Computer Server - Self Serv Application	Y	Y*
Computer Server - Workflow	Y	Y*
Concentrator	Y	Y*
Connector - Cisco Small Form-factor Pluggable	Y	Y*
Connector - Cisco Small Form-factor Pluggable	Y	Y*
Connector - Cisco Small Form-factor Pluggable	Y	Y*
Connector - Cisco Small Form-factor Pluggable	Y	Y*
Connector - Cisco Small Form-factor Pluggable	Y	Y*
Connector - Cisco Small Form-factor Pluggable	Y	Y*
Connector - Cisco Small Form-factor Pluggable	Y	Y*
Connector - Cisco Small Form-factor Pluggable	Y	Y*
CON-SU1-AS4A20K9 IPS SVC, AR NBD ASA5540	Y	Y*
Controller - Blue Socket Wireless 5200	Y	Y*
Controller - Bluesocket BSC-2200 Wireless	Y	Y*
Controller - Bluesocket High Performance Wireless	Y	Y*
Controller - Cisco Wireless Aironet 5508	Y	Y*
Controller - Cisco Wireless Aironet 5508	Y	Y*
Controller - Cisco Wireless Aironet 5508	Y	Y*
Controller - Cisco Wireless Aironet 5508	Y	Y*
Controller - Cisco Wireless Aironet 5508	Y	Y*
Controller-Oracle ZFS Storage ZS3-2	Y	Y*
Controller-Oracle ZFS Storage ZS3-2 (PO 0026346) (I01947)	Y	Y*
Converter - Cisco Small Form-factor Pluggable	Y	Y*
Converter - Cisco Small Form-factor Pluggable	Y	Y*
Data Capacity Manager	Y	Y*
Datascale Capacity Manager	Y	Y*
Datascale Capacity Manager	Y	Y*
Datascale Capacity Manager Upgrade #210075-037	Y	Y*
Datascale Capacity Manager Upgrade #210075-044	Y	Y*
Datascale Capacity Manager Upgrade #21075-005	Y	Y*
Datascale Capacity Manager Upgrade #21075-006	Y	Y*
Dell PowerEdge 4322DS 32 Port Keyboard/Video/Mouse	Y	Y*

Table IV C: Equipment and Supplies

Dell Quad Core Xeon Processor E54202	Y	Y*
Dell R810 Chassis for up to Six 2.5-Inch HD (224-8088)	Y	Y*
Dell R810 Chassis for up to Six 2.5-Inch HD (224-8088)	Y	Y*
Expansion Shelf - Dell DR4100 27TB	Y	Y*
Fiber Channel DS-X9124	Y	Y*
Fiber Optic Patch Cord	Y	Y*
Fiber Optic Patch Cord	Y	Y*
Fiber Optic Patch Cord	Y	Y*
Fiber Optic Patch Cord	Y	Y*
Field Installation	Y	Y*
Field Installation Upgrade Controller Platform	Y	Y*
Firewall - Cisco Adaptive Security Device	Y	Y*
Firewall - Cisco Adaptive Security Device	Y	Y*
Flair Data Equipment	Y	Y*
Furniture - Cubicles - Admin Programming	Y	Y
Furniture - Cubicles - Admin Programming	Y	Y
Gateway - Cisco VG224 MultiPack (4)	Y	Y*
Installation	Y	Y*
Installation - IPCC	Y	Y*
Installation of F5 Balancing Appliance	Y	Y*
Installation: Fiber or Sata Drive Bay #010011-000	Y	Y*
LAN/WAN Port - Cisco Cat6500 X6748 48-Port	Y	Y*
LAN/WAN Port - Cisco Cat6500 X6816 16-Port	Y	Y*
LAN/WAN Supervisor - Cisco Cat6500 Sup 2T w/2x 10GbE	Y	Y*
LAN/WAN Supervisor - Cisco Cat6500 Sup 2T w/2x 10GbE	Y	Y*
Memory-64GB-Compellent SC8000 Control	Y	Y*
Memory-64GB-Compellent SC8000 Control	Y	Y*
Monitor - Unix	Y	Y*
NAS - Dell FS8600	Y	Y*
NAS - EMC VNX 5100	Y	Y*
NAS - Oracle ZFS Storage ZS3-2	Y	Y*
Network Equipment	Y	Y*

Table IV C: Equipment and Supplies

Network Server Rack	Y	Y*
Non-Inventory - Gateway - Cisco VG224 for MultiPack	Y	Y*
Non-Inventory - Installation	Y	Y*
Non-Inventory - License - Call Manager Device 1,000 units	Y	Y*
Non-Inventory - License - Call Manager Device 500 units	Y	Y*
Non-Inventory - Software - DEC IA System	Y	Y*
Non-Inventory - Software - Phone System	Y	Y*
Non-Inventory - Software - Phone System Upgrade	Y	Y*
Non-Inventory - Software - Wireless Lan Solution	Y	Y*
Non-Inventory - Underground Relocation Fiber/Custer/Eldc	Y	Y*
Non-Inventory - VOIP - SCC	Y	Y*
Non-Inventory - VOIP - SCC	Y	Y*
Non-Inventory - VOIP Avvid Solution	Y	Y*
Non-Inventory - VOIP Avvid Solution	Y	Y*
Non-Inventory - VOIP Bundle SCC	Y	Y*
Non-Inventory-Install-District-Wide Outdoor Camera Project	Y	Y*
Non-Inventory-Install-District-Wide Outdoor Camera Project	Y	Y*
Non-Inventory-Install-District-Wide Outdoor Camera Project	Y	Y*
Non-Inventory-Install-District-Wide Outdoor Camera Project	Y	Y*
Non-Inventory-Install-District-Wide Outdoor Camera Project	Y	Y*
Optiplex 755 (Desktop)	Y	Y*
P0000274 - Cisco Equipment @CPC from 12/18/2007	Y	Y*
P0000275 - Flair Data	Y	Y*
P0000275 - Flair Data	Y	Y*
Packet Shaper	Y	Y*
Phone - Cisco IP 7940G	Y	Y*
Phone System	Y	Y*
Phone System Upgrade	Y	Y*
Podium	Y	Y*
Pollcat Voice Management System	Y	Y*
Power Supply - 16 SCAL 16 External Start Up	Y	Y*
Power Supply - 8 SCAL 16 External Start Up	Y	Y*

Table IV C: Equipment and Supplies

Power Supply - 8 SCAL 16 External Start Up	Y	Y*
Power Supply - Cisco Hot Plug Redundant 1982043	Y	Y*
Printer - Kyocera FS-1016	Y	Y*
Printer - Laserjet	Y	Y*
Printer - Line 1200 LPM	Y	Y*
R210-2121605W-UCS C210 M2 Srvr w/1PSU, w/o CPU, me	Y	Y*
R210-2121605W-UCS C210 M2 Srvr w/1PSU, w/o CPU, me	Y	Y*
Rack - Dell 4220 42U with Doors and Side Panels	Y	Y*
Rack - Dell 4220 42U with Doors and Side Panels	Y	Y*
Rack - Sun II	Y	Y*
Rack Cabinet	Y	Y*
Radio And Telecommunication Equipment	Y	Y*
Radio And Telecommunication Equipment	Y	Y*
Radio And Telecommunication Equipment	Y	Y*
Radio And Telecommunication Equipment	Y	Y*
Radio And Telecommunication Equipment	Y	Y*
Radio And Telecommunication Equipment	Y	Y*
Radio And Telecommunication Equipment	Y	Y*
Radio And Telecommunication Equipment	Y	Y*
Router - Cisco ASR1001 System Crypto	Y	Y*
Router w/Blades	Y	Y*
SAN	Y	Y*
SAN - NetApp FAS960 Filer	Y	Y*
SAN - Upgrade to existing CPC100020/N00000513	Y	Y*
SAN - Upgrade to R-2318	Y	Y*
SAN - Xiotech 3D	Y	Y*
SAN - Xiotech Datascale Capacity Manager SATA 12.0 TB	Y	Y*
Scanner - Fujitsu fi-5750c	Y	Y*
Scanner - Fujitsu fi-5750c	Y	Y*
Scanner - Fujitsu fi-5750c	Y	Y*
Scanner - Fujitsu fi-5750c (ARO or Financial Aid)	Y	Y*
Scanner - Fujitsu fi-5750c (ARO or Financial Aid)	Y	Y*

Table IV C: Equipment and Supplies

Server - Cisco Bare Metal Rack Mount E5640	Y	Y*
Server - Cisco MCS 7800 Series	Y	Y*
Server - Cisco MCS 7800 Series	Y	Y*
Server - Cisco UCS C-Series	Y	Y*
Server - Cisco VOIP C2811-VSEC K9	Y	Y*
Server - Cisco VOIP MC5-7835-H2-RC2	Y	Y*
Server - Oracle Advanced Support Gateway	Y	Y*
Server - Oracle SPARC T4-1	Y	Y*
Server - Oracle SPARC T4-1	Y	Y*
Server - Power Edge R620	Y	Y*
Server - Power Edge R620	Y	Y*
Server - Power Edge R720	Y	Y*
Server - PowerEdge R620, Intel Xeon E-26XX v2 Proc	Y	Y*
Server - PowerEdge R620, Intel Xeon E-26XX v2 Proc	Y	Y*
Server - PowerEdge R620, Intel Xeon E-26XX v2 Proc	Y	Y*
Server - PROMO Sun SPARC Enterprise T1000	Y	Y*
Server - SPARC T3-1 SE3AA111Z	Y	Y*
Server - SPARC T3-1 SE3AA111Z	Y	Y*
Server - SPARC T3-2 SE4AD111Z	Y	Y*
Server - SPARC T4-1	Y	Y*
Server - SPARC T4-1	Y	Y*
Server - SPARC T4-1	Y	Y*
Server - SPARC T4-1	Y	Y*
Server - SPARC T4-2	Y	Y*
Server - SPARC T5-2	Y	Y*
Server - Sun Oracle Sparc T3-1	Y	Y*
Server - Sun Oracle Sparc T3-1	Y	Y*
Server - Sun Oracle Sparc T4-1	Y	Y*
Server - Sun Sparc Enterprise T5120	Y	Y*
Server - Sunfire & various other equipment	Y	Y*
Server - Sunfire T2000	Y	Y*
Server - Sunfire T2000	Y	Y*

Table IV C: Equipment and Supplies

Server - Sunfire T2000	Y	Y*
Server - SunFire V240	Y	Y*
Server - SunFire V240	Y	Y*
Server - Sunfire V250	Y	Y*
Server Blade - Dell PowerEdge 730xd	Y	Y*
Server Blade - Dell PowerEdge 730xd	Y	Y*
Server Blade - Dell PowerEdge 730xd	Y	Y*
Server Blade - Dell SCv2000 ISCSI Mini-SAS	Y	Y*
Service Agreement - Cisco SMARTnet Premium	Y	Y*
Sever - SPARC T5-2	Y	Y*
SFF - Cisco UCS C220 M3 Dual 4 Core	Y	Y*
Software - Unity 5.X-FO-17-32	Y	Y*
Storage Bay	Y	Y*
Storage Bay IV for Magnitude 3D 3X00 and 4000	Y	Y*
StorageTek Backup Library	Y	Y*
Sun/Veritas Support	Y	Y*
Switch - Big IP LTM 1600 4 GB ROHS	Y	Y*
Switch - Brocade 300 Fibre Channel	Y	Y*
Switch - Brocade 300 Fibre Channel	Y	Y*
Switch - BROCADE 6510 24P	Y	Y*
Switch - Brocade 6510 24P	Y	Y*
Switch - CAP/Sup Fiber Channel	Y	Y*
Switch - Cisco 3560 24 Port	Y	Y*
Switch - Cisco 3560 24 Port PoE	Y	Y*
Switch - Cisco 3560 24-Port	Y	Y*
Switch - Cisco 50 Port Base	Y	Y*
Switch - Cisco 9250i - 50 port	Y	Y*
Switch - Cisco 9250i 50 Port	Y	Y*
Switch - Cisco 9250i 50 port	Y	Y*
Switch - Cisco Catalyst 2960S	Y	Y*
Switch - Cisco Catalyst 2960S	Y	Y*
Switch - Cisco Catalyst 2960S	Y	Y*

Table IV C: Equipment and Supplies

Switch - Cisco Catalyst 2960S	Y	Y*
Switch - Cisco Catalyst 2960S	Y	Y*
Switch - Cisco Catalyst 2960S	Y	Y*
Switch - Cisco Catalyst 2960S	Y	Y*
Switch - Cisco Catalyst 2960S	Y	Y*
Switch - Cisco Catalyst 2960S	Y	Y*
Switch - Cisco Catalyst 2960S	Y	Y*
Switch - Cisco Catalyst 2960S	Y	Y*
Switch - Cisco Catalyst 2960S	Y	Y*
Switch - Cisco Catalyst 2960S	Y	Y*
Switch - Cisco Catalyst 2960S	Y	Y*
Switch - Cisco Catalyst 2960S	Y	Y*
Switch - Cisco Catalyst 2960S	Y	Y*
Switch - Cisco Catalyst 2960S 48 Gig	Y	Y*
Switch - Cisco Catalyst 2960S 48 Gig	Y	Y*
Switch - Cisco Catalyst 2960S 48 Gig	Y	Y*
Switch - Cisco Catalyst 2960S 48Gig	Y	Y*
Switch - Cisco Catalyst 2960-X 48 GigE PoE 740W	Y	Y*
Switch - Cisco Catalyst 2960-X 48 GigE PoE 740W	Y	Y*
Switch - Cisco Catalyst 2960-X 48 GigE PoE 740W	Y	Y*
Switch - Cisco Catalyst 2960-X 48 GigE PoE 740W	Y	Y*
Switch - Cisco Catalyst 2960-X 48 GigE PoE 740W	Y	Y*
Switch - Cisco Catalyst 3560 24 Port	Y	Y*
Switch - Cisco Catalyst 3560-48PS Ethernet	Y	Y*
Switch - Cisco Catalyst 3560-48PS Ethernet	Y	Y*
Switch - Cisco Catalyst 3560-48PS Ethernet	Y	Y*
Switch - Cisco Catalyst 3750E	Y	Y*
Switch - Cisco Catalyst 3750E	Y	Y*
Switch - Cisco Catalyst 3750E	Y	Y*
Switch - Cisco Catalyst 3750E	Y	Y*

Table IV C: Equipment and Supplies

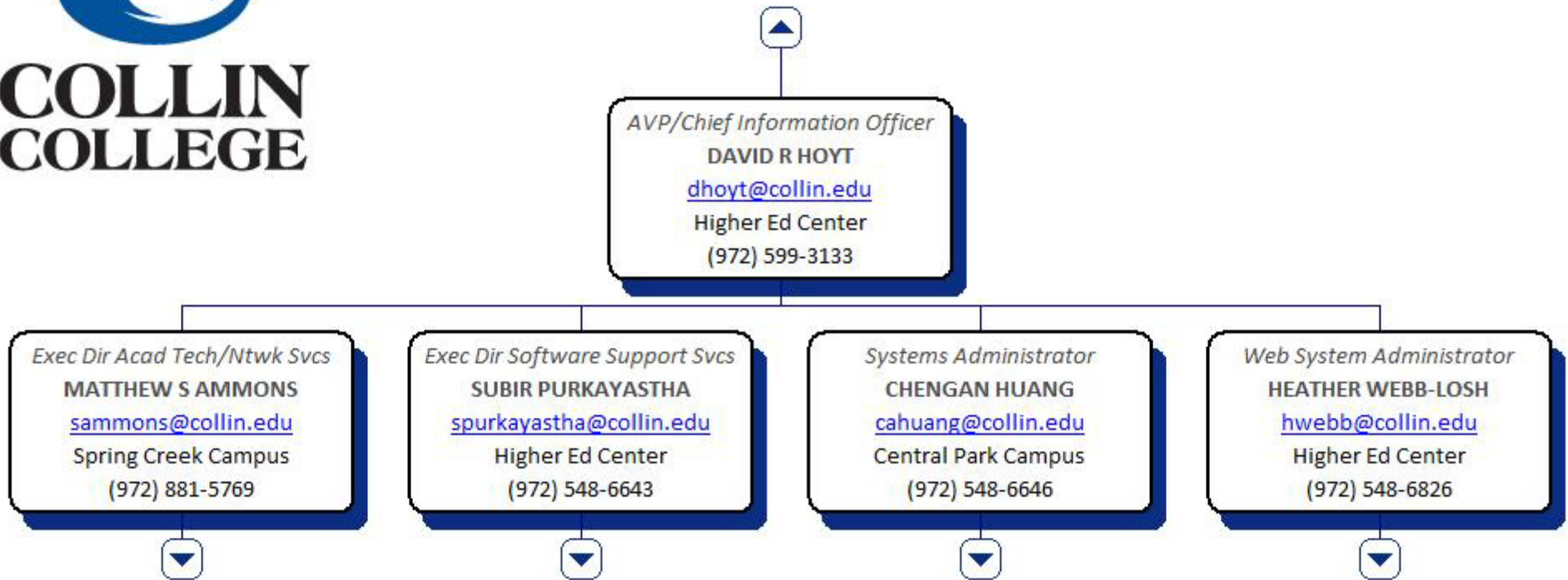
Switch - Cisco Catalyst 3750E	Y	Y*
Switch - Cisco Catalyst 3750E	Y	Y*
Switch - Cisco Fiber DS-C9222I-K9 MDS 9222i	Y	Y*
Switch - Dell N4032 Networking Port Switch	Y	Y*
Switch - Fiber	Y	Y*
Switch - Fiber	Y	Y*
Switch - Fiber	Y	Y*
Switch - Fiber 2G	Y	Y*
Switch - Fiber 2G	Y	Y*
Switch - Multilayer Fiber	Y	Y*
Switch Chassis - Cisco Catalyst C4506E	Y	Y*
Switch Chassis - Cisco Catalyst C4506E	Y	Y*
SYA16K16PXR-SYMMETRICALX 16 SCAL 16 EX START UP FOR	Y	Y*
System Upgrade	Y	Y*
T1/T3 Serial Port Adapter	Y	Y*
Tape Library	Y	Y*
Tape Library Disk Array	Y	Y*
Tape Storage - Sun StorageTek LTO3-HP4FCSL500Z	Y	Y*
TBR - Firewall - Cisco Adaptive Security Appliance 5540	Y	Y*
TBR - Server - Cisco VOIP MCS-7825-HR-IPC1	Y	Y*
TBR - Supervisor - Catalyst 4500	Y	Y*
TBR - Supervisor - Catalyst 4500	Y	Y*
Transceiver - Cisco Small Form-factor	Y	Y*
Transceiver - Cisco Small Form-factor Pluggable	Y	Y*
Transceiver - Cisco Small Form-factor Pluggable	Y	Y*
Transceiver - Cisco Small Form-factor Pluggable	Y	Y*
Transceiver - Cisco Small Form-factor Pluggable	Y	Y*
Transceiver - Cisco Small Form-factor Pluggable	Y	Y*
TV - Panasonic 65" Plasma	Y	Y*
Universal Power Supply	Y	Y*
UPS - APC Symmetra LX Uninterruptable Power Supply	Y	Y*
UPS - APC Symmetra LX Uninterruptable Power Supply	Y	Y*

Table IV C: Equipment and Supplies

UPS - Liebert Uninterruptible Power Supply	Y	Y*
UPS - Liebert Uninterruptible Power Supply	Y	Y*
UPS - MGE Galaxy 5000	Y	Y*
UPS - Rackmount	Y	Y*
UPS 20K 208V 3 PHASE	Y	Y*
UPS-APC Symmetra LX Uninterruptable Power Supply	Y	Y*
UPS-APC Symmetra LX Uninterruptable Power Supply	Y	Y*
UPS-APC Symmetra LX Uninterruptable Power Supply	Y	Y*
UPS-APC Symmetra LX Uninterruptable Supply	Y	Y*
UPS-APC Symmetra LX Uninterruptable Power Supply	Y	Y*
VAX Mainframe Alpha	Y	Y*
VAX Storage Module Control	Y	Y*
Video Con Eqp - Tanberg Camera	Y	Y*
Voice Gateway - Cisco VG224 24 Port Voice Over IP	Y	Y*
Voice Gateway - Cisco VG224 24 Port Voice Over IP	Y	Y*
Voice Gateway - Cisco VG224 24 Port Voice Over IP	Y	Y*
Wireless Controller	Y	Y*

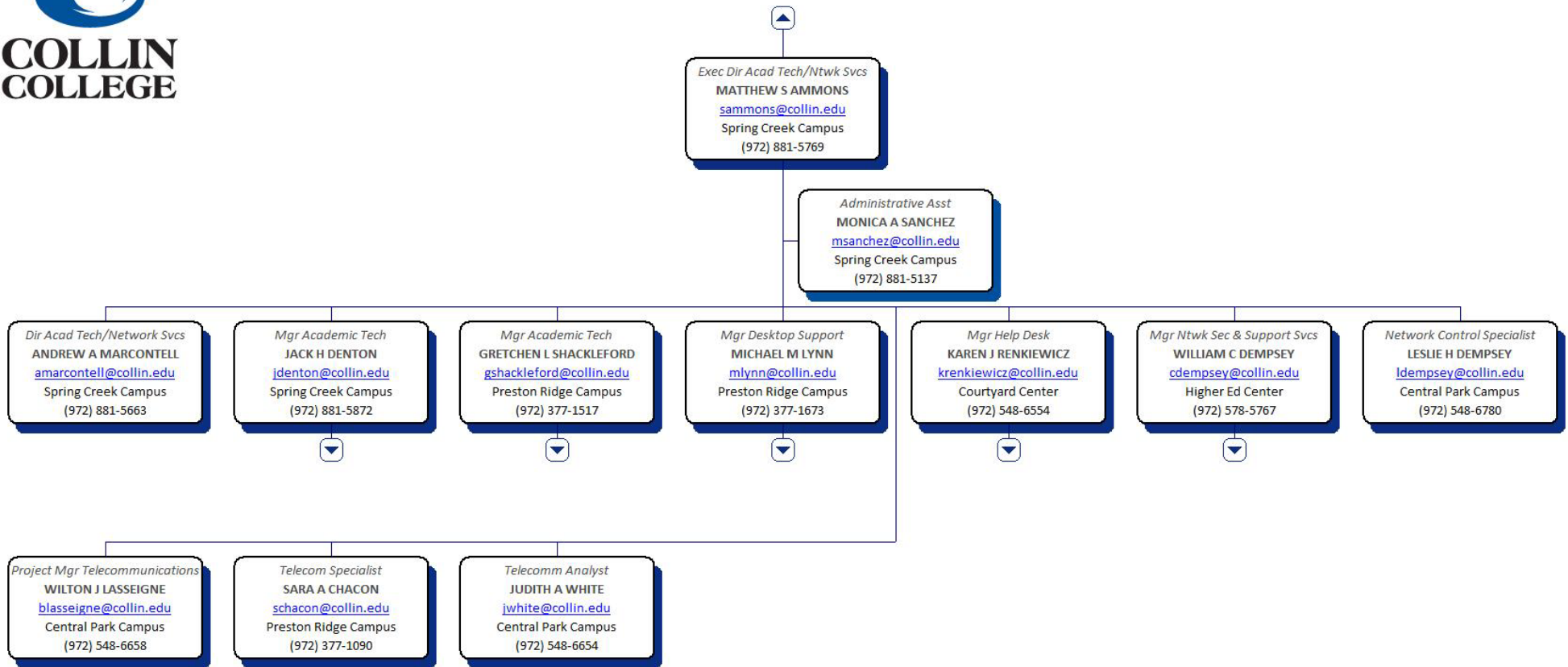


Inform. Systems Office



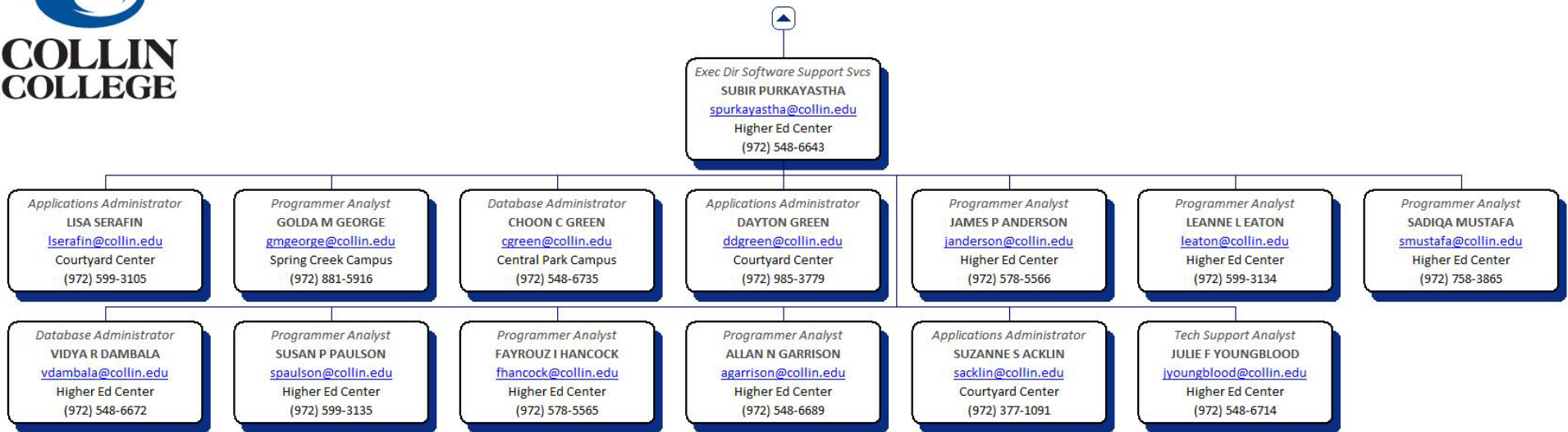


Academic Computing



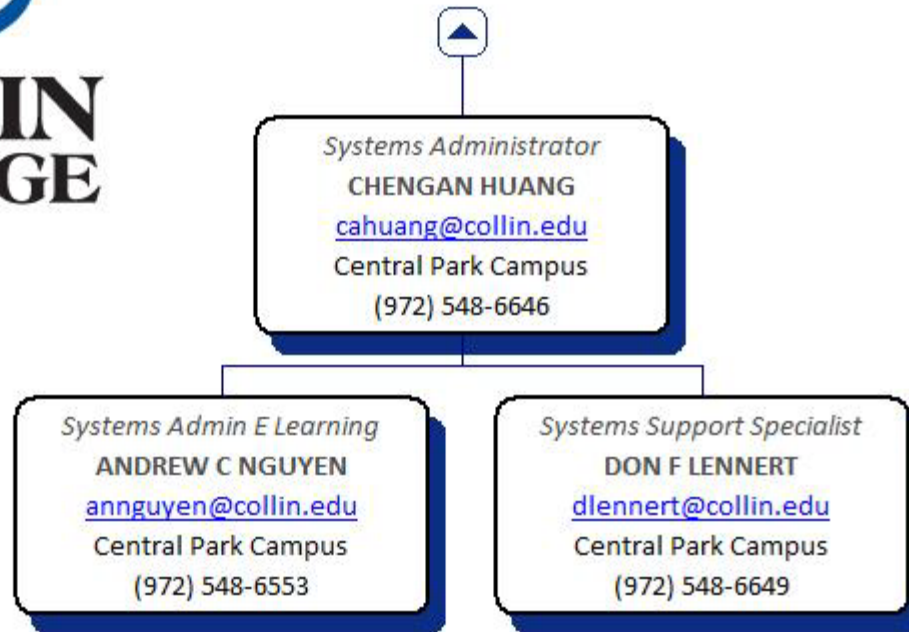


Admin Programming





Operating Systems





Web Services





e-Learning Centers

▲
Assoc Dean Distance Learning
JENNIFER B SUMMERVILLE
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Jr Instructional Designer
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Information Technology Strategic Plan 2015-2017



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Executive Summary

This Information Technology (IT) strategic plan is intended to provide Collin College with a vision and roadmap to enhance technology services while supporting the institutional strategic mission and goals. Collin College's IT strategic plan articulates the institution's technology direction for fiscal years 2015 through 2017, providing a three-year strategic and tactical direction. This plan empowers Collin's constituents and governance structures to confidently and effectively appropriate the use of technical resources and reassures leadership, administration, and staff alike that strategic initiatives and tactical objectives outlined in the strategic plan provide a fair and effective means to determine when, how, and where to apply technology resources for the greatest benefit of the institution.

Collin College's Instructional and Administrative Technology Committees have developed the elements within this plan. The strategic and tactical planning process was conducted over a two-month period where members analyzed internal and external conditions in higher education. The outcome is a plan focused on four business-driven Information Technology strategic goals with several objectives designed to achieve these goals over a three-year period.

Collin College's Mission, Philosophy, and Purpose

Institutional Mission:

“Collin County Community College District is a student and community-centered institution committed to developing skills, strengthening character, and challenging the intellect.”



Institutional Philosophy and Purpose

“Through its campuses, centers and programs Collin County Community College District fulfills its statutory charge to provide:

- Academic courses in the arts and sciences to transfer to senior institutions.
- Technical programs, leading to associate degrees or certificates, designed to develop marketable skills and promote economic development.
- Continuing adult education programs for academic, professional, occupational and cultural enhancement.
- Developmental education and literacy programs designed to improve the basic skills of students.
- A program of student development services and learning resources designed to assist individuals in achieving their educational and career goals.
- Workforce, economic, and community development initiatives designed to meet local and statewide needs.
- Other purposes as may be directed by the Collin Board of Trustees and/or the laws of the State of Texas.”

(Collin College web site: <http://www.collin.edu/aboutus/missioncorevalues.html>)

Institutional Strategic Goals 2012-2016

Collin College's Institutional Strategic Plan “Vision 2016” includes four Strategic goals that will guide the college from its current state to achieving its core mission.

1. Improve academic success by implementing strategies for completion.
2. Provide access to innovative higher education programs that prepare students for constantly changing academic, societal and career/workforce opportunities.
3. Engage faculty, students and staff in improving a district-wide culture of adherence to Collin College Core Values.
4. Enhance the College's presence in the community by increasing awareness, cultivating relationships, building partnerships and developing resources to respond to current and future needs.

Technology Mission, Vision, and Values

Mission

“Technology at Collin College provides professional and responsive services, effective support, and a reliable infrastructure integral to the advancement of the college community.”

Vision

“Technology at Collin College provides a seamless and collaborative approach to developing innovative solutions and proactively serving the college community anytime, anywhere.”

Values

- Professionalism
- Responsiveness
- Reliability
- Open communication
- Inclusiveness
- Collaboration
- Productivity
- Efficiency

Technology Goals

Collin College technology vision will be realized by achieving the following four strategic goals.

- Improve student success and completion through the use of technology.
- Improve efficiency and effectiveness through better use of technology.
- Enhance technology system redundancy and resiliency to accommodate unforeseen events
- Enhance integrated IT security presence

Strategic Alignment

Aligning the IT Strategic Goals with Collin College’s Institutional Strategic Goals is an essential component of the IT strategic planning process. The current strategic initiatives form the foundation on which the IT strategic plan was developed.

The planning process recommends an annual review of the progress toward meeting the goals and serves as a tracking mechanism for progress and adjustments as needed. Collin’s IT Technology Strategic Plan is designed to be a living document, adaptable to the continuously changing higher education environment.

Technology Goal Alignment

This grid illustrates the specific alignment of the four IT Strategic Goals with the current Institutional Strategic Goals. The placement of an “X” in the table identifies where the IT Goal supports an Institutional Goal.

Institutional Strategic Goals	<i>Goal 1: Improve academic success by implementing strategies for completion.</i>	<i>Goals 2: Provide access to innovative higher education programs that prepare students for constantly changing academic, societal and career/workforce opportunities.</i>	<i>Goal 3: Engage faculty, students and staff in improving a district-wide culture of adherence to Collin College Core Values.</i>	<i>Goal 4: Enhance the College’s presence in the community by increasing awareness, cultivating relationships, building partnerships and developing resources to respond to current and future needs.</i>
Information Technology Goals				
1. Improve student success through the use of technology.	X	X	X	
2. Improve efficiency and effectiveness through better use of technology.		X	X	X
3. Enhance technology system’s redundancy and resiliency to accommodate unforeseen events	X		X	
4. Enhance integrated IT security presence		X		X

Technology Strategic Plan

The following Technology Strategic Plan Implementation Grids contain information to assist institutional departments and information technology in achieving their goals and ultimately realizing their vision. Institutional departments and business functions will develop tactical and actionable plans that are aligned with this technology strategic plan to ensure the realization of each goal.

The following elements are included in the Implementation Grid

- **Strategic Goal Alignment:** Specific alignment of each IT Strategic Goal with the current strategic goals of the institution.
- **Goal:** Each of the four technology goals set by this plan for 2015 - 2017.
- **Key Performance Indicators:** Completion characteristics or milestones of progress for each goal.
- **Objectives:** Those projects that must be accomplished to successfully achieve the specified goal.
- **Sponsor:** The individual(s) who would monitor progress on each goal, serving as a point person or reference when discussing goal and objective definitions and meanings.
- **Responsible Party (Owners):** Individuals, departments, or governance groups that have responsibility for each of the objectives. Typically it will be the responsibility of these individuals or groups to develop the annual tactical work plans and appropriate budget requests for each of the assigned objectives as well as project plans. Where multiple owners are listed, the first individual or group listed has primary responsibility for ensuring the implementation of the objective.
- **FY (Fiscal Year):** Indicates the implementation timeline for each strategy. An "X" placed in any single FY column indicates activity on, or completion of that task in that year. The appearance of X's in multiple FY columns indicates multi-year efforts.
- **Progress:** Tracking column for each objective to be updated as the implementation of the objectives occurs. This is used primarily during IT Strategic Plan refresh activities.

The strategic goals, key performance indicators, and tactical objectives included in this technology plan are dynamic and should be evaluated and refreshed annually and adjusted continuously throughout the life of the plan.

Strategic Goal Alignment: 1, 2, 3						
1-Improve academic success, 2- Improve higher education programs, 3-Engage community in core values						
Goal 1: Improve student success through the use of technology.						
Strategic Goal Dependencies: 1.4 Enhanced data, 1.1 Student completion levels increase, 1.3 Student preparedness						
Key Performance Indicator(s): executive information system in use by VPPs and Deans, student completion is increased						
Sponsors: David Hoyt, Tom Martin, Alicia Huppe						
PRIMARY OBJECTIVES	SUPPORTING OBJECTIVES	RESPONSIBLE PARTY	FY 15	FY 16	FY 17	PROGRESS
1.1 Obtain and implement an executive information system (EIS)		Leadership Team	X	X	X	
	1.1.1 After budget approval for an executive information system, develop an RFP for an EIS and select the system	Institutional Research, IT	X	X	X	
	1.1.2 Hire support staff for EIS	Institutional Research, IT	X	X	X	
	1.1.3 Implement EIS	Institutional Research, IT		X	X	
	1.1.4 Train users and support staff on EIS	eLC		X	X	
1.2 Create an early alert system that allows faculty to identify at-risk students		QEP Team , Student Development	X	X	X	

Goal 1: Improve student success through the use of technology. (continued)						
PRIMARY OBJECTIVES	SUPPORTING OBJECTIVES	RESPONSIBLE PARTY	FY 15	FY 16	FY 17	PROGRESS
	1.2.1 Determine approach to provide early alerts to faculty	QEP Team, Student Development, Academic Affairs, IT	X			
	1.2.2 Present approach to Administrative Technology Committee	QEP Team, Student Development	X			
	1.2.3 If additional funding is needed, present budget request	QEP Team, Student Development	X			
	1.2.4 If funding is approved, develop RFP for a solution	QEP Team, Student Development	X	X		
	1.2.5 Implement approach	QEP Team, Student Development, Academic Affairs, IT		X	X	
1.3 Implement portfolio system for awarding credit to students who successfully demonstrate appropriate outcomes obtained through experience		Student Development, Academic Affairs, IT	X	X	X	

Goal 1: Improve student success through the use of technology. (continued)						
PRIMARY OBJECTIVES	SUPPORTING OBJECTIVES	RESPONSIBLE PARTY	FY 15	FY 16	FY 17	PROGRESS
	1.3.1 Pilot OrgSync and report results to the Administrative Technology Committee	Student Development, Academic Affairs, IT	X			
	1.3.2 Implement based on results of pilot	Student Development, Academic Affairs, IT		X	X	
1.4 Develop a system that requires orientation prior to registration		Student Development, IT	X	X	X	
	1.4.1 Pilot Kimivo and report results to the Administrative Technology Committee	Student Development, IT	X			
	1.4.2 Implement based on results of pilot	Student Development, Academic Affairs, IT		X	X	

Strategic Goal Alignment: 2, 3, 4 (2- Improve higher education programs, 3-Engage community in core values, 4- Enhance presence in community)						
Goal 2: Improve efficiency and effectiveness through better use of technology.						
Strategic Goal Dependencies: 2.2 Integrated pathways between Credit and CE, 4.2 New partnerships and collaborative efforts with community agencies						
Key Performance Indicator(s): Web-based access to more college resources, multiple workflows implemented, pathways between Credit and CE courses for student success						
Sponsor: Shane Ammons, Andrew Marcontell, Steve Hardy, Subir Purkayastha						
PRIMARY OBJECTIVES	SUPPORTING OBJECTIVES	RESPONSIBLE PARTY	FY 15	FY 16	FY 17	PROGRESS
2.1 Implement new technology infrastructure to improve efficiency and effectiveness		IT Leadership	X	X	X	
	2.1.1 Finalize migration to Microsoft Active Directory	IT Leadership	X			
	2.1.2 Augment off-campus network accessibility through SharePoint	IT		X		
	2.1.3 Investigate other technology to improve efficiency and effectiveness under the new technology infrastructure	IT Leadership, Administrative Technology Committee		X	X	

Goal 2: Improve efficiency and effectiveness through better use of technology. (continued)						
PRIMARY OBJECTIVES	SUPPORTING OBJECTIVES	RESPONSIBLE PARTY	FY 15	FY 16	FY 17	PROGRESS
2.2 Workflow Implementation (reimplementation)		IT	X	X	X	
	2.2.1 Review pilot workflows in SharePoint	Administrative Technology Committee	X			
	2.2.2 Determine workflow system for the College	Administrative Technology Committee	X	X	X	
	2.2.3 Workflow training (Technical)	IT Leadership	X	X	X	
	2.2.4 Workflow training (end user)	IT Leadership, Administrative Services		X	X	
2.3 Explore virtual desktop environments to more effectively provide instruction and administrative functions		IT Leadership		X	X	
	2.3.1 Determine appropriate virtual desktop environment to pilot	IT Leadership		X		
	2.3.2 Budget for pilot of a virtual desktop environment	IT Leadership		X		
	2.3.3 Implement pilot of a virtual desktop environment	IT			X	

Goal 2: Improve efficiency and effectiveness through better use of technology. (continued)						
PRIMARY OBJECTIVES	SUPPORTING OBJECTIVES	RESPONSIBLE PARTY	FY 15	FY 16	FY 17	PROGRESS
2.4 Provide more enrollment opportunities for CE students to take credit courses as well as credit students to take CE courses, providing students with a job-centered education		CE and Workforce Development, Business and Computer Science, IT	X	X	X	
	2.4.1 If budget approved, implement new Continuing Education system	CEWD, IT	X			
	2.4.2 As new CE system is implemented, investigate ways to inform students of credit options	CEWD, IT	X	X		
	2.4.3 Explore interfaces with Banner that streamline opportunities for credit students to take CE courses	CEWD, ARO, IT	X	X	X	
2.5 Investigate technology needed for an alumni program		Foundation, IT	X	X		

Strategic Goal Alignment: 1, 3 (1-Improve academic success, 3-Engage community in core values)						
Goal 3: Enhance technology system’s redundancy and resiliency to accommodate unforeseen events.						
Strategic Goal Dependencies: 3.1 Managing high volume activities						
Key Performance Indicator(s): Blackboard and Banner can be recovered in a 15 minute time period,						
Sponsor: David Hoyt, Shane Ammons, Andrew Marcontell, Subir Purkayastha						
PRIMARY OBJECTIVES	SUPPORTING OBJECTIVES	RESPONSIBLE PARTY	FY 15	FY 16	FY 17	PROGRESS
3.1 Enhance data storage to keep pace with emerging technology trends and demands		IT Leadership	X			
	3.1.1 Implement Blackboard and Banner storage system and backup storage system	IT Leadership	X			
3.2 Expand system access through enhanced network services		IT Leadership		X		
	3.2.1 Optimize network redundancy to critical systems for external/off campus access	IT Leadership		X		
	3.2.2 Upgrade Internet connections to allow for up to 1GB at both PRC and CPC	IT Leadership	X			

Goal 3: Enhance technology system's redundancy and resiliency to accommodate unforeseen events. (continued)						
PRIMARY OBJECTIVES	SUPPORTING OBJECTIVES	RESPONSIBLE PARTY	FY 15	FY 16	FY 17	PROGRESS
3.3 Investigate faculty/staff communication alternatives for email		Administrative Technology Committee, IT	X			
	3.3.1. Research hosted and on site email solutions and their integration with third party communication platforms	IT, Administrative Technology Committee	X			
	3.3.2 Estimate cost to migrate faculty/staff email	IT	X			
	3.3.3 Implement recommended and approved communication solution	IT	X			
3.4 Investigate faculty/staff communication alternatives for telephony		Administrative Technology Committee, IT	X	X		
	3.4.1. Research hosted and on site call center related solutions	IT, Administrative Technology Committee	X			
	3.4.2 If budget approved, implement chosen solution	Designated department(s)		X		

Strategic Goal Alignment: 2, 4

(2- Improve higher education programs, 4- Enhance presence in community)

Goal 4: Enhance integrated IT security presence

Strategic Goal Dependencies: 2.5 Partnerships with local ISD's, 2.9 Developing a campus in Farmersville, 2.10 Developing a campus in Celina, 4.2 New partnerships and collaborative efforts with community agencies.

Key Performance Indicator(s): Identifiable improvements in network security, identifiable improvements in database security, federated identities in place with external entities

Sponsor: David Hoyt, Shane Ammons, Andrew Marcontell, Subir Purkayastha

PRIMARY OBJECTIVES	SUPPORTING OBJECTIVES	RESPONSIBLE PARTY	F Y 1 5	FY 16	FY 17	PROGRESS
4.1 Review technology security processes and procedures		IT Leadership	X	X	X	
	4.1.1 Annually review technology security environment	IT Leadership	X	X	X	
	4.1.2 Recommend security adjustments to leadership	Administrative Technology Committee, Instructional Technology Committee	X	X	X	
4.2 Enhance and monitor Banner and Blackboard database security		Administrative Software Support Services	X	X	X	

	4.2.1 Review and implement process and procedural changes to enhance database	Administrative Software Support Services	X	X	X	
	4.2.2 Budget for additional hardware and software needed to enhance Banner and Blackboard database security (Oracle Advanced Security, Oracle Audit Vault and Database Firewall, Oracle Advanced Security Option)	Administrative Software Support Services	X	X	X	
	4.2.3 If funded, purchase and implement hardware and software needed to enhance Banner and Blackboard database security	Administrative Software Support Services	X	X	X	
4.3 Explore security solutions with academic partners		Academic Affairs, IT Leadership	X	X	X	
	4.3.1 Explore federated identities with academic partners	Academic Affairs, IT Leadership	X	X	X	
	4.3.2 Establish credential management practices in collaboration with partners	IT Leadership	X	X		

Appendix A – Collin College Technology Support Infrastructure

The Information Technology Division is comprised of Academic Computing, Administrative Software Support Services, Help Desk, Media Services, Networking, Operating Systems, Telecommunications and Web Services.

The College core administrative application is Ellucian's Banner system. There are many peripheral applications connected to Banner including the College's portal (Luminis), SciQuest for Purchasing, Appworx for job scheduling and Argos for reporting.

The Information Technology division provides technical support to faculty and staff through the College's Help Desk. The College also uses Ellucian for its Student Technical Support that runs 24/7.

The eCollin Learning Center is under the umbrella of Academic Outreach. The eLC supports students, faculty and staff in their use of technology. They provide online resources for students, provide hands on support and classes for faculty members needing support on technology in instruction and provide classes for staff on many systems used within the College.

Collin College's Instructional and Administrative Technology Committees have a charge to encourage and explore software solutions that solve administrative and instructional challenges. The goal of these solutions is to provide an efficient, more productive and user friendly interface for the College's faculty and staff. These committees are also a vehicle for communication of technology changes to the College community.

Academic Technology and Networking Services

Instructional Software Requirements

(FOR USE IN LABS ONLY)

The form will be used to verify that the software and services you will require in the forthcoming semester are available. Please fill this form out completely or it could delay your request.

Course Title:	
Course Number:	Originator:
Software Packages (Including Version #s)	
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	

Please complete the following information regarding each section:

Instructor Name	Campus	Room #	# of License w/ 1 instructor & podium

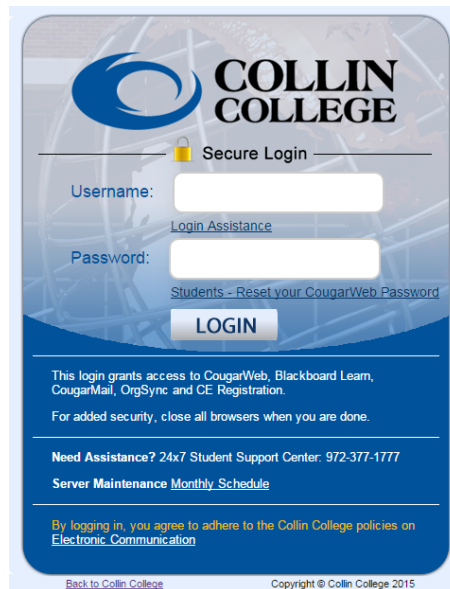
Chair's Signature

Dean's Signature

CougarWeb is a web-based portal system connecting students and employees with vital college information. CougarWeb recognizes users based on their roles as students, faculty, or employees and delivers role based content. It also reduces the need for multiple usernames and passwords for essential Collin systems, such as registration, financial aid, human resources, CougarMart, OrgSynch, and Blackboard.

A Collin network account is required in order to be able to access CougarWeb. Full-time employees will be given their username and initial password at their orientation. Human Resources will notify the Help Desk if the employee is a rehire so that their previous account can be reactivated. Employees should also notify Human Resources if they are a currently registered student.

The employee will be able to immediately access the home and library tabs. My Workplace (and Faculty tab, if applicable) will be available within three to five days. The employee's cost center manager may request access to the Finance tab for budget and purchasing functions by contacting the Business Office.



The image shows a screenshot of the Collin College Secure Login page. At the top left is the Collin College logo, a blue circle with a white swoosh. To its right is the text "COLLIN COLLEGE". Below the logo and name is a "Secure Login" section with a yellow padlock icon. It contains two input fields: "Username:" and "Password:". Below the password field are two links: "Login Assistance" and "Students - Reset your CougarWeb Password". A blue "LOGIN" button is centered below the fields. Below the button, there is a paragraph of text: "This login grants access to CougarWeb, Blackboard Learn, CougarMail, OrgSynch and CE Registration. For added security, close all browsers when you are done." Below this is another line of text: "Need Assistance? 24x7 Student Support Center: 972-377-1777" and a link "Server Maintenance Monthly Schedule". At the bottom, there is a small disclaimer: "By logging in, you agree to adhere to the Collin College policies on Electronic Communication". At the very bottom, there are two small links: "Back to Collin College" and "Copyright © Collin College 2015".

Login at <https://cougarweb.collin.edu> using your Collin Network username and password.

Features for all CougarWeb users:

- Sign on with one username and password. No more forgotten passwords or multiple sign-ons to many Collin systems.
- 24/7 access from any web browser
- Information organized on tabs based on roles

Home

- CougarAlert Notifications in the event of an emergency
- Quick access to Employment Details (Employees), Personal Information (All Users) and Registration Tools (Students)
- Faculty and Employees have access to Office 365, email, from any location
- Students have access to CougarMail

My Workplace (Employee Information)

- View pay stub information, W2 forms and benefits information
- Access CougarHR and other Human Resources information
- Access college policies, procedures, calendars and forms
- Crisis Response Center

My Workplace -> Finance

- Access to CougarMart
- View requisitions and purchase order status
- Shows expenditures and budget status
- Access to other Finance tools

My Workplace -> Professional Development

- Access to Lynda.com; an online training library offering thousands of courses
- Collin training
- Access to other Professional Development opportunities

My Workplace -> Reporting

- Enrollment and Historical reports

Faculty

- Access to class rosters
- Certify rosters and submit grades
- Email your class
- Access to Blackboard
- Access to Faculty Resources

Library

- Access to Faculty and Student Resources
- Online Resources
- Library Workshop & Event Calendar

Student

- Registration Tools
- Account Balance and Summary
- Financial Aid Information
- Mandatory Training and Hold Information
- Safety and Wellness Information

My Courses (Student Information)

- Student access to Blackboard
- Access to OrgSynch
- Access to Student Support and Services
- Testing Center Information

MEDIA SERVICES

Media Services are provided at each campus location to support the instructional programs of the college. This includes the delivery and maintenance of a variety of audio/visual equipment, instruction on the use of the various teaching aids, and the new high-tech podiums.

Please note that equipment availability is limited. Reservations are made on a **first come, first serve basis** - early requests will prevent disappointment. If you are unable to use services that you have scheduled, early cancellation is appreciated.

Phone calls are accepted, but an e-mail is required before conformation is guaranteed.

Please do not remove equipment from neighboring classrooms. Other professors may lack the equipment they have requested. Let us know if you have a non-functioning unit or the equipment is missing from your classroom. We can deliver a replacement unit, as surplus is usually available. Moving equipment also outdates inventory location and limits the justification for replacement purchases.

CONFIRMATION: After your request is scheduled, you will receive a confirming e-mail at your collin.edu address.

CHANGES: If you need to make any changes to your booking, report this to Media Services as soon as possible. If you should move from one room to another, or do not need the equipment on a particular day, let us know with a phone call and follow up with an e-mail.

FINALS WEEK: Semester bookings **DO NOT** include the week of finals since the class times and days differ from the regular semester. Make these bookings by adding the specific dates in your e-mail.

FACULTY AND STAFF REQUEST: Media Services accepts e-mail requests from faculty and staff **only**. Students cannot make equipment, classroom, meeting, or conference event requests.

CONFERENCE CENTER: All Conference Center media requests come directly to us from the Facilities Scheduling office.

IDENTIFICATION: Faculty and staff who request equipment at the Media Services counter for on or off campus use require identification and the completion of a Media Services Equipment Check-Out Form.

SCHEDULING: To schedule these services, send an e-mail to the appropriate campus giving us 24-hour notice and state the following information.

SCC_Media@collin.edu	Office ext.... 5935
CPC_Media@collin.edu	Office ext.... 6871
CYC_Media@collin.edu	Office ext.... 3855
PRC_Media@collin.edu	Office ext.... 1577

- Your name and contact information
- Equipment needed
- Room number/Location
- Start time
- End time
- Date/Semester term/Any repeat days

Faculty Technology Survey Issues

Classroom Technology		
Number	Issue	Response
16	Faculty thaw space on podiums	Completed
12	Blackboard is slow/goes down	Investigating issues as they arise, will engage an Oracle consultant to review database configuration
10	Updating our own PC's	Completed
7	BYOD wireless support	Still need discussion on approach. Did not make the last CoW meeting agenda
3	Elmos in all classrooms	Will discuss at Instructional Tech
2	Flash player issues	
2	Move to Canvas	Committee in process of creating RFP
2	Remove IE/change to Firefox	
1	Blackboard course shell size	Training on cleaning up courses before copying them is needed by eLC
1	Blackboard slow between 1 am and 5 am	Blackboard backups run during this time that could cause some slowness.
1	Check B108/B110	Remind faculty to call the number on the podium when issues arise
1	Check LH 105, LH116 & LH177 issues with Word	Remind faculty to call the number on the podium when issues arise
1	Check LH 148 for slowness	Remind faculty to call the number on the podium when issues arise
1	check podium in LH240 at PRC	Remind faculty to call the number on the podium when issues arise
1	Math classrooms need current Aobe - E204, LA-238 at CPC	Remind faculty to call the number on the podium when issues arise
1	Network drives	ATNS is still working to resolve the issue
1	Podium Internet or sounds issues at CPC	Remind faculty to call the number on the podium when issues arise
1	Requesting student screen capturing application in B227 be in K208	remind faculty of the process to request software
1	Smart boards for accounting?	remind faculty of the process to request hardware
1	split screens for learning catalytics	
1	Tips and tricks for students on using tech.	eLC is creating short video tips and tricks for students
1	Who to call for what?	provide better communication to faculty
1	Youtube videos imbedded in Blackboard?	eLC to create
Podium and Classroom Issues		
Number	Issue	Response
10	Training on features and functions	Sheri Eadie sent out a Lynda.com reminder on available Outlook/Office 365 classes
6	Emailing your class	I sent out directions on emailing your class to all faculty
3	Off campus access to network Drives	ATNS is working on providing a solution. Hope to have it in place by the end of October

Faculty Technology Survey Issues

2	Conversation Mode	Sending out Lynda.com training snippet on Conversation mode
2	Organizing folders	Sheri Eadie and Heather will send out training snippets from Lynda.com
1	Explain Outlook on the podium issues	
1	Importing Address Books	Sheri Eadie and Heather will send out training snippets from Lynda.com
1	Password Synchronization	ATNS is working on providing a solution. Hope to have it in place by the end of November
1	Read Receipts	
1	Sending to campus distribution lists	IT Reminders email was sent

Outlook/Office 365

Number	Issue	Response
4	Podiums standards or instructions	IT will work through the budget process to standardize all podiums in the District
2	Dial other numbers from the classrooms	Completed
2	Help info attached to the podium	Will discuss at Instructional Technology
1	Chrome on podiums	Will discuss at Instructional Technology
1	Elmo training	Will discuss at Instructional Technology
1	Issues with remotes crossing rooms and causing issues	Remind faculty to call the number on the podium when issues arise
1	Lights on podiums	Will discuss at Instructional Technology
1	Project from ipads	Investigating solutions
1	Quality check the podiums before the semester starts	This is done each semester before classes begin

Anything Else?

Number	Issue	Response
7	Better communication (lost bookmarks, Frontpage, what is coming)	IT will work to communicate more clearly and in a more timely fashion
2	Cell phone coverage at SCC	Investigating solutions
2	Dreamweaver help/no frontpage	Implementing OmniUpdate for faculty
2	installing Ad blockers (D118 and L254)	Will discuss at Instructional Technology
2	PC upgrade in office	remind faculty of the process to request hardware upgrades
2	Support staff more Mac aware	Staff
1	Faculty training on course maintenance (proper method to copy a course for the next semester)	Passed on to eLC
1	Fix computer in PRC J157	Remind faculty to call the number on the podium when issues arise
1	Follow up with Bob Benevides	Done
1	Make sure everything works when fixing PC problems	It has always been our goal to fix the problems the first time.

Faculty Technology Survey Issues

1	One Drive information	Sheri Eadie sent out a Lynda.com reminder on available Outlook/Office 365 classes
1	Sync CougarHR with Outlook	CougarHR is changing. We will see what features the new system will provide.

ECAR Study of Undergraduate Students and Technology, 2013

Collin College Benchmarking Report

1.1. Age.	Collin College	AA institutions	All US institutions
18-24	158	8639	76427
	33.6%	47.6%	76.2%
25+	312	9509	23879
	66.4%	52.4%	23.8%
Total	470	18148	100306
	100.0%	100.0%	100.0%

1.2. Class standing	Collin College	AA institutions	All US institutions
Freshman or first-year student	150	5570	24873
	31.9%	30.7%	24.8%
Sophomore or second-year student	211	7144	23034
	44.9%	39.4%	23.0%
Junior or third-year student	49	2522	23269
	10.4%	13.9%	23.2%
Senior or fourth-year student	11	1000	24141
	2.3%	5.5%	24.1%
Other type of undergraduate student	49	1912	4989
	10.4%	10.5%	5.0%
Total	470	18148	100306
	100.0%	100.0%	100.0%

2.1a. Own: Laptop	Collin College	AA institutions	All US institutions
No, and I don't plan to purchase one	30	1408	3629
	6.4%	7.8%	3.6%
No, but I plan to purchase one	20	1442	3372
	4.3%	7.9%	3.4%
Yes, I currently own one	420	15298	93305
	89.4%	84.3%	93.0%
Total	470	18148	100306
	100.0%	100.0%	100.0%

2.1b. Own: Tablet or iPad	Collin College	AA institutions	All US institutions
No, and I don't plan to purchase one	190	9083	56768
	40.4%	50.0%	56.6%
No, but I plan to purchase one	80	3110	14259
	17.0%	17.1%	14.2%
Yes, I currently own one	200	5955	29279
	42.6%	32.8%	29.2%
Total	470	18148	100306
	100.0%	100.0%	100.0%

2.1c. Own: Smartphone	Collin College	AA institutions	All US institutions
No, and I don't plan to purchase one	63	3352	16657
	13.4%	18.5%	16.6%
No, but I plan to purchase one	22	1462	7041

	4.7%	8.1%	7.0%
Yes, I currently own one	385	13334	76608
	81.9%	73.5%	76.4%
Total	470	18148	100306
	100.0%	100.0%	100.0%

2.1d. Own: Dedicated e-reader	Collin College	AA institutions	All US institutions
No, and I don't plan to purchase one	321	13837	78438
	68.3%	76.2%	78.2%
No, but I plan to purchase one	31	1114	4403
	6.6%	6.1%	4.4%
Yes, I currently own one	118	3197	17465
	25.1%	17.6%	17.4%
Total	470	18148	100306
	100.0%	100.0%	100.0%

2.1e. Own: Desktop computer	Collin College	AA institutions	All US institutions
No, and I don't plan to purchase one	164	7181	61109
	34.9%	39.6%	60.9%
No, but I plan to purchase one	22	989	4335
	4.7%	5.4%	4.3%
Yes, I currently own one	284	9978	34862
	60.4%	55.0%	34.8%
Total	470	18148	100306
	100.0%	100.0%	100.0%

2.2a. OS/type: Laptop	Collin College	AA institutions	All US institutions
Windows	328	12585	62357
	78.1%	82.3%	66.9%
Mac	88	2356	29272
	21.0%	15.4%	31.4%
Linux	2	137	875
	0.5%	0.9%	0.9%
Other	2	119	473
	0.5%	0.8%	0.5%
Don't know	0	89	265
	0.0%	0.6%	0.3%
Total	420	15286	93242
	100.0%	100.0%	100.0%

2.2b. OS/type: Tablet or iPad	Collin College	AA institutions	All US institutions
iOS (iPad)	115	1785	10827
	57.5%	52.0%	61.1%
Windows OS	9	222	888
	4.5%	6.5%	5.0%
Android OS	61	1087	4668
	30.5%	31.7%	26.4%
BlackBerry OS	0	17	81
	0.0%	0.5%	0.5%
web OS	2	32	125
	1.0%	0.9%	0.7%
Other OS	3	66	302
	1.5%	1.9%	1.7%
Don't know	10	221	823
	5.0%	6.4%	4.6%
Total	200	3430	17714
	100.0%	100.0%	100.0%

2.2b. OS/type: Tablet or iPad (no Android OS option*)	Collin College	AA institutions	All US institutions
	0	1366	7080

iOS (iPad)	0	54.4%	61.5%
Windows OS	0	279	974
	0	11.1%	8.5%
BlackBerry OS	0	16	66
	0	0.6%	0.6%
web OS	0	57	212
	0	2.3%	1.8%
Other OS	0	474	2089
	0	18.9%	18.2%
Don't know	0	319	1087
	0	12.7%	9.4%
Total	0	2511	11508
	0	100.0%	100.0%

* Note: Question 2.2b originally appeared without an "Android OS" option.
Early respondents saw this version of the question.

2.2c. OS/type: Smartphone	Collin College	AA institutions	All US institutions
iPhone	199	5753	41470
	51.8%	43.2%	54.2%
Android phone	172	6826	31424
	44.8%	51.3%	41.1%
Windows phone	5	207	1239
	1.3%	1.6%	1.6%
BlackBerry phone	3	198	1211
	0.8%	1.5%	1.6%
Other smartphone	5	283	988
	1.3%	2.1%	1.3%
Don't know	0	42	155
	0.0%	0.3%	0.2%
Total	384	13309	76487
	100.0%	100.0%	100.0%

2.2d. OS/type: Dedicated e-reader	Collin College	AA institutions	All US institutions
Kindle	78	1998	11821
	66.1%	62.6%	67.8%
Nook	28	871	4272
	23.7%	27.3%	24.5%
Sony Reader	1	67	313
	0.8%	2.1%	1.8%
Other dedicated e-reader	9	212	845
	7.6%	6.6%	4.8%
Don't know	2	42	179
	1.7%	1.3%	1.0%
Total	118	3190	17430
	100.0%	100.0%	100.0%

2.2e. OS/type: Desktop computer	Collin College	AA institutions	All US institutions
Windows	234	8772	30218
	82.7%	88.1%	86.9%
Mac	38	907	3581
	13.4%	9.1%	10.3%
Linux	7	154	676
	2.5%	1.5%	1.9%
Other	3	62	163
	1.1%	0.6%	0.5%
Don't know	1	61	153
	0.4%	0.6%	0.4%
Total	283	9956	34791
	100.0%	100.0%	100.0%

2.3a. Use: Laptop	Collin College	AA institutions	All US institutions
Haven't used in the past year	24 5.2%	1228 6.8%	2773 2.8%
Use for academic and other purposes	408 87.7%	15208 84.4%	91921 91.9%
Use for academic purposes only	22 4.7%	1059 5.9%	3824 3.8%
Use for other purposes only	11 2.4%	529 2.9%	1506 1.5%
Total	465 100.0%	18024 100.0%	100024 100.0%

2.3b. Use: Tablet or iPad	Collin College	AA institutions	All US institutions
Haven't used in the past year	193 42.5%	8735 50.3%	47218 48.5%
Use for academic and other purposes	168 37.0%	5663 32.6%	32432 33.3%
Use for academic purposes only	6 1.3%	312 1.8%	1930 2.0%
Use for other purposes only	87 19.2%	2648 15.3%	15773 16.2%
Total	454 100.0%	17358 100.0%	97353 100.0%

2.3c. Use: Smartphone	Collin College	AA institutions	All US institutions
Haven't used in the past year	64 14.0%	3493 19.8%	16606 16.8%
Use for academic and other purposes	279 61.1%	9546 54.1%	60491 61.3%
Use for academic purposes only	0 0.0%	124 0.7%	598 0.6%
Use for other purposes only	114 24.9%	4492 25.4%	20933 21.2%
Total	457 100.0%	17655 100.0%	98628 100.0%

2.3d. Use: Dedicated e-reader	Collin College	AA institutions	All US institutions
Haven't used in the past year	292 64.9%	12535 73.6%	69797 72.6%
Use for academic and other purposes	77 17.1%	2005 11.8%	12376 12.9%
Use for academic purposes only	5 1.1%	389 2.3%	2538 2.6%
Use for other purposes only	76 16.9%	2092 12.3%	11409 11.9%
Total	450 100.0%	17021 100.0%	96120 100.0%

2.3e. Use: Desktop computer	Collin College	AA institutions	All US institutions
Haven't used in the past year	124 27.3%	5164 29.3%	35334 36.3%
Use for academic and other purposes	273 60.1%	9728 55.2%	43838 45.0%
Use for academic purposes only	30 6.6%	1552 8.8%	12161 12.5%
Use for other purposes only	27 5.9%	1178 6.7%	6138 6.3%
Total	454 100.0%	17622 100.0%	97471 100.0%

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2.4a. Academic success: Laptop	Collin College	AA institutions	All US institutions
N/A; Don't use the device	26 5.6%	1190 6.6%	2827 2.8%
Not at all important	6 1.3%	236 1.3%	691 0.7%
Not very important	16 3.4%	487 2.7%	1727 1.7%
Moderately important	31 6.6%	1452 8.0%	5602 5.6%
Very important	71 15.2%	3169 17.6%	16930 16.9%
Extremely important	318 67.9%	11509 63.8%	72230 72.2%
Total	468 100.0%	18043 100.0%	100007 100.0%

2.4b. Academic success: Tablet or iPad	Collin College	AA institutions	All US institutions
N/A; Don't use the device	196 42.6%	8532 48.6%	50098 51.1%
Not at all important	38 8.3%	1309 7.5%	7811 8.0%
Not very important	49 10.7%	2155 12.3%	13104 13.4%
Moderately important	78 17.0%	2383 13.6%	12883 13.1%
Very important	35 7.6%	1467 8.4%	7070 7.2%
Extremely important	64 13.9%	1699 9.7%	7107 7.2%
Total	460 100.0%	17545 100.0%	98073 100.0%

2.4c. Academic success: Smartphone	Collin College	AA institutions	All US institutions
N/A; Don't use the device	74 16.0%	3593 20.2%	17880 18.1%
Not at all important	49 10.6%	1648 9.3%	7686 7.8%
Not very important	71 15.4%	2899 16.3%	18190 18.4%
Moderately important	105 22.7%	3740 21.0%	23029 23.3%
Very important	56 12.1%	2230 12.5%	13515 13.7%
Extremely important	107 23.2%	3667 20.6%	18707 18.9%
Total	462 100.0%	17777 100.0%	99007 100.0%

2.4d. Academic success: Dedicated e-reader	Collin College	AA institutions	All US institutions
N/A; Don't use the device	278 62.2%	11739 68.1%	67068 69.2%
Not at all important	54 12.1%	1641 9.5%	9468 9.8%
Not very important	46 10.3%	1653 9.6%	9777 10.1%
Moderately important	31 6.9%	1143 6.6%	6274 6.5%
Very important	15 3.4%	533 3.1%	2440 2.5%
Extremely important	23 5.2%	537 3.1%	1937 2.0%

	5.1%	3.1%	2.0%
Total	447	17246	96964
	100.0%	100.0%	100.0%

2.4e. Academic success: Desktop computer	Collin College	AA institutions	All US institutions
N/A; Don't use the device	117	4912	38205
	25.6%	27.7%	38.9%
Not at all important	27	778	5182
	5.9%	4.4%	5.3%
Not very important	26	1267	10223
	5.7%	7.1%	10.4%
Moderately important	73	2513	15746
	16.0%	14.2%	16.0%
Very important	63	2579	11384
	13.8%	14.5%	11.6%
Extremely important	151	5690	17447
	33.0%	32.1%	17.8%
Total	457	17739	98187
	100.0%	100.0%	100.0%

2.5. Provided desktop: Convenience	Collin College	AA institutions	All US institutions
Checked	184	7573	47993
	40.0%	42.4%	48.9%
Unchecked	276	10285	50185
	60.0%	57.6%	51.1%
Total	460	17858	98178
	100.0%	100.0%	100.0%

2.5. Provided desktop: Access library resources	Collin College	AA institutions	All US institutions
Checked	182	6778	40530
	39.6%	38.0%	41.3%
Unchecked	278	11080	57648
	60.4%	62.0%	58.7%
Total	460	17858	98178
	100.0%	100.0%	100.0%

2.5. Provided desktop: Access printing services	Collin College	AA institutions	All US institutions
Checked	236	8380	56948
	51.3%	46.9%	58.0%
Unchecked	224	9478	41230
	48.7%	53.1%	42.0%
Total	460	17858	98178
	100.0%	100.0%	100.0%

2.5. Provided desktop: Access specialty software	Collin College	AA institutions	All US institutions
Checked	113	4469	32272
	24.6%	25.0%	32.9%
Unchecked	347	13389	65906
	75.4%	75.0%	67.1%
Total	460	17858	98178
	100.0%	100.0%	100.0%

2.5. Provided desktop: Access specialty hardware	Collin College	AA institutions	All US institutions
Checked	49	1965	12053
	10.7%	11.0%	12.3%
Unchecked	411	15893	86125
	89.3%	89.0%	87.7%
Total	460	17858	98178
	100.0%	100.0%	100.0%

2.5. Provided desktop: Better Internet	Collin College	AA institutions	All US institutions
Checked	96	3755	20394
	20.9%	21.0%	20.8%
Unchecked	364	14103	77784
	79.1%	79.0%	79.2%
Total	460	17858	98178
	100.0%	100.0%	100.0%

2.5. Provided desktop: Designated workspace	Collin College	AA institutions	All US institutions
Checked	96	4269	25545
	20.9%	23.9%	26.0%
Unchecked	364	13589	72633
	79.1%	76.1%	74.0%
Total	460	17858	98178
	100.0%	100.0%	100.0%

2.5. Provided desktop: Build academic social networks	Collin College	AA institutions	All US institutions
Checked	24	1044	4630
	5.2%	5.8%	4.7%
Unchecked	436	16814	93548
	94.8%	94.2%	95.3%
Total	460	17858	98178
	100.0%	100.0%	100.0%

2.5. Provided desktop: Don't use	Collin College	AA institutions	All US institutions
Checked	152	5285	23917
	33.0%	29.6%	24.4%
Unchecked	308	12573	74261
	67.0%	70.4%	75.6%
Total	460	17858	98178
	100.0%	100.0%	100.0%

2.5. Provided desktop: Other	Collin College	AA institutions	All US institutions
Checked	20	630	2182
	4.3%	3.5%	2.2%
Unchecked	440	17228	95996
	95.7%	96.5%	97.8%
Total	460	17858	98178
	100.0%	100.0%	100.0%

2.6. Own: Printer	Collin College	AA institutions	All US institutions
No	52	3241	29737
	11.1%	17.9%	29.8%
Yes	415	14818	70195
	88.9%	82.1%	70.2%
Total	467	18059	99932
	100.0%	100.0%	100.0%

3.2a. Support: Accessing library resources	Collin College	AA institutions	All US institutions
Service not offered for mobile device	30	1413	7304
	6.4%	7.9%	7.3%
Haven't used service in the past year	166	6198	30728
	35.6%	34.4%	30.9%
Poor	20	757	5197
	4.3%	4.2%	5.2%
Fair	21	1064	7567
	4.5%	5.9%	7.6%
Neutral	25	1419	9539
	5.4%	7.9%	9.6%

Good	107	3674	22968
	23.0%	20.4%	23.1%
Excellent	97	3475	16281
	20.8%	19.3%	16.3%
Total	466	18000	99584
	100.0%	100.0%	100.0%

3.2b. Support: Checking grades	Collin College	AA institutions	All US institutions
Service not offered for mobile device	25	756	4015
	5.4%	4.2%	4.0%
Haven't used service in the past year	87	2679	12624
	18.7%	14.9%	12.7%
Poor	37	1050	7221
	7.9%	5.8%	7.3%
Fair	52	1514	10482
	11.2%	8.4%	10.5%
Neutral	38	1591	10804
	8.2%	8.8%	10.9%
Good	119	5234	31845
	25.5%	29.1%	32.0%
Excellent	108	5169	22550
	23.2%	28.7%	22.7%
Total	466	17993	99541
	100.0%	100.0%	100.0%

3.2c. Support: Registering for courses	Collin College	AA institutions	All US institutions
Service not offered for mobile device	28	1004	7098
	6.0%	5.6%	7.2%
Haven't used service in the past year	116	3995	22305
	25.1%	22.3%	22.5%
Poor	43	1346	11512
	9.3%	7.5%	11.6%
Fair	34	1311	8675
	7.3%	7.3%	8.8%
Neutral	42	1607	10412
	9.1%	9.0%	10.5%
Good	98	4242	22367
	21.2%	23.7%	22.6%
Excellent	102	4384	16609
	22.0%	24.5%	16.8%
Total	463	17889	98978
	100.0%	100.0%	100.0%

3.2d. Support: Accessing financial aid information	Collin College	AA institutions	All US institutions
Service not offered for mobile device	26	951	5612
	5.6%	5.3%	5.7%
Haven't used service in the past year	179	5061	27839
	38.6%	28.2%	28.0%
Poor	30	1267	8126
	6.5%	7.1%	8.2%
Fair	34	1438	9441
	7.3%	8.0%	9.5%
Neutral	47	1817	11853
	10.1%	10.1%	11.9%
Good	81	3885	22138
	17.5%	21.7%	22.3%
Excellent	67	3523	14257
	14.4%	19.6%	14.4%
Total	464	17942	99266

	100.0%	100.0%	100.0%
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3.2e. Support: Ordering transcripts	Collin College	AA institutions	All US institutions
	28	1184	7170
Service not offered for mobile device	6.1%	6.6%	7.3%
Haven't used service in the past year	213	7585	40688
	46.6%	42.5%	41.2%
Poor	31	1029	7608
	6.8%	5.8%	7.7%
Fair	30	1027	6935
	6.6%	5.8%	7.0%
Neutral	41	1756	10824
	9.0%	9.8%	11.0%
Good	66	2681	15173
	14.4%	15.0%	15.4%
Excellent	48	2583	10382
	10.5%	14.5%	10.5%
Total	457	17845	98780
	100.0%	100.0%	100.0%

3.2f. Support: Using the CMS/LMS	Collin College	AA institutions	All US institutions
	29	1061	4914
Service not offered for mobile device	6.2%	5.9%	4.9%
Haven't used service in the past year	83	4263	17580
	17.8%	23.8%	17.7%
Poor	50	1403	9256
	10.8%	7.8%	9.3%
Fair	46	1481	10659
	9.9%	8.3%	10.7%
Neutral	50	1755	11322
	10.8%	9.8%	11.4%
Good	125	4255	27753
	26.9%	23.7%	27.9%
Excellent	82	3723	17821
	17.6%	20.8%	17.9%
Total	465	17941	99305
	100.0%	100.0%	100.0%

3.2g. Support: Accessing event and club information	Collin College	AA institutions	All US institutions
	22	819	3796
Service not offered for mobile device	4.8%	4.6%	3.8%
Haven't used service in the past year	145	5239	22086
	31.7%	29.2%	22.3%
Poor	27	1014	6270
	5.9%	5.7%	6.3%
Fair	38	1456	10291
	8.3%	8.1%	10.4%
Neutral	51	2063	14107
	11.2%	11.5%	14.2%
Good	103	4090	27315
	22.5%	22.8%	27.5%
Excellent	71	3240	15350
	15.5%	18.1%	15.5%
Total	457	17921	99215
	100.0%	100.0%	100.0%

3.2h. Support: Scheduling appointments	Collin College	AA institutions	All US institutions
	36	1192	6305
Service not offered for mobile device	7.8%	6.6%	6.3%

Haven't used service in the past year	218	6627	30499
	47.0%	36.9%	30.7%
Poor	39	1391	8061
	8.4%	7.7%	8.1%
Fair	28	1296	8651
	6.0%	7.2%	8.7%
Neutral	47	1937	12951
	10.1%	10.8%	13.0%
Good	46	3032	20616
	9.9%	16.9%	20.7%
Excellent	50	2494	12378
	10.8%	13.9%	12.4%
Total	464	17969	99461
	100.0%	100.0%	100.0%

3.3a. Instructors: Effectively use technology	Collin College	AA institutions	All US institutions
None	13	365	1458
	2.8%	2.0%	1.5%
Some	203	5431	34120
	43.4%	30.1%	34.2%
Most	142	7178	47008
	30.3%	39.8%	47.1%
All	110	5060	17232
	23.5%	28.1%	17.3%
Total	468	18034	99818
	100.0%	100.0%	100.0%

3.3b. Instructors: Provide adequate tech training	Collin College	AA institutions	All US institutions
None	68	1803	12077
	14.6%	10.0%	12.1%
Some	170	6006	39780
	36.5%	33.4%	40.0%
Most	127	5713	32288
	27.3%	31.8%	32.4%
All	101	4464	15401
	21.7%	24.8%	15.5%
Total	466	17986	99546
	100.0%	100.0%	100.0%

3.3c. Instructors: Have adequate technical skills	Collin College	AA institutions	All US institutions
None	15	453	2245
	3.2%	2.5%	2.3%
Some	178	5196	35152
	38.3%	29.0%	35.4%
Most	152	7076	44026
	32.7%	39.4%	44.3%
All	120	5214	18001
	25.8%	29.1%	18.1%
Total	465	17939	99424
	100.0%	100.0%	100.0%

3.3d. Instructors: Use right kind of technology	Collin College	AA institutions	All US institutions
None	24	468	2106
	5.2%	2.6%	2.1%
Some	183	5176	34061
	39.4%	29.0%	34.4%
Most	153	7036	44781
	33.0%	39.4%	45.3%
All	104	5185	18011
	22.4%	29.0%	18.2%

	Total	464 100.0%	17865 100.0%	98959 100.0%
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3.4 Important that I be better skilled at using technologies	Collin College	AA institutions	All US institutions
Not at all important	27 5.7%	865 4.8%	4062 4.0%
Not very important	45 9.6%	1551 8.5%	9358 9.3%
Moderately important	135 28.7%	6420 35.4%	40208 40.1%
Very important	114 24.3%	4236 23.3%	25011 24.9%
Extremely important	149 31.7%	5076 28.0%	21667 21.6%
Total	470 100.0%	18148 100.0%	100306 100.0%

3.4b. Training mode: Face-to-face	Collin College	AA institutions	All US institutions
Checked	157 60.4%	6143 66.4%	30111 65.0%
Unchecked	103 39.6%	3108 33.6%	16207 35.0%
Total	260 100.0%	9251 100.0%	46318 100.0%

3.4b. Training mode: Online	Collin College	AA institutions	All US institutions
Checked	128 49.2%	3956 42.8%	19374 41.8%
Unchecked	132 50.8%	5295 57.2%	26944 58.2%
Total	260 100.0%	9251 100.0%	46318 100.0%

3.4b. Training mode: Don't care	Collin College	AA institutions	All US institutions
Checked	43 16.5%	1361 14.7%	9497 20.5%
Unchecked	217 83.5%	7890 85.3%	36821 79.5%
Total	260 100.0%	9251 100.0%	46318 100.0%

3.4b. Training mode: N/A	Collin College	AA institutions	All US institutions
Checked	8 3.1%	423 4.6%	1843 4.0%
Unchecked	252 96.9%	8828 95.4%	44475 96.0%
Total	260 100.0%	9251 100.0%	46318 100.0%

3.4b. Training mode: Other	Collin College	AA institutions	All US institutions
Checked	7 2.7%	191 2.1%	659 1.4%
Unchecked	253 97.3%	9060 97.9%	45659 98.6%
Total	260 100.0%	9251 100.0%	46318 100.0%

3.4b. Training length: Full academic term	Collin College	AA institutions	All US institutions
Checked	100 38.2%	4092 44.4%	16130 34.9%

	Unchecked	162	5125	30051
		61.8%	55.6%	65.1%
Total		262	9217	46181
		100.0%	100.0%	100.0%

3.4b. Training length: Short-term	Collin College	AA institutions	All US institutions
Checked	156	4598	27020
	59.5%	49.9%	58.5%
Unchecked	106	4619	19161
	40.5%	50.1%	41.5%
Total	262	9217	46181
	100.0%	100.0%	100.0%

3.4b. Training length: Don't care	Collin College	AA institutions	All US institutions
Checked	39	1290	7917
	14.9%	14.0%	17.1%
Unchecked	223	7927	38264
	85.1%	86.0%	82.9%
Total	262	9217	46181
	100.0%	100.0%	100.0%

3.4b. Training length: N/A	Collin College	AA institutions	All US institutions
Checked	9	455	1971
	3.4%	4.9%	4.3%
Unchecked	253	8762	44210
	96.6%	95.1%	95.7%
Total	262	9217	46181
	100.0%	100.0%	100.0%

3.4b. Training length: Other	Collin College	AA institutions	All US institutions
Checked	12	201	887
	4.6%	2.2%	1.9%
Unchecked	250	9016	45294
	95.4%	97.8%	98.1%
Total	262	9217	46181
	100.0%	100.0%	100.0%

3.4b. Training design: Like a traditional course	Collin College	AA institutions	All US institutions
Checked	133	5172	22696
	51.0%	56.1%	49.1%
Unchecked	128	4049	23511
	49.0%	43.9%	50.9%
Total	261	9221	46207
	100.0%	100.0%	100.0%

3.4b. Training design: On-demand web resources	Collin College	AA institutions	All US institutions
Checked	133	3945	21245
	51.0%	42.8%	46.0%
Unchecked	128	5276	24962
	49.0%	57.2%	54.0%
Total	261	9221	46207
	100.0%	100.0%	100.0%

3.4b. Training design: On-demand help desk support	Collin College	AA institutions	All US institutions
Checked	80	2635	15659
	30.7%	28.6%	33.9%
Unchecked	181	6586	30548
	69.3%	71.4%	66.1%
Total	261	9221	46207

	100.0%	100.0%	100.0%
3.4b. Training design: Don't care	Collin College	AA institutions	All US institutions
Checked	26	1011	6326
	10.0%	11.0%	13.7%
Unchecked	235	8210	39881
	90.0%	89.0%	86.3%
Total	261	9221	46207
	100.0%	100.0%	100.0%
3.4b. Training design: N/A	Collin College	AA institutions	All US institutions
Checked	13	454	1810
	5.0%	4.9%	3.9%
Unchecked	248	8767	44397
	95.0%	95.1%	96.1%
Total	261	9221	46207
	100.0%	100.0%	100.0%
3.4b. Training design: Other	Collin College	AA institutions	All US institutions
Checked	12	169	793
	4.6%	1.8%	1.7%
Unchecked	249	9052	45414
	95.4%	98.2%	98.3%
Total	261	9221	46207
	100.0%	100.0%	100.0%
3.4b. Trainer: Your instructors	Collin College	AA institutions	All US institutions
Checked	171	6520	29321
	65.3%	70.5%	63.3%
Unchecked	91	2722	16990
	34.7%	29.5%	36.7%
Total	262	9242	46311
	100.0%	100.0%	100.0%
3.4b. Trainer: Your peers	Collin College	AA institutions	All US institutions
Checked	71	2591	16032
	27.1%	28.0%	34.6%
Unchecked	191	6651	30279
	72.9%	72.0%	65.4%
Total	262	9242	46311
	100.0%	100.0%	100.0%
3.4b. Trainer: College/university help desk staff	Collin College	AA institutions	All US institutions
Checked	94	3150	18673
	35.9%	34.1%	40.3%
Unchecked	168	6092	27638
	64.1%	65.9%	59.7%
Total	262	9242	46311
	100.0%	100.0%	100.0%
3.4b. Trainer: Don't care	Collin College	AA institutions	All US institutions
Checked	54	1624	10589
	20.6%	17.6%	22.9%
Unchecked	208	7618	35722
	79.4%	82.4%	77.1%
Total	262	9242	46311
	100.0%	100.0%	100.0%
3.4b. Trainer: N/A	Collin College	AA institutions	All US institutions
Checked	5	354	1533
	1.9%	3.8%	3.3%

Unchecked	257	8888	44778
	98.1%	96.2%	96.7%
Total	262	9242	46311
	100.0%	100.0%	100.0%

3.4b. Trainer: Other, please describe:	Collin College	AA institutions	All US institutions
Checked	10	204	842
	3.8%	2.2%	1.8%
Unchecked	252	9038	45469
	96.2%	97.8%	98.2%
Total	262	9242	46311
	100.0%	100.0%	100.0%

3.5. Course recommendations	Collin College	AA institutions	All US institutions
Don't know	21	1399	7359
	4.5%	7.7%	7.4%
Not at all interested	44	1468	8599
	9.4%	8.1%	8.6%
Not very interested	56	2425	15669
	11.9%	13.4%	15.7%
Moderately interested	188	7200	41319
	40.1%	39.9%	41.4%
Very interested	112	3803	18882
	23.9%	21.1%	18.9%
Extremely interested	48	1770	7953
	10.2%	9.8%	8.0%
Total	469	18065	99781
	100.0%	100.0%	100.0%

3.6. Alerts for new or different academic resources	Collin College	AA institutions	All US institutions
Don't know	18	1023	5640
	3.8%	5.6%	5.6%
Not at all interested	31	907	4877
	6.6%	5.0%	4.9%
Not very interested	35	1154	7514
	7.4%	6.4%	7.5%
Moderately interested	197	7919	48489
	41.9%	43.6%	48.3%
Very interested	117	4599	23315
	24.9%	25.3%	23.2%
Extremely interested	72	2546	10471
	15.3%	14.0%	10.4%
Total	470	18148	100306
	100.0%	100.0%	100.0%

3.7a. Instructors: E-mail	Collin College	AA institutions	All US institutions
Don't know or N/A 0	26	974	3763
	5.6%	5.4%	3.8%
Less 1	10	400	1625
	2.2%	2.2%	1.6%
2	10	713	3222
	2.2%	4.0%	3.2%
3	89	4294	27398
	19.2%	24.0%	27.6%
4	102	3580	23612
	22.0%	20.0%	23.8%
More 5	226	7914	39584
	48.8%	44.3%	39.9%
Total	463	17875	99204

	100.0%	100.0%	100.0%
3.7b. Instructors: Text messaging	Collin College	AA institutions	All US institutions
Don't know or N/A 0	161	6148	38472
	34.8%	34.5%	38.8%
Less 1	59	2139	15715
	12.7%	12.0%	15.9%
2	22	1022	6455
	4.8%	5.7%	6.5%
3	62	2406	13627
	13.4%	13.5%	13.7%
4	53	1999	10127
	11.4%	11.2%	10.2%
More 5	106	4118	14721
	22.9%	23.1%	14.9%
Total	463	17832	99117
	100.0%	100.0%	100.0%

3.7c. Instructors: Instant messaging/online chatting	Collin College	AA institutions	All US institutions
Don't know or N/A 0	166	6760	39804
	36.1%	38.0%	40.2%
Less 1	60	2382	16872
	13.0%	13.4%	17.0%
2	25	1320	7567
	5.4%	7.4%	7.6%
3	81	2571	14445
	17.6%	14.5%	14.6%
4	45	1782	9500
	9.8%	10.0%	9.6%
More 5	83	2963	10805
	18.0%	16.7%	10.9%
Total	460	17778	98993
	100.0%	100.0%	100.0%

3.7d. Instructors: Twitter	Collin College	AA institutions	All US institutions
Don't know or N/A 0	292	11288	55779
	63.5%	63.6%	56.4%
Less 1	112	3944	24780
	24.3%	22.2%	25.0%
2	16	784	5277
	3.5%	4.4%	5.3%
3	18	873	6949
	3.9%	4.9%	7.0%
4	10	280	2958
	2.2%	1.6%	3.0%
More 5	12	569	3235
	2.6%	3.2%	3.3%
Total	460	17738	98978
	100.0%	100.0%	100.0%

3.7e. Instructors: Facebook	Collin College	AA institutions	All US institutions
Don't know or N/A 0	246	9758	48847
	53.2%	55.1%	49.5%
Less 1	105	3678	23208
	22.7%	20.8%	23.5%
2	21	941	6277
	4.5%	5.3%	6.4%
3	41	1328	9656
	8.9%	7.5%	9.8%

4	17	780	5282
	3.7%	4.4%	5.4%
More 5	32	1232	5432
	6.9%	7.0%	5.5%
Total	462	17717	98702
	100.0%	100.0%	100.0%

3.7f. Instructors: Other social networking sites	Collin College	AA institutions	All US institutions
Don't know or N/A 0	278	10891	55020
	60.7%	62.0%	56.2%
Less 1	106	3774	24110
	23.1%	21.5%	24.6%
2	19	839	5544
	4.1%	4.8%	5.7%
3	34	1058	7654
	7.4%	6.0%	7.8%
4	6	380	2658
	1.3%	2.2%	2.7%
More 5	15	627	2878
	3.3%	3.6%	2.9%
Total	458	17569	97864
	100.0%	100.0%	100.0%

3.7g. Instructors: Social studying sites	Collin College	AA institutions	All US institutions
Don't know or N/A 0	219	9560	48003
	48.0%	54.0%	48.6%
Less 1	74	2268	14561
	16.2%	12.8%	14.8%
2	25	1151	6741
	5.5%	6.5%	6.8%
3	49	2021	13010
	10.7%	11.4%	13.2%
4	34	1209	8758
	7.5%	6.8%	8.9%
More 5	55	1506	7644
	12.1%	8.5%	7.7%
Total	456	17715	98717
	100.0%	100.0%	100.0%

3.7h. Instructors: Internet calls	Collin College	AA institutions	All US institutions
Don't know or N/A 0	205	7724	43362
	44.5%	43.5%	43.9%
Less 1	72	2408	17293
	15.6%	13.6%	17.5%
2	29	1355	8020
	6.3%	7.6%	8.1%
3	63	2482	14119
	13.7%	14.0%	14.3%
4	33	1637	8167
	7.2%	9.2%	8.3%
More 5	59	2153	7812
	12.8%	12.1%	7.9%
Total	461	17759	98773
	100.0%	100.0%	100.0%

3.7i. Instructors: Face-to-face interaction	Collin College	AA institutions	All US institutions
Don't know or N/A 0	63	2136	8522
	13.7%	12.0%	8.6%
Less 1	19	496	2128
	4.1%	2.8%	2.2%

2	22	972	4239
	4.8%	5.5%	4.3%
3	110	3712	22928
	23.9%	20.8%	23.2%
4	87	3365	23368
	18.9%	18.9%	23.6%
More 5	160	7141	37688
	34.7%	40.1%	38.1%
Total	461	17822	98873
	100.0%	100.0%	100.0%

3.7j. Instructors: Audio/video interaction	Collin College	AA institutions	All US institutions
Don't know or N/A 0	173	7246	37562
	37.5%	40.8%	38.0%
Less 1	47	2328	15301
	10.2%	13.1%	15.5%
2	35	1436	8557
	7.6%	8.1%	8.7%
3	68	2354	15522
	14.8%	13.3%	15.7%
4	57	1801	10936
	12.4%	10.1%	11.1%
More 5	81	2585	10891
	17.6%	14.6%	11.0%
Total	461	17750	98769
	100.0%	100.0%	100.0%

3.7k. Instructors: CMS/LMS	Collin College	AA institutions	All US institutions
Don't know or N/A 0	31	3221	11463
	6.7%	18.0%	11.5%
Less 1	33	1121	6281
	7.1%	6.3%	6.3%
2	18	1290	7225
	3.9%	7.2%	7.3%
3	74	3377	20818
	15.9%	18.9%	21.0%
4	73	3266	22063
	15.7%	18.3%	22.2%
More 5	237	5591	31414
	50.9%	31.3%	31.6%
Total	466	17866	99264
	100.0%	100.0%	100.0%

3.8a. Resources: Institution's library website	Collin College	AA institutions	All US institutions
Did not use in the past year	56	3373	10768
	12.0%	18.8%	10.8%
Not at all important	11	323	2145
	2.4%	1.8%	2.2%
Not very important	31	1299	9570
	6.6%	7.2%	9.6%
Moderately important	102	4408	28554
	21.8%	24.6%	28.8%
Very important	114	4031	25441
	24.4%	22.5%	25.6%
Extremely important	154	4512	22818
	32.9%	25.1%	23.0%
Total	468	17946	99296
	100.0%	100.0%	100.0%

3.8b. Resources: CMS/LMS	Collin College	AA institutions	All US institutions

Did not use in the past year	10	2170	6350
	2.1%	12.1%	6.4%
Not at all important	13	355	1744
	2.8%	2.0%	1.8%
Not very important	19	791	4607
	4.1%	4.4%	4.7%
Moderately important	44	2782	16142
	9.4%	15.6%	16.4%
Very important	124	4515	28816
	26.4%	25.2%	29.2%
Extremely important	259	7271	41027
	55.2%	40.7%	41.6%
Total	469	17884	98686
	100.0%	100.0%	100.0%

3.8c. Resources: Web-based citation/bibliography tools	Collin College	AA institutions	All US institutions
Did not use in the past year	69	4160	17569
	14.8%	23.3%	17.8%
Not at all important	15	411	3141
	3.2%	2.3%	3.2%
Not very important	29	1254	10645
	6.2%	7.0%	10.8%
Moderately important	69	3562	23696
	14.8%	19.9%	24.0%
Very important	106	3974	23299
	22.7%	22.2%	23.6%
Extremely important	178	4518	20572
	38.2%	25.3%	20.8%
Total	466	17879	98922
	100.0%	100.0%	100.0%

3.8d. Resources: College/university website	Collin College	AA institutions	All US institutions
Did not use in the past year	9	585	2280
	1.9%	3.3%	2.3%
Not at all important	11	228	2277
	2.4%	1.3%	2.3%
Not very important	28	862	8495
	6.0%	4.8%	8.6%
Moderately important	71	3525	23435
	15.2%	19.7%	23.7%
Very important	133	5421	29539
	28.4%	30.3%	29.8%
Extremely important	216	7288	32953
	46.2%	40.7%	33.3%
Total	468	17909	98979
	100.0%	100.0%	100.0%

3.8e. Resources: E-portfolios	Collin College	AA institutions	All US institutions
Did not use in the past year	226	9138	47772
	48.9%	51.6%	48.6%
Not at all important	24	926	7032
	5.2%	5.2%	7.2%
Not very important	60	2060	14589
	13.0%	11.6%	14.8%
Moderately important	53	2606	15413
	11.5%	14.7%	15.7%
Very important	51	1503	7632
	11.0%	8.5%	7.8%
Extremely important	48	1468	5832

	10.4%	8.3%	5.9%
Total	462	17701	98270
	100.0%	100.0%	100.0%

3.8f. Resources: E-books or e-textbooks	Collin College	AA institutions	All US institutions
Did not use in the past year	93	5365	26551
	20.2%	30.2%	27.0%
Not at all important	17	667	5076
	3.7%	3.8%	5.2%
Not very important	33	1432	11495
	7.2%	8.1%	11.7%
Moderately important	75	3252	22070
	16.3%	18.3%	22.5%
Very important	116	3216	17136
	25.2%	18.1%	17.5%
Extremely important	127	3816	15844
	27.5%	21.5%	16.1%
Total	461	17748	98172
	100.0%	100.0%	100.0%

3.8g. Resources: Open educational resources	Collin College	AA institutions	All US institutions
Did not use in the past year	121	5690	29974
	26.1%	31.9%	30.4%
Not at all important	11	491	3913
	2.4%	2.8%	4.0%
Not very important	26	1294	10037
	5.6%	7.3%	10.2%
Moderately important	79	3120	19316
	17.0%	17.5%	19.6%
Very important	88	3102	17152
	19.0%	17.4%	17.4%
Extremely important	139	4119	18252
	30.0%	23.1%	18.5%
Total	464	17816	98644
	100.0%	100.0%	100.0%

3.8h. Resources: Simulations or educational games	Collin College	AA institutions	All US institutions
Did not use in the past year	143	5704	32929
	30.7%	31.9%	33.2%
Not at all important	30	862	7081
	6.4%	4.8%	7.1%
Not very important	40	2073	14925
	8.6%	11.6%	15.1%
Moderately important	77	3479	20287
	16.5%	19.4%	20.5%
Very important	86	2738	12686
	18.5%	15.3%	12.8%
Extremely important	90	3051	11190
	19.3%	17.0%	11.3%
Total	466	17907	99098
	100.0%	100.0%	100.0%

3.9 Extent: Open educational resources	Collin College	AA institutions	All US institutions
Experimented with open educational resources	118	4725	29948
	35.3%	40.0%	44.7%
Use open educational resources on occasion	146	4998	28239
	43.7%	42.3%	42.2%
Use open educational resources all the time	70	2079	8805
	21.0%	17.6%	13.1%

Total	334	11802	66992
	100.0%	100.0%	100.0%

3.10 Extent: E-portfolios	Collin College	AA institutions	All US institutions
Used in one course	157	5820	35396
	76.2%	73.1%	74.4%
Used in a few courses	25	1357	8014
	12.1%	17.0%	16.8%
Used in about half my courses	16	377	2124
	7.8%	4.7%	4.5%
Used in most of my courses	8	235	1345
	3.9%	2.9%	2.8%
Used in all my courses	0	178	696
	0.0%	2.2%	1.5%
Total	206	7967	47575
	100.0%	100.0%	100.0%

3.11 Extent: E-books or e-textbooks	Collin College	AA institutions	All US institutions
Used in one course	141	6004	32704
	40.5%	50.8%	47.3%
Used in a few courses	113	3181	22479
	32.5%	26.9%	32.5%
Used in about half my courses	36	1093	6708
	10.3%	9.3%	9.7%
Used in most of my courses	43	948	4946
	12.4%	8.0%	7.1%
Used in all my courses	15	582	2365
	4.3%	4.9%	3.4%
Total	348	11808	69202
	100.0%	100.0%	100.0%

3.12 Extent: Simulations or educational games	Collin College	AA institutions	All US institutions
Used in one course	179	7243	41896
	61.1%	64.0%	67.7%
Used in a few courses	74	2615	14499
	25.3%	23.1%	23.4%
Used in about half my courses	17	691	3103
	5.8%	6.1%	5.0%
Used in most of my courses	15	483	1659
	5.1%	4.3%	2.7%
Used in all my courses	8	283	736
	2.7%	2.5%	1.2%
Total	293	11315	61893
	100.0%	100.0%	100.0%

3.13a. Instructors: CMS/LMS	Collin College	AA institutions	All US institutions
Don't know or N/A 0	24	3238	11072
	5.2%	18.2%	11.2%
Less 1	31	1029	5772
	6.7%	5.8%	5.9%
2	17	982	5471
	3.7%	5.5%	5.6%
3	61	3409	20227
	13.2%	19.2%	20.5%
4	69	3021	20685
	14.9%	17.0%	21.0%
More 5	261	6107	35257
	56.4%	34.3%	35.8%
Total	463	17786	98484
	100.0%	100.0%	100.0%

3.13b. Instructors: E-portfolios	Collin College	AA institutions	All US institutions
Don't know or N/A 0	284	10939	58184
	61.9%	61.8%	59.3%
Less 1	55	1896	13028
	12.0%	10.7%	13.3%
2	23	1337	7985
	5.0%	7.5%	8.1%
3	43	1761	10501
	9.4%	9.9%	10.7%
4	13	775	4265
	2.8%	4.4%	4.3%
More 5	41	1003	4236
	8.9%	5.7%	4.3%
Total	459	17711	98199
	100.0%	100.0%	100.0%

3.13c. Instructors: E-books or e-textbooks	Collin College	AA institutions	All US institutions
Don't know or N/A 0	120	6188	30647
	26.1%	35.2%	31.4%
Less 1	35	1630	11991
	7.6%	9.3%	12.3%
2	31	1298	8262
	6.7%	7.4%	8.5%
3	68	2775	16392
	14.8%	15.8%	16.8%
4	71	2000	12430
	15.4%	11.4%	12.8%
More 5	135	3664	17743
	29.3%	20.9%	18.2%
Total	460	17555	97465
	100.0%	100.0%	100.0%

3.13d. Instructors: Open educational resources	Collin College	AA institutions	All US institutions
Don't know or N/A 0	146	6631	34149
	31.7%	37.4%	34.8%
Less 1	25	1059	6533
	5.4%	6.0%	6.7%
2	17	1372	7788
	3.7%	7.7%	7.9%
3	81	2956	18124
	17.6%	16.7%	18.5%
4	60	2162	13899
	13.0%	12.2%	14.2%
More 5	132	3550	17718
	28.6%	20.0%	18.0%
Total	461	17730	98211
	100.0%	100.0%	100.0%

3.13e. Instructors: Simulations or educational games	Collin College	AA institutions	All US institutions
Don't know or N/A 0	146	5702	31135
	31.5%	32.2%	31.7%
Less 1	28	1341	9296
	6.0%	7.6%	9.5%
2	27	1521	8680
	5.8%	8.6%	8.8%
3	74	3035	17845
	15.9%	17.1%	18.2%
4	64	2376	14553
	13.8%	13.4%	14.8%

More 5	125	3760	16682
	26.9%	21.2%	17.0%
Total	464	17735	98191
	100.0%	100.0%	100.0%

3.13f. Instructors: Lecture capture	Collin College	AA institutions	All US institutions
Don't know or N/A 0	60	3015	12739
	13.1%	17.0%	13.0%
Less 1	18	593	3105
	3.9%	3.3%	3.2%
2	6	956	4716
	1.3%	5.4%	4.8%
3	60	2648	14569
	13.1%	14.9%	14.8%
4	98	3409	21948
	21.4%	19.2%	22.3%
More 5	216	7096	41194
	47.2%	40.1%	41.9%
Total	458	17717	98271
	100.0%	100.0%	100.0%

3.13g. Instructors: Online collaboration tools	Collin College	AA institutions	All US institutions
Don't know or N/A 0	68	4288	17990
	14.8%	24.2%	18.3%
Less 1	26	816	4989
	5.6%	4.6%	5.1%
2	19	1235	6811
	4.1%	7.0%	6.9%
3	68	3199	20231
	14.8%	18.1%	20.6%
4	68	3009	21064
	14.8%	17.0%	21.5%
More 5	212	5162	27080
	46.0%	29.1%	27.6%
Total	461	17709	98165
	100.0%	100.0%	100.0%

3.13h. Instructors: Integrated class use of my tablet	Collin College	AA institutions	All US institutions
Don't know or N/A 0	194	8007	43598
	42.3%	45.1%	44.3%
Less 1	41	1401	10334
	8.9%	7.9%	10.5%
2	23	1089	6557
	5.0%	6.1%	6.7%
3	38	1920	11534
	8.3%	10.8%	11.7%
4	43	1803	10369
	9.4%	10.2%	10.5%
More 5	120	3530	15957
	26.1%	19.9%	16.2%
Total	459	17750	98349
	100.0%	100.0%	100.0%

3.13i. Instructors: Integrated class use of my smartphone	Collin College	AA institutions	All US institutions
Don't know or N/A 0	178	7343	37242
	38.6%	41.4%	37.9%
Less 1	55	1814	12716
	11.9%	10.2%	12.9%
	20	1222	7253

2	4.3%	6.9%	7.4%
3	53	2099	13066
	11.5%	11.8%	13.3%
4	48	1735	11385
	10.4%	9.8%	11.6%
More 5	107	3512	16695
	23.2%	19.8%	17.0%
Total	461	17725	98357
	100.0%	100.0%	100.0%

3.13j. Instructors: Integrated class use of my laptop	Collin College	AA institutions	All US institutions
Don't know or N/A 0	112	5012	22261
	24.2%	28.2%	22.6%
Less 1	37	1055	7902
	8.0%	5.9%	8.0%
2	20	1113	6722
	4.3%	6.3%	6.8%
3	50	2587	17483
	10.8%	14.6%	17.7%
4	72	2705	18112
	15.6%	15.2%	18.4%
More 5	171	5307	26078
	37.0%	29.8%	26.5%
Total	462	17779	98558
	100.0%	100.0%	100.0%

4.1. Learning environment: Learn most	Collin College	AA institutions	All US institutions
Courses with no online components	84	3947	21926
	18.0%	21.9%	22.0%
Courses with some online components	251	9777	60727
	53.9%	54.2%	61.0%
Courses that are completely online	69	1764	5882
	14.8%	9.8%	5.9%
No preference	62	2535	10955
	13.3%	14.1%	11.0%
Total	466	18023	99490
	100.0%	100.0%	100.0%

4.2. Learning environment: Prefer	Collin College	AA institutions	All US institutions
Courses with no online components	83	4100	23752
	17.7%	22.8%	23.9%
Courses with some online components	247	9456	58669
	52.8%	52.5%	59.1%
Courses that are completely online	96	2454	8179
	20.5%	13.6%	8.2%
No preference	42	1989	8647
	9.0%	11.1%	8.7%
Total	468	17999	99247
	100.0%	100.0%	100.0%

4.3. Number of "blended" courses in past year	Collin College	AA institutions	All US institutions
None	157	4295	17403
	33.5%	23.8%	17.5%
A few	170	7463	42652
	36.2%	41.3%	42.8%
About half	74	3207	19085
	15.8%	17.8%	19.2%
Nearly all	53	2281	16581
	11.3%	12.6%	16.7%

	All	15	805	3823
		3.2%	4.5%	3.8%
Total		469	18051	99544
		100.0%	100.0%	100.0%

4.4. Completely online course: No	Collin College	AA institutions	All US institutions
Checked	214	8223	58640
	45.7%	45.6%	59.0%
Unchecked	254	9796	40780
	54.3%	54.4%	41.0%
Total	468	18019	99420
	100.0%	100.0%	100.0%

4.4. Completely online course: Yes, this institution	Collin College	AA institutions	All US institutions
Checked	231	9158	34599
	49.4%	50.8%	34.8%
Unchecked	237	8861	64821
	50.6%	49.2%	65.2%
Total	468	18019	99420
	100.0%	100.0%	100.0%

4.4. Completely online course: Yes, different institution	Collin College	AA institutions	All US institutions
Checked	34	972	8215
	7.3%	5.4%	8.3%
Unchecked	434	17047	91205
	92.7%	94.6%	91.7%
Total	468	18019	99420
	100.0%	100.0%	100.0%

4.5. MOOC in the past year	Collin College	AA institutions	All US institutions
No, and I don't know what a MOOC is	358	13407	75591
	76.2%	73.9%	75.4%
No	102	4267	21764
	21.7%	23.5%	21.7%
Yes, but I didn't complete one	2	290	2090
	0.4%	1.6%	2.1%
Yes, and I completed one	8	184	861
	1.7%	1.0%	0.9%
Total	470	18148	100306
	100.0%	100.0%	100.0%

4.5a. Digital badge for completing MOOC	Collin College	AA institutions	All US institutions
No	4	102	419
	57.1%	57.3%	50.5%
Yes	3	76	411
	42.9%	42.7%	49.5%
Total	7	178	830
	100.0%	100.0%	100.0%

4.6. Interview: Undergraduate degree	Collin College	AA institutions	All US institutions
Checked	385	13272	86193
	82.3%	74.0%	87.0%
Unchecked	83	4661	12934
	17.7%	26.0%	13.0%
Total	468	17933	99127
	100.0%	100.0%	100.0%

4.6. Interview: Certificate, accredited higher ed program	Collin College	AA institutions	All US institutions

Checked	224	8426	39502
	47.9%	47.0%	39.8%
Unchecked	244	9507	59625
	52.1%	53.0%	60.2%
Total	468	17933	99127
	100.0%	100.0%	100.0%

4.6. Interview: Certificate, industry training program	Collin College	AA institutions	All US institutions
Checked	141	4319	24088
	30.1%	24.1%	24.3%
Unchecked	327	13614	75039
	69.9%	75.9%	75.7%
Total	468	17933	99127
	100.0%	100.0%	100.0%

4.6. Interview: OER certificate of completion	Collin College	AA institutions	All US institutions
Checked	84	3289	16272
	17.9%	18.3%	16.4%
Unchecked	384	14644	82855
	82.1%	81.7%	83.6%
Total	468	17933	99127
	100.0%	100.0%	100.0%

4.6. Interview: Digital badge or patch	Collin College	AA institutions	All US institutions
Checked	73	2470	15406
	15.6%	13.8%	15.5%
Unchecked	395	15463	83721
	84.4%	86.2%	84.5%
Total	468	17933	99127
	100.0%	100.0%	100.0%

4.6. Interview: N/A	Collin College	AA institutions	All US institutions
Checked	41	1892	6434
	8.8%	10.6%	6.5%
Unchecked	427	16041	92693
	91.2%	89.4%	93.5%
Total	468	17933	99127
	100.0%	100.0%	100.0%

4.6. Interview: Other	Collin College	AA institutions	All US institutions
Checked	18	441	2129
	3.8%	2.5%	2.1%
Unchecked	450	17492	96998
	96.2%	97.5%	97.9%
Total	468	17933	99127
	100.0%	100.0%	100.0%

4.7a. Social: Prefer separate academic and social lives	Collin College	AA institutions	All US institutions
Don't know	6	341	1362
	1.3%	1.9%	1.4%
Strongly disagree	24	828	5187
	5.1%	4.6%	5.2%
Somewhat disagree	46	2128	15554
	9.8%	11.8%	15.6%
Neither	79	3697	20536
	16.9%	20.5%	20.6%
Agree	107	4299	27501
	22.9%	23.8%	27.6%
	206	6775	29571

Strongly agree	44.0%	37.5%	29.7%
Total	468	18068	99711
	100.0%	100.0%	100.0%

4.8a. Tech: More involved in courses that use technology	Collin College	AA institutions	All US institutions
Don't know	17	626	3000
	3.7%	3.5%	3.0%
Strongly disagree	16	923	5662
	3.4%	5.1%	5.7%
Somewhat disagree	32	1694	12384
	6.9%	9.4%	12.5%
Neither	105	5212	31196
	22.6%	29.1%	31.5%
Agree	185	6354	34749
	39.8%	35.4%	35.1%
Strongly agree	110	3124	11924
	23.7%	17.4%	12.1%
Total	465	17933	98915
	100.0%	100.0%	100.0%

4.8b. Tech: Will have prepared me for the workplace	Collin College	AA institutions	All US institutions
Don't know	22	835	4049
	4.7%	4.7%	4.1%
Strongly disagree	35	774	4638
	7.5%	4.3%	4.7%
Somewhat disagree	56	1810	13149
	12.0%	10.1%	13.3%
Neither	103	3959	23431
	22.2%	22.2%	23.8%
Agree	170	7553	41480
	36.6%	42.3%	42.1%
Strongly agree	79	2931	11791
	17.0%	16.4%	12.0%
Total	465	17862	98538
	100.0%	100.0%	100.0%

4.8c. Tech: Skip classes when lecture materials are online	Collin College	AA institutions	All US institutions
Don't know	34	1061	3592
	7.3%	5.9%	3.6%
Strongly disagree	285	10284	46819
	61.2%	57.6%	47.5%
Somewhat disagree	49	2235	16798
	10.5%	12.5%	17.1%
Neither	48	2464	15405
	10.3%	13.8%	15.6%
Agree	29	1241	12468
	6.2%	6.9%	12.7%
Strongly agree	21	572	3428
	4.5%	3.2%	3.5%
Total	466	17857	98510
	100.0%	100.0%	100.0%

4.8d. Tech: Adequately prepared to use upon entry	Collin College	AA institutions	All US institutions
Don't know	10	367	1578
	2.1%	2.0%	1.6%
Strongly disagree	31	1480	6334
	6.7%	8.3%	6.4%

Somewhat disagree	56	2336	14405
	12.0%	13.0%	14.6%
Neither	53	2443	15271
	11.4%	13.6%	15.5%
Agree	153	6934	41700
	32.8%	38.7%	42.2%
Strongly agree	163	4360	19471
	35.0%	24.3%	19.7%
Total	466	17920	98759
	100.0%	100.0%	100.0%

4.8e. Tech: Makes me feel more connected to institution	Collin College	AA institutions	All US institutions
Don't know	7	412	1817
	1.5%	2.3%	1.8%
Strongly disagree	19	839	4433
	4.1%	4.7%	4.5%
Somewhat disagree	29	1272	8499
	6.2%	7.1%	8.6%
Neither	87	4271	22891
	18.7%	23.8%	23.2%
Agree	169	7112	42722
	36.3%	39.7%	43.2%
Strongly agree	154	4007	18427
	33.1%	22.4%	18.7%
Total	465	17913	98789
	100.0%	100.0%	100.0%

4.8f. Tech: Better prepares me for future educational plans	Collin College	AA institutions	All US institutions
Don't know	8	424	2273
	1.7%	2.4%	2.3%
Strongly disagree	11	422	2447
	2.4%	2.4%	2.5%
Somewhat disagree	19	717	5181
	4.1%	4.0%	5.3%
Neither	50	2799	18617
	10.8%	15.6%	18.9%
Agree	191	8066	46605
	41.2%	45.1%	47.2%
Strongly agree	185	5471	23529
	39.9%	30.6%	23.9%
Total	464	17899	98652
	100.0%	100.0%	100.0%

4.8g. Tech: Makes me feel more connected to students	Collin College	AA institutions	All US institutions
Don't know	11	545	2035
	2.4%	3.1%	2.1%
Strongly disagree	37	1646	7532
	7.9%	9.2%	7.6%
Somewhat disagree	51	1997	11498
	10.9%	11.2%	11.7%
Neither	147	5395	25505
	31.5%	30.2%	25.9%
Agree	129	5310	36008
	27.7%	29.7%	36.5%
Strongly agree	91	2971	16036
	19.5%	16.6%	16.3%
Total	466	17864	98614
	100.0%	100.0%	100.0%

4.8h. Tech: Makes me feel more connected to professors	Collin College	AA institutions	All US institutions
Don't know	7	398	1673
	1.5%	2.2%	1.7%
Strongly disagree	25	1195	6542
	5.4%	6.7%	6.6%
Somewhat disagree	35	1502	10665
	7.5%	8.4%	10.8%
Neither	106	3880	22497
	22.8%	21.7%	22.8%
Agree	161	7217	41358
	34.7%	40.4%	42.0%
Strongly agree	130	3674	15839
	28.0%	20.6%	16.1%
Total	464	17866	98574
	100.0%	100.0%	100.0%

4.8i. Tech: Helps me achieve my academic outcomes	Collin College	AA institutions	All US institutions
Don't know	6	363	1626
	1.3%	2.0%	1.7%
Strongly disagree	12	492	2471
	2.6%	2.8%	2.5%
Somewhat disagree	9	705	4615
	1.9%	4.0%	4.7%
Neither	51	2877	18047
	11.0%	16.1%	18.4%
Agree	206	7945	46557
	44.4%	44.6%	47.4%
Strongly agree	180	5440	24819
	38.8%	30.5%	25.3%
Total	464	17822	98135
	100.0%	100.0%	100.0%

4.8j. Tech: Mobile devices in class can enhance learning	Collin College	AA institutions	All US institutions
Don't know	31	1243	5758
	6.7%	7.0%	5.8%
Strongly disagree	59	2536	15388
	12.7%	14.2%	15.6%
Somewhat disagree	59	2200	15847
	12.7%	12.3%	16.1%
Neither	115	4688	26113
	24.8%	26.2%	26.5%
Agree	102	4359	23609
	22.0%	24.4%	24.0%
Strongly agree	98	2834	11840
	21.1%	15.9%	12.0%
Total	464	17860	98555
	100.0%	100.0%	100.0%

4.8k. Tech: More likely to get involved in a campus activity	Collin College	AA institutions	All US institutions
Don't know	14	919	3624
	3.0%	5.1%	3.7%
Strongly disagree	37	1504	6615
	8.0%	8.4%	6.7%
Somewhat disagree	41	1734	9672
	8.8%	9.7%	9.8%
Neither	133	5216	26453

	28.7%	29.1%	26.8%
Agree	125	5299	35169
	26.9%	29.6%	35.6%
Strongly agree	114	3225	17152
	24.6%	18.0%	17.4%
Total	464	17897	98685
	100.0%	100.0%	100.0%

4.8i. Tech: Makes my education more affordable	Collin College	AA institutions	All US institutions
Don't know	37	1180	7339
	8.0%	6.6%	7.4%
Strongly disagree	36	1772	13280
	7.7%	9.9%	13.4%
Somewhat disagree	28	1653	12980
	6.0%	9.2%	13.1%
Neither	94	5080	29546
	20.2%	28.4%	29.9%
Agree	117	4524	22101
	25.2%	25.3%	22.4%
Strongly agree	153	3686	13516
	32.9%	20.6%	13.7%
Total	465	17895	98762
	100.0%	100.0%	100.0%

5.1. Number of Internet-capable devices	Collin College	AA institutions	All US institutions
None	5	312	1264
	1.1%	1.7%	1.3%
One	34	1816	9595
	7.2%	10.0%	9.6%
Two	92	4902	34494
	19.6%	27.0%	34.4%
Three	115	4877	29478
	24.5%	26.9%	29.4%
Four	90	2804	13236
	19.1%	15.5%	13.2%
Five	35	1165	4593
	7.4%	6.4%	4.6%
Six or more	99	2272	7646
	21.1%	12.5%	7.6%
Total	470	18148	100306
	100.0%	100.0%	100.0%

5.1a. In-class policy: Smartphone	Collin College	AA institutions	All US institutions
N/A	64	2782	12138
	14.1%	16.0%	12.5%
Banned from using it in class	171	5772	29126
	37.6%	33.2%	30.1%
Discouraged from using it in class	126	4948	37483
	27.7%	28.4%	38.7%
Neither discouraged nor encouraged	76	3363	15788
	16.7%	19.3%	16.3%
Encouraged to use it in class	16	426	1835
	3.5%	2.4%	1.9%
Required to use it in class	2	114	533
	0.4%	0.7%	0.6%
Total	455	17405	96903
	100.0%	100.0%	100.0%

5.1a. In-class policy: Tablet or iPad	Collin College	AA institutions	All US institutions
N/A	116	5293	29339

	25.7%	30.9%	30.8%
Banned from using it in class	71	1599	6706
	15.7%	9.3%	7.0%
Discouraged from using it in class	86	2115	14133
	19.0%	12.4%	14.8%
Neither discouraged nor encouraged	146	6552	37125
	32.3%	38.3%	39.0%
Encouraged to use it in class	27	1372	7081
	6.0%	8.0%	7.4%
Required to use it in class	6	174	797
	1.3%	1.0%	0.8%
Total	452	17105	95181
	100.0%	100.0%	100.0%

5.1a. In-class policy: Laptop	Collin College	AA institutions	All US institutions
N/A	38	1954	4840
	8.2%	11.1%	4.9%
Banned from using it in class	55	1056	4319
	11.9%	6.0%	4.4%
Discouraged from using it in class	83	2014	15588
	17.9%	11.4%	15.9%
Neither discouraged nor encouraged	207	8966	52693
	44.7%	50.9%	53.7%
Encouraged to use it in class	62	2792	16517
	13.4%	15.9%	16.8%
Required to use it in class	18	825	4219
	3.9%	4.7%	4.3%
Total	463	17607	98176
	100.0%	100.0%	100.0%

5.2. Smartphone in class: To look up information	Collin College	AA institutions	All US institutions
Checked	255	10382	56414
	55.8%	58.5%	57.5%
Unchecked	202	7362	41695
	44.2%	41.5%	42.5%
Total	457	17744	98109
	100.0%	100.0%	100.0%

5.2. Smartphone in class: To participate in activities	Collin College	AA institutions	All US institutions
Checked	113	4074	23789
	24.7%	23.0%	24.2%
Unchecked	344	13670	74320
	75.3%	77.0%	75.8%
Total	457	17744	98109
	100.0%	100.0%	100.0%

5.2. Smartphone in class: To record my instructors	Collin College	AA institutions	All US institutions
Checked	204	6906	34319
	44.6%	38.9%	35.0%
Unchecked	253	10838	63790
	55.4%	61.1%	65.0%
Total	457	17744	98109
	100.0%	100.0%	100.0%

5.2. Smartphone in class: To photograph information	Collin College	AA institutions	All US institutions
Checked	250	8017	45677
	54.7%	45.2%	46.6%
Unchecked	207	9727	52432

	45.3%	54.8%	53.4%
Total	457	17744	98109
	100.0%	100.0%	100.0%

5.2. Smartphone in class: To access digital resources	Collin College	AA institutions	All US institutions
Checked	184	6838	37918
	40.3%	38.5%	38.6%
Unchecked	273	10906	60191
	59.7%	61.5%	61.4%
Total	457	17744	98109
	100.0%	100.0%	100.0%

5.2. Smartphone in class: N/A -- not effective	Collin College	AA institutions	All US institutions
Checked	96	4221	23895
	21.0%	23.8%	24.4%
Unchecked	361	13523	74214
	79.0%	76.2%	75.6%
Total	457	17744	98109
	100.0%	100.0%	100.0%

5.2. Smartphone in class: Other	Collin College	AA institutions	All US institutions
Checked	24	848	3496
	5.3%	4.8%	3.6%
Unchecked	433	16896	94613
	94.7%	95.2%	96.4%
Total	457	17744	98109
	100.0%	100.0%	100.0%

5.3. Smartphone inhibition: Cost of the device	Collin College	AA institutions	All US institutions
Checked	85	4193	22874
	19.2%	24.1%	23.8%
Unchecked	357	13176	73097
	80.8%	75.9%	76.2%
Total	442	17369	95971
	100.0%	100.0%	100.0%

5.3. Smartphone inhibition: Cost of the data service	Collin College	AA institutions	All US institutions
Checked	111	5256	29690
	25.1%	30.3%	30.9%
Unchecked	331	12113	66281
	74.9%	69.7%	69.1%
Total	442	17369	95971
	100.0%	100.0%	100.0%

5.3. Smartphone inhibition: Device usability issues	Collin College	AA institutions	All US institutions
Checked	162	5304	33045
	36.7%	30.5%	34.4%
Unchecked	280	12065	62926
	63.3%	69.5%	65.6%
Total	442	17369	95971
	100.0%	100.0%	100.0%

5.3. Smartphone inhibition: Inadequate battery life	Collin College	AA institutions	All US institutions
Checked	134	5384	33373
	30.3%	31.0%	34.8%
Unchecked	308	11985	62598
	69.7%	69.0%	65.2%
Total	442	17369	95971

	Total	100.0%	100.0%	100.0%
5.3. Smartphone inhibition: Limited access to the network				
	Collin College	AA institutions	All US institutions	
Checked	133	5003	28135	
	30.1%	28.8%	29.3%	
Unchecked	309	12366	67836	
	69.9%	71.2%	70.7%	
Total	442	17369	95971	
	100.0%	100.0%	100.0%	
5.3. Smartphone inhibition: Slow network connection				
	Collin College	AA institutions	All US institutions	
Checked	153	5540	33499	
	34.6%	31.9%	34.9%	
Unchecked	289	11829	62472	
	65.4%	68.1%	65.1%	
Total	442	17369	95971	
	100.0%	100.0%	100.0%	
5.3. Smartphone inhibition: Lack of useful applications				
	Collin College	AA institutions	All US institutions	
Checked	87	3169	20080	
	19.7%	18.2%	20.9%	
Unchecked	355	14200	75891	
	80.3%	81.8%	79.1%	
Total	442	17369	95971	
	100.0%	100.0%	100.0%	
5.3. Smartphone inhibition: Cost of useful applications				
	Collin College	AA institutions	All US institutions	
Checked	69	3026	17192	
	15.6%	17.4%	17.9%	
Unchecked	373	14343	78779	
	84.4%	82.6%	82.1%	
Total	442	17369	95971	
	100.0%	100.0%	100.0%	
5.3. Smartphone inhibition: Security/privacy concern				
	Collin College	AA institutions	All US institutions	
Checked	76	2507	10981	
	17.2%	14.4%	11.4%	
Unchecked	366	14862	84990	
	82.8%	85.6%	88.6%	
Total	442	17369	95971	
	100.0%	100.0%	100.0%	
5.3. Smartphone inhibition: Health concern				
	Collin College	AA institutions	All US institutions	
Checked	12	688	3632	
	2.7%	4.0%	3.8%	
Unchecked	430	16681	92339	
	97.3%	96.0%	96.2%	
Total	442	17369	95971	
	100.0%	100.0%	100.0%	
5.3. Smartphone inhibition: N/A -- not effective				
	Collin College	AA institutions	All US institutions	
Checked	62	2751	15096	
	14.0%	15.8%	15.7%	
Unchecked	380	14618	80875	
	86.0%	84.2%	84.3%	
Total	442	17369	95971	
	100.0%	100.0%	100.0%	

5.3. Smartphone inhibition: Other	Collin College	AA institutions	All US institutions
Checked	52	1691	9446
	11.8%	9.7%	9.8%
Unchecked	390	15678	86525
	88.2%	90.3%	90.2%
Total	442	17369	95971
	100.0%	100.0%	100.0%

6.2. Gender	Collin College	AA institutions	All US institutions
Male	163	5945	35559
	34.8%	32.8%	35.5%
Female	284	11478	61540
	60.6%	63.4%	61.5%
Prefer not to answer	22	677	2967
	4.7%	3.7%	3.0%
Total	469	18100	100066
	100.0%	100.0%	100.0%

6.3. Academic goal	Collin College	AA institutions	All US institutions
Digital badges or patches that certify my skills	2	118	399
	0.4%	0.7%	0.4%
A vocational/occupational certificate	18	878	1225
	3.9%	4.9%	1.2%
An associate's degree (or equivalent)	103	4985	6163
	22.2%	27.7%	6.2%
A bachelor's degree (or equivalent)	152	5762	41269
	32.8%	32.0%	41.5%
A master's degree (or equivalent)	110	3679	28258
	23.7%	20.4%	28.4%
A doctoral degree (or equivalent)	48	1305	12340
	10.3%	7.2%	12.4%
Another professional degree (MD, DDS, JD, Ed.D, etc.)	21	750	8322
	4.5%	4.2%	8.4%
Other (Please describe)	10	527	1526
	2.2%	2.9%	1.5%
Total	464	18004	99502
	100.0%	100.0%	100.0%

6.4. Current or intended major	Collin College	AA institutions	All US institutions
Agriculture and natural resources	1	174	1418
	0.2%	1.0%	1.4%
Biological/life sciences	13	671	7367
	2.8%	3.8%	7.5%
Business, management, marketing	47	2303	13348
	10.3%	12.9%	13.5%
Communications/journalism	7	244	3413
	1.5%	1.4%	3.5%
Computer and information sciences	65	1460	5494
	14.2%	8.2%	5.6%
Education, including physical education	28	1077	7061
	6.1%	6.0%	7.1%
Engineering and architecture	27	823	7733
	5.9%	4.6%	7.8%
Fine and performing arts	11	426	2868
	2.4%	2.4%	2.9%
Health sciences, including professional programs	116	4455	14195
	25.3%	25.0%	14.4%
Humanities	6	206	2511
	1.3%	1.2%	2.5%

Liberal arts/general studies	24	626	2972
	5.2%	3.5%	3.0%
Manufacturing, construction, repair or transportation	1	226	457
	0.2%	1.3%	0.5%
Physical sciences, including mathematical sciences	8	272	3104
	1.7%	1.5%	3.1%
Public administration, legal, social, and protective services	12	639	2432
	2.6%	3.6%	2.5%
Social sciences, including history and psychology	25	1094	10494
	5.5%	6.1%	10.6%
Undecided	17	853	2385
	3.7%	4.8%	2.4%
Other (Please describe)	50	2262	11563
	10.9%	12.7%	11.7%
Total	458	17811	98815
	100.0%	100.0%	100.0%

6.5. Full-time/part-time status	Collin College	AA institutions	All US institutions
Part-time	219	7343	15650
	47.2%	41.2%	15.8%
Full-time	245	10486	83123
	52.8%	58.8%	84.2%
Total	464	17829	98773
	100.0%	100.0%	100.0%

6.6. Ethnicity: White	Collin College	AA institutions	All US institutions
Checked	321	11519	66838
	69.3%	64.1%	67.3%
Unchecked	142	6449	32483
	30.7%	35.9%	32.7%
Total	463	17968	99321
	100.0%	100.0%	100.0%

6.6. Ethnicity: Black/African American	Collin College	AA institutions	All US institutions
Checked	38	1318	6387
	8.2%	7.3%	6.4%
Unchecked	425	16650	92934
	91.8%	92.7%	93.6%
Total	463	17968	99321
	100.0%	100.0%	100.0%

6.6. Ethnicity: Hispanic	Collin College	AA institutions	All US institutions
Checked	48	3043	13149
	10.4%	16.9%	13.2%
Unchecked	415	14925	86172
	89.6%	83.1%	86.8%
Total	463	17968	99321
	100.0%	100.0%	100.0%

6.6. Ethnicity: American Indian or Alaskan native	Collin College	AA institutions	All US institutions
Checked	6	501	2100
	1.3%	2.8%	2.1%
Unchecked	457	17467	97221
	98.7%	97.2%	97.9%
Total	463	17968	99321
	100.0%	100.0%	100.0%

6.6. Ethnicity: Asian/Pacific Islander	Collin College	AA institutions	All US institutions
Checked	27	1158	9986
	5.8%	6.4%	10.1%

Unchecked	436	16810	89335
	94.2%	93.6%	89.9%
Total	463	17968	99321
	100.0%	100.0%	100.0%

6.6. Ethnicity: Other	Collin College	AA institutions	All US institutions
Checked	12	440	2340
	2.6%	2.4%	2.4%
Unchecked	451	17528	96981
	97.4%	97.6%	97.6%
Total	463	17968	99321
	100.0%	100.0%	100.0%

6.6. Ethnicity: Prefer not to answer	Collin College	AA institutions	All US institutions
Checked	42	1218	5857
	9.1%	6.8%	5.9%
Unchecked	421	16750	93464
	90.9%	93.2%	94.1%
Total	463	17968	99321
	100.0%	100.0%	100.0%

6.7. On/off campus	Collin College	AA institutions	All US institutions
On campus	7	287	32545
	1.5%	1.6%	33.0%
Off campus	455	17492	66051
	98.5%	98.4%	67.0%
Total	462	17779	98596
	100.0%	100.0%	100.0%

6.8. Take classes online, face-to-face, or both	Collin College	AA institutions	All US institutions
Take classes exclusively online	45	1254	4197
	9.7%	7.0%	4.2%
Take some classes online and some classes face-to-face	208	8796	31426
	44.8%	48.9%	31.6%
Take classes exclusively face-to-face	211	7953	63852
	45.5%	44.2%	64.2%
Total	464	18003	99475
	100.0%	100.0%	100.0%

6.9. Currently taking courses at multiple institutions	Collin College	AA institutions	All US institutions
No	407	16151	92807
	87.3%	89.5%	93.2%
Yes	59	1891	6786
	12.7%	10.5%	6.8%
Total	466	18042	99593
	100.0%	100.0%	100.0%

EDUCAUSE CENTER FOR ANALYSIS AND RESEARCH

EDUCAUSE

ECAR Study of Students and Technology, 2014

Collin County Community College District Benchmarking Report

1.1. Age	Collin County Community College District	AA Institutions	All US institutions
18–24	154	6276	48067
	38.2%	45.2%	73.2%
25+	249	7623	17563
	61.8%	54.8%	26.8%
Total respondent count (Percentages sum to 100%)	403	13899	65630
	100.0%	100.0%	100.0%

1.2. Class standing	Collin County Community College District	AA Institutions	All US institutions
Freshman or first-year student	142	4213	16051
	35.2%	30.3%	24.5%
Sophomore or second-year student	159	4961	15620
	39.5%	35.7%	23.8%
Junior or third-year student	36	1815	14639
	8.9%	13.1%	22.3%
Senior or fourth-year student	22	995	15383
	5.5%	7.2%	23.4%
Other type of undergraduate student	44	1915	3937
	10.9%	13.8%	6.0%
Total respondent count (Percentages sum to 100%)	403	13899	65630
	100.0%	100.0%	100.0%

2.1. Own: Laptop	Collin County Community College District	AA Institutions	All US institutions
No, and I don't plan to purchase one.	22	996	2576
	5.6%	7.4%	4.0%
No, but I plan to purchase one.	9	924	2019
	2.3%	6.9%	3.1%
Yes, I currently own one.	363	11522	59925
	92.1%	85.7%	92.9%
Total respondent count (Percentages sum to 100%)	394	13442	64520
	100.0%	100.0%	100.0%

2.1. Own: Tablet	Collin County Community College District	AA Institutions	All US institutions
No, and I don't plan to purchase one.	108	4164	25265
	32.0%	36.5%	44.8%
No, but I plan to purchase one.	24	1338	5630
	7.1%	11.7%	10.0%
Yes, I currently own one.	205	5919	25505
	60.8%	51.8%	45.2%
Total respondent count (Percentages sum to 100%)	337	11421	56400
	100.0%	100.0%	100.0%

2.1. Own: Smartphone	Collin County Community College District	AA Institutions	All US institutions
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No, and I don't plan to purchase one.	36	1445	5916
	9.4%	11.3%	9.5%
No, but I plan to purchase one.	7	571	2278
	1.8%	4.5%	3.7%
Yes, I currently own one.	338	10717	54140
	88.7%	84.2%	86.9%
Total respondent count (Percentages sum to 100%)	381	12733	62334
	100.0%	100.0%	100.0%

2.1. Own: E-reader	Collin County Community College District	AA Institutions	All US institutions
No, and I don't plan to purchase one.	180	6567	35832
	64.7%	67.8%	71.2%
No, but I plan to purchase one.	9	514	1749
	3.2%	5.3%	3.5%
Yes, I currently own one.	89	2604	12741
	32.0%	26.9%	25.3%
Total respondent count (Percentages sum to 100%)	278	9685	50322
	100.0%	100.0%	100.0%

2.2. Device OS/type: Laptop	Collin County Community College District	AA Institutions	All US institutions
Windows	275	8977	38948
	76.0%	78.2%	65.2%
Mac	73	2150	19541
	20.2%	18.7%	32.7%
Linux	5	128	551
	1.4%	1.1%	0.9%
Other	7	163	549
	1.9%	1.4%	0.9%
Don't know	2	67	175
	0.6%	0.6%	0.3%
Total respondent count (Percentages sum to 100%)	362	11485	59764
	100.0%	100.0%	100.0%

2.2. Device OS/type: Tablet	Collin County Community College District	AA Institutions	All US institutions
iOS (iPad)	108	2972	14665
	52.7%	50.4%	57.7%
Windows OS	22	616	2411
	10.7%	10.5%	9.5%
Android OS	66	1871	6851
	32.2%	31.8%	27.0%
BlackBerry OS	0	14	58
	0.0%	0.2%	0.2%
webOS	1	12	57
	0.5%	0.2%	0.2%
Other OS	4	129	440
	2.0%	2.2%	1.7%
Don't know	4	278	926
	2.0%	4.7%	3.6%
Total respondent count (Percentages sum to 100%)	205	5892	25408
	100.0%	100.0%	100.0%

2.2. Device OS/type: Smartphone	Collin County Community College District	AA Institutions	All US institutions
iPhone	155	4745	30562
	45.9%	44.4%	56.6%

Android phone	163	5340	21287
	48.2%	50.0%	39.4%
Windows phone	11	244	1099
	3.3%	2.3%	2.0%
BlackBerry phone	4	64	249
	1.2%	0.6%	0.5%
Other smartphone	4	241	649
	1.2%	2.3%	1.2%
Don't know	1	44	129
	0.3%	0.4%	0.2%
Total respondent count (Percentages sum to 100%)	338	10678	53975
	100.0%	100.0%	100.0%

2.2. Device OS/type: E-reader	Collin County Community College District	AA Institutions	All US institutions
Kindle	59	1765	8859
	66.3%	68.1%	70.0%
Kobo	1	24	86
	1.1%	0.9%	0.7%
Nook	22	594	3014
	24.7%	22.9%	23.8%
Sony Reader	1	37	158
	1.1%	1.4%	1.2%
Other e-reader	6	138	452
	6.7%	5.3%	3.6%
Don't know	0	33	93
	0.0%	1.3%	0.7%
Total respondent count (Percentages sum to 100%)	89	2591	12662
	100.0%	100.0%	100.0%

2.3. Device usage: Laptop	Collin County Community College District	AA Institutions	All US institutions
Haven't used in the past year	14	701	1616
	3.5%	5.2%	2.5%
Use for academic and other purposes	356	11534	59722
	89.4%	84.9%	91.9%
Use for academic purposes only	14	953	2713
	3.5%	7.0%	4.2%
Use for other purposes only	14	391	946
	3.5%	2.9%	1.5%
Total respondent count (Percentages sum to 100%)	398	13579	64997
	100.0%	100.0%	100.0%

2.3. Device usage: Tablet	Collin County Community College District	AA Institutions	All US institutions
Haven't used in the past year	101	3894	21131
	29.4%	33.9%	37.0%
Use for academic and other purposes	171	5146	24690
	49.7%	44.8%	43.2%
Use for academic purposes only	7	341	1568
	2.0%	3.0%	2.7%
Use for other purposes only	65	2104	9725
	18.9%	18.3%	17.0%
Total respondent count (Percentages sum to 100%)	344	11485	57114
	100.0%	100.0%	100.0%

2.3. Device usage: Smartphone	Collin County Community College District	AA Institutions	All US institutions
	32	1378	5540

Haven't used in the past year	8.4%	10.7%	8.8%
Use for academic and other purposes	253	7984	42929
	66.4%	62.2%	68.4%
Use for academic purposes only	3	106	380
	0.8%	0.8%	0.6%
Use for other purposes only	93	3370	13958
	24.4%	26.3%	22.2%
Total respondent count	381	12838	62807
(Percentages sum to 100%)	100.0%	100.0%	100.0%

2.3. Device usage: E-reader	Collin County Community College District	AA Institutions	All US institutions
Haven't used in the past year	173	6524	34697
	61.6%	66.5%	67.5%
Use for academic and other purposes	54	1520	7995
	19.2%	15.5%	15.5%
Use for academic purposes only	6	284	1380
	2.1%	2.9%	2.7%
Use for other purposes only	48	1489	7368
	17.1%	15.2%	14.3%
Total respondent count	281	9817	51440
(Percentages sum to 100%)	100.0%	100.0%	100.0%

2.4. Academic success: Laptop	Collin County Community College District	AA Institutions	All US institutions
Not at all important	5	115	356
	1.4%	0.9%	0.6%
Not very important	6	278	1056
	1.6%	2.2%	1.7%
Moderately important	22	1013	3705
	6.0%	8.2%	6.0%
Very important	80	2668	12540
	21.8%	21.6%	20.2%
Extremely important	254	8287	44397
	69.2%	67.0%	71.5%
Total respondent count	367	12361	62054
(Percentages sum to 100%)	100.0%	100.0%	100.0%

2.4. Academic success: Tablet	Collin County Community College District	AA Institutions	All US institutions
Not at all important	12	308	2158
	6.8%	5.7%	8.3%
Not very important	24	946	5672
	13.6%	17.5%	21.8%
Moderately important	49	1642	8191
	27.8%	30.4%	31.5%
Very important	43	1173	5095
	24.4%	21.7%	19.6%
Extremely important	48	1326	4849
	27.3%	24.6%	18.7%
Total respondent count	176	5395	25965
(Percentages sum to 100%)	100.0%	100.0%	100.0%

2.4. Academic success: Smartphone	Collin County Community College District	AA Institutions	All US institutions
Not at all important	6	335	1591
	2.4%	4.2%	3.7%
Not very important	48	1507	9140
	19.0%	18.9%	21.3%

Moderately important	70	2412	14116
	27.7%	30.2%	32.9%
Very important	46	1621	8488
	18.2%	20.3%	19.8%
Extremely important	83	2115	9610
	32.8%	26.5%	22.4%
Total respondent count (Percentages sum to 100%)	253	7990	42945
	100.0%	100.0%	100.0%

2.4. Academic success: E-reader	Collin County Community College District	AA Institutions	All US institutions
Not at all important	11	252	1727
	19.0%	14.3%	18.7%
Not very important	12	460	2873
	20.7%	26.1%	31.2%
Moderately important	18	526	2623
	31.0%	29.8%	28.4%
Very important	6	252	1087
	10.3%	14.3%	11.8%
Extremely important	11	275	910
	19.0%	15.6%	9.9%
Total respondent count (Percentages sum to 100%)	58	1765	9220
	100.0%	100.0%	100.0%

2.5. Handheld activity: Access library resources	Collin County Community College District	AA Institutions	All US institutions
Not at all important	55	1846	10644
	14.9%	15.3%	17.9%
Not very important	42	2025	12791
	11.4%	16.7%	21.5%
Moderately important	80	2777	14917
	21.6%	22.9%	25.0%
Very important	90	2679	11012
	24.3%	22.1%	18.5%
Extremely important	103	2775	10257
	27.8%	22.9%	17.2%
Total respondent count (Percentages sum to 100%)	370	12102	59621
	100.0%	100.0%	100.0%

2.5. Handheld activity: Check grades	Collin County Community College District	AA Institutions	All US institutions
Not at all important	26	1001	4799
	7.1%	8.3%	8.0%
Not very important	26	1034	5834
	7.1%	8.5%	9.8%
Moderately important	66	2217	13016
	17.9%	18.3%	21.8%
Very important	88	3182	15934
	23.9%	26.2%	26.7%
Extremely important	162	4698	20092
	44.0%	38.7%	33.7%
Total respondent count (Percentages sum to 100%)	368	12132	59675
	100.0%	100.0%	100.0%

2.5. Handheld activity: Register for courses	Collin County Community College District	AA Institutions	All US institutions
Not at all important	51	1991	12265
	13.9%	16.4%	20.6%
	34	1840	11755

Not very important	9.3%	15.2%	19.7%
	72	2143	11385
Moderately important	19.7%	17.7%	19.1%
	69	2298	9623
Very important	18.9%	19.0%	16.1%
	140	3848	14645
Extremely important	38.3%	31.7%	24.5%
	366	12120	59673
Total respondent count (Percentages sum to 100%)	100.0%	100.0%	100.0%

2.5. Handheld activity: Use the CMS/LMS	Collin County Community College District	AA Institutions	All US institutions
Not at all important	32	1512	6680
	8.6%	12.5%	11.2%
Not very important	28	1388	6942
	7.6%	11.4%	11.6%
Moderately important	58	2260	12888
	15.7%	18.6%	21.6%
Very important	96	2830	14606
	25.9%	23.3%	24.5%
Extremely important	156	4134	18598
	42.2%	34.1%	31.1%
Total respondent count (Percentages sum to 100%)	370	12124	59714
	100.0%	100.0%	100.0%

2.5. Handheld activity: Access information about events, activities, and clubs/organizations	Collin County Community College District	AA Institutions	All US institutions
Not at all important	46	1788	6668
	12.5%	14.8%	11.2%
Not very important	42	2145	8650
	11.4%	17.7%	14.5%
Moderately important	112	3199	16714
	30.4%	26.4%	28.0%
Very important	75	2542	14918
	20.4%	21.0%	25.0%
Extremely important	93	2439	12688
	25.3%	20.1%	21.3%
Total respondent count (Percentages sum to 100%)	368	12113	59638
	100.0%	100.0%	100.0%

2.5. Handheld activity: Read e-texts	Collin County Community College District	AA Institutions	All US institutions
Not at all important	39	1821	10075
	10.6%	15.1%	16.9%
Not very important	34	1626	9923
	9.2%	13.5%	16.7%
Moderately important	100	2865	14531
	27.1%	23.7%	24.4%
Very important	83	2792	12685
	22.5%	23.1%	21.3%
Extremely important	113	2982	12373
	30.6%	24.7%	20.8%
Total respondent count (Percentages sum to 100%)	369	12086	59587
	100.0%	100.0%	100.0%

2.5. Handheld activity: Communicate with other students about class-related matters outside class	Collin County Community College District	AA Institutions	All US institutions
Not at all important	24	1041	3640
	6.5%	8.6%	6.1%

Not very important	31	1159	4295
	8.4%	9.6%	7.2%
Moderately important	81	2850	12222
	22.0%	23.5%	20.5%
Very important	109	3349	18141
	29.6%	27.7%	30.4%
Extremely important	123	3712	21388
	33.4%	30.6%	35.8%
Total respondent count (Percentages sum to 100%)	368	12111	59686
	100.0%	100.0%	100.0%

2.5. Handheld activity: Look up information while in class	Collin County Community College District	AA Institutions	All US institutions
Not at all important	40	1340	5742
	10.8%	11.0%	9.6%
Not very important	32	1413	7447
	8.6%	11.6%	12.5%
Moderately important	86	2780	15156
	23.2%	22.9%	25.4%
Very important	84	3086	15904
	22.7%	25.4%	26.6%
Extremely important	128	3522	15476
	34.6%	29.0%	25.9%
Total respondent count (Percentages sum to 100%)	370	12141	59725
	100.0%	100.0%	100.0%

2.5. Handheld activity: Capture static images of in-class activities or resources	Collin County Community College District	AA Institutions	All US institutions
Not at all important	53	1963	9476
	14.4%	16.2%	15.9%
Not very important	42	2061	11437
	11.4%	17.0%	19.2%
Moderately important	86	2977	15931
	23.4%	24.6%	26.7%
Very important	83	2566	12393
	22.6%	21.2%	20.8%
Extremely important	104	2523	10345
	28.3%	20.9%	17.4%
Total respondent count (Percentages sum to 100%)	368	12090	59582
	100.0%	100.0%	100.0%

2.5. Handheld activity: Record your instructor's lecture or in-class activities	Collin County Community College District	AA Institutions	All US institutions
Not at all important	59	2716	16310
	16.1%	22.4%	27.3%
Not very important	57	2474	14737
	15.6%	20.4%	24.7%
Moderately important	83	2476	12071
	22.7%	20.4%	20.2%
Very important	69	2065	8185
	18.9%	17.0%	13.7%
Extremely important	98	2392	8402
	26.8%	19.7%	14.1%
Total respondent count (Percentages sum to 100%)	366	12123	59705
	100.0%	100.0%	100.0%

2.5. Handheld activity: Participate in interactive class activities	Collin County Community College District	AA Institutions	All US institutions
	60	2090	11348

Not at all important	16.2%	17.3%	19.0%
	56	2073	12471
Not very important	15.1%	17.1%	20.9%
	83	2727	14325
Moderately important	22.4%	22.5%	24.0%
	89	2569	11247
Very important	24.1%	21.2%	18.9%
	82	2638	10213
Extremely important	22.2%	21.8%	17.1%
	370	12097	59604
Total respondent count (Percentages sum to 100%)	100.0%	100.0%	100.0%

2.5. Handheld activity: Use the mobile device as a digital passport for access or identification	Collin County Community College District	AA Institutions	All US institutions
Not at all important	74 20.0%	2476 20.4%	14039 23.5%
Not very important	67 18.1%	2339 19.3%	13067 21.9%
Moderately important	78 21.1%	2752 22.7%	13595 22.8%
Very important	63 17.0%	2275 18.8%	10062 16.9%
Extremely important	88 23.8%	2280 18.8%	8922 14.9%
Total respondent count (Percentages sum to 100%)	370 100.0%	12122 100.0%	59685 100.0%

3.1. Wireless experience: Reliable access to Wi-Fi throughout campus	Collin County Community College District	AA Institutions	All US institutions
Poor	59 14.9%	1298 9.4%	7542 11.6%
Fair	56 14.1%	1597 11.6%	10536 16.2%
Neutral	42 10.6%	1741 12.6%	9493 14.6%
Good	117 29.5%	4196 30.5%	20983 32.2%
Excellent	74 18.6%	3292 23.9%	11007 16.9%
N/A	49 12.3%	1650 12.0%	5608 8.6%
Total respondent count (Percentages sum to 100%)	397 100.0%	13774 100.0%	65169 100.0%

3.1. Wireless experience: Reliable access to Wi-Fi specifically in classroom/instructional spaces	Collin County Community College District	AA Institutions	All US institutions
Poor	61 15.3%	1148 8.3%	5160 7.9%
Fair	47 11.8%	1359 9.9%	8186 12.6%
Neutral	50 12.5%	1623 11.8%	8071 12.4%
Good	124 31.0%	4275 31.1%	23266 35.7%
Excellent	61 15.3%	3651 26.5%	14771 22.7%
N/A	57 14.3%	1697 12.3%	5692 8.7%
Total respondent count	400	13753	65146

(Percentages sum to 100%)	100.0%	100.0%	100.0%
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3.1. Wireless experience: Ease of login to Wi-Fi network	Collin County Community College District	AA Institutions	All US institutions
Poor	55	949	5144
	13.8%	6.9%	7.9%
Fair	59	1232	8133
	14.8%	9.0%	12.5%
Neutral	49	1572	8896
	12.3%	11.4%	13.7%
Good	108	4352	22849
	27.1%	31.6%	35.1%
Excellent	84	4204	15214
	21.1%	30.6%	23.4%
N/A	43	1450	4912
	10.8%	10.5%	7.5%
Total respondent count (Percentages sum to 100%)	398	13759	65148
	100.0%	100.0%	100.0%

3.1. Wireless experience: Network performance	Collin County Community College District	AA Institutions	All US institutions
Poor	57	1042	5864
	14.3%	7.6%	9.0%
Fair	68	1576	9715
	17.0%	11.4%	14.9%
Neutral	49	1930	9861
	12.3%	14.0%	15.1%
Good	135	4775	24054
	33.8%	34.7%	36.9%
Excellent	50	3108	11293
	12.5%	22.6%	17.3%
N/A	40	1334	4369
	10.0%	9.7%	6.7%
Total respondent count (Percentages sum to 100%)	399	13765	65156
	100.0%	100.0%	100.0%

3.2. Simultaneously connected devices	Collin County Community College District	AA Institutions	All US institutions
None	49	1765	5560
	12.2%	12.7%	8.5%
One	206	6891	21500
	51.1%	49.7%	32.8%
Two	135	4687	32217
	33.5%	33.8%	49.2%
Three	10	453	5290
	2.5%	3.3%	8.1%
Four	1	33	586
	0.2%	0.2%	0.9%
Five	0	9	135
	0.0%	0.1%	0.2%
Six or more	2	33	166
	0.5%	0.2%	0.3%
Total respondent count (Percentages sum to 100%)	403	13871	65454
	100.0%	100.0%	100.0%

3.3. Handheld support: Accessing library resources	Collin County Community College District	AA Institutions	All US institutions
Service not offered/does not function	19	789	3671
	5.1%	6.5%	6.2%

Haven't used service in the past year	143	4824	23444
	38.6%	39.8%	39.3%
Poor	25	478	2729
	6.8%	3.9%	4.6%
Fair	23	739	4490
	6.2%	6.1%	7.5%
Neutral	48	1607	9293
	13.0%	13.3%	15.6%
Good	76	2373	11435
	20.5%	19.6%	19.2%
Excellent	36	1298	4594
	9.7%	10.7%	7.7%
Total respondent count (Percentages sum to 100%)	370	12108	59656
	100.0%	100.0%	100.0%

3.3. Handheld support: Checking grades	Collin County Community College District	AA Institutions	All US institutions
Service not offered/does not function	16	645	2864
	4.3%	5.3%	4.8%
Haven't used service in the past year	71	2365	8783
	19.2%	19.5%	14.7%
Poor	32	500	2975
	8.6%	4.1%	5.0%
Fair	27	847	5498
	7.3%	7.0%	9.2%
Neutral	39	1365	8332
	10.5%	11.3%	14.0%
Good	110	3828	21012
	29.7%	31.6%	35.2%
Excellent	75	2577	10208
	20.3%	21.3%	17.1%
Total respondent count (Percentages sum to 100%)	370	12127	59672
	100.0%	100.0%	100.0%

3.3. Handheld support: Registering for courses	Collin County Community College District	AA Institutions	All US institutions
Service not offered/does not function	19	920	5060
	5.2%	7.6%	8.5%
Haven't used service in the past year	132	4247	21667
	35.9%	35.0%	36.3%
Poor	27	607	4105
	7.3%	5.0%	6.9%
Fair	26	770	4295
	7.1%	6.3%	7.2%
Neutral	38	1350	7624
	10.3%	11.1%	12.8%
Good	76	2512	11295
	20.7%	20.7%	18.9%
Excellent	50	1721	5622
	13.6%	14.2%	9.4%
Total respondent count (Percentages sum to 100%)	368	12127	59668
	100.0%	100.0%	100.0%

3.3. Handheld support: Using the CMS/LMS	Collin County Community College District	AA Institutions	All US institutions
Service not offered/does not function	23	902	3646
	6.2%	7.4%	6.1%
Haven't used service in the past year	63	2922	10429
	17.0%	24.1%	17.5%

Poor	45	680	3949
	12.2%	5.6%	6.6%
Fair	36	960	6289
	9.7%	7.9%	10.5%
Neutral	44	1452	8894
	11.9%	12.0%	14.9%
Good	109	3335	18487
	29.5%	27.5%	31.0%
Excellent	50	1873	7995
	13.5%	15.4%	13.4%
Total respondent count (Percentages sum to 100%)	370	12124	59689
	100.0%	100.0%	100.0%

3.3. Handheld support: Accessing information about events	Collin County Community College District	AA Institutions	All US institutions
Service not offered/does not function	12	595	2376
	3.3%	4.9%	4.0%
Haven't used service in the past year	114	4155	14529
	30.9%	34.3%	24.4%
Poor	18	379	1871
	4.9%	3.1%	3.1%
Fair	29	796	4685
	7.9%	6.6%	7.9%
Neutral	53	1704	10077
	14.4%	14.1%	16.9%
Good	104	3059	19209
	28.2%	25.3%	32.2%
Excellent	39	1421	6879
	10.6%	11.7%	11.5%
Total respondent count (Percentages sum to 100%)	369	12109	59626
	100.0%	100.0%	100.0%

3.3. Handheld support: Reading e-texts	Collin County Community College District	AA Institutions	All US institutions
Service not offered/does not function	20	875	4252
	5.4%	7.2%	7.1%
Haven't used service in the past year	109	4251	20265
	29.5%	35.2%	34.0%
Poor	16	381	2063
	4.3%	3.2%	3.5%
Fair	18	726	4227
	4.9%	6.0%	7.1%
Neutral	52	1655	9223
	14.1%	13.7%	15.5%
Good	106	2754	13769
	28.7%	22.8%	23.1%
Excellent	48	1440	5727
	13.0%	11.9%	9.6%
Total respondent count (Percentages sum to 100%)	369	12082	59526
	100.0%	100.0%	100.0%

3.4. How many instructors ...effectively use technology to support your academic success?	Collin County Community College District	AA Institutions	All US institutions
None	6	215	557
	1.5%	1.6%	0.9%
Very few	42	926	4583
	10.8%	6.8%	7.1%
Some	101	2889	15825
	26.0%	21.2%	24.5%

Most	91	3499	19583
	23.4%	25.7%	30.3%
Almost all	71	3102	14816
	18.3%	22.7%	22.9%
All	78	3010	9291
	20.1%	22.1%	14.4%
Total respondent count (Percentages sum to 100%)	389	13641	64655
	100.0%	100.0%	100.0%

3.4. How many instructors ...have adequate technical skills for carrying out course instruction?	Collin County Community College District	AA Institutions	All US institutions
None	6	187	484
	1.5%	1.4%	0.7%
Very few	29	771	3933
	7.4%	5.7%	6.1%
Some	88	2646	14510
	22.4%	19.4%	22.5%
Most	104	3829	21712
	26.5%	28.1%	33.6%
Almost all	79	3089	14477
	20.2%	22.7%	22.4%
All	86	3109	9505
	21.9%	22.8%	14.7%
Total respondent count (Percentages sum to 100%)	392	13631	64621
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: CMS/LMS	Collin County Community College District	AA Institutions	All US institutions
Did not use at all	45	2948	8818
	11.3%	21.5%	13.6%
Used in at least one course	44	1979	6661
	11.1%	14.4%	10.2%
Used in about half of my courses	62	2228	10260
	15.6%	16.2%	15.8%
Used in most of my courses	120	3208	19586
	30.2%	23.4%	30.1%
Used in all my courses	127	3365	19688
	31.9%	24.5%	30.3%
Total respondent count (Percentages sum to 100%)	398	13728	65013
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: E-portfolios	Collin County Community College District	AA Institutions	All US institutions
Did not use at all	331	10298	49818
	83.2%	75.7%	77.1%
Used in at least one course	38	1199	7784
	9.5%	8.8%	12.0%
Used in about half of my courses	17	778	3381
	4.3%	5.7%	5.2%
Used in most of my courses	4	784	2305
	1.0%	5.8%	3.6%
Used in all my courses	8	552	1314
	2.0%	4.1%	2.0%
Total respondent count (Percentages sum to 100%)	398	13611	64602
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: E-books or e-textbooks	Collin County Community College District	AA Institutions	All US institutions
	167	6436	27432

Did not use at all	42.0%	46.9%	42.3%
	105	3139	18257
Used in at least one course	26.4%	22.9%	28.1%
	60	1832	9262
Used in about half of my courses	15.1%	13.4%	14.3%
	39	1459	6097
Used in most of my courses	9.8%	10.6%	9.4%
	27	851	3865
Used in all my courses	6.8%	6.2%	6.0%
	398	13717	64913
Total respondent count (Percentages sum to 100%)	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Simulations or educational games	Collin County Community College District	AA Institutions	All US institutions
Did not use at all	257	8774	40505
	65.4%	64.0%	62.5%
Used in at least one course	83	2552	15050
	21.1%	18.6%	23.2%
Used in about half of my courses	27	1179	5163
	6.9%	8.6%	8.0%
Used in most of my courses	16	772	2781
	4.1%	5.6%	4.3%
Used in all my courses	10	423	1340
	2.5%	3.1%	2.1%
Total respondent count (Percentages sum to 100%)	393	13700	64839
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Recorded lectures or "lecture capture"	Collin County Community College District	AA Institutions	All US institutions
Did not use at all	246	9092	42450
	62.1%	66.3%	65.4%
Used in at least one course	80	1977	11656
	20.2%	14.4%	17.9%
Used in about half of my courses	30	1065	5109
	7.6%	7.8%	7.9%
Used in most of my courses	19	933	3638
	4.8%	6.8%	5.6%
Used in all my courses	21	646	2096
	5.3%	4.7%	3.2%
Total respondent count (Percentages sum to 100%)	396	13713	64949
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Online collaboration tools	Collin County Community College District	AA Institutions	All US institutions
Did not use at all	109	4457	15812
	27.5%	32.4%	24.3%
Used in at least one course	80	2839	15209
	20.2%	20.7%	23.4%
Used in about half of my courses	61	2122	11885
	15.4%	15.4%	18.3%
Used in most of my courses	75	2283	12278
	18.9%	16.6%	18.9%
Used in all my courses	72	2041	9835
	18.1%	14.9%	15.1%
Total respondent count (Percentages sum to 100%)	397	13742	65019
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Your tablet during class	Collin County Community College District	AA Institutions	All US institutions
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Did not use at all	253	9110	42717
	63.1%	66.4%	65.8%
Used in at least one course	61	1534	8155
	15.2%	11.2%	12.6%
Used in about half of my courses	34	1171	5892
	8.5%	8.5%	9.1%
Used in most of my courses	27	1118	4988
	6.7%	8.1%	7.7%
Used in all my courses	26	786	3186
	6.5%	5.7%	4.9%
Total respondent count (Percentages sum to 100%)	401	13719	64938
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Your smartphone during class	Collin County Community College District	AA Institutions	All US institutions
Did not use at all	154	6345	27215
	38.6%	46.1%	41.8%
Used in at least one course	102	2937	17932
	25.6%	21.3%	27.6%
Used in about half of my courses	57	1962	9716
	14.3%	14.3%	14.9%
Used in most of my courses	45	1462	6325
	11.3%	10.6%	9.7%
Used in all my courses	41	1054	3882
	10.3%	7.7%	6.0%
Total respondent count (Percentages sum to 100%)	399	13760	65070
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Your laptop during class	Collin County Community College District	AA Institutions	All US institutions
Did not use at all	170	5662	16597
	42.7%	41.2%	25.5%
Used in at least one course	76	2587	15269
	19.1%	18.8%	23.5%
Used in about half of my courses	46	1859	12656
	11.6%	13.5%	19.5%
Used in most of my courses	48	1752	11206
	12.1%	12.8%	17.2%
Used in all my courses	58	1876	9334
	14.6%	13.7%	14.3%
Total respondent count (Percentages sum to 100%)	398	13736	65062
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Social media as a learning tool	Collin County Community College District	AA Institutions	All US institutions
Did not use at all	257	7861	34164
	64.9%	57.3%	52.6%
Used in at least one course	62	2663	16445
	15.7%	19.4%	25.3%
Used in about half of my courses	36	1454	7433
	9.1%	10.6%	11.4%
Used in most of my courses	24	1086	4598
	6.1%	7.9%	7.1%
Used in all my courses	17	645	2305
	4.3%	4.7%	3.5%
Total respondent count (Percentages sum to 100%)	396	13709	64945
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: 3D printers	Collin County Community	AA Institutions	All US institutions
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	College District		
Did not use at all	372	12486	59349
	93.5%	91.3%	91.6%
Used in at least one course	13	415	2279
	3.3%	3.0%	3.5%
Used in about half of my courses	6	310	1405
	1.5%	2.3%	2.2%
Used in most of my courses	3	287	1127
	0.8%	2.1%	1.7%
Used in all my courses	4	177	619
	1.0%	1.3%	1.0%
Total respondent count (Percentages sum to 100%)	398	13675	64779
	100.0%	100.0%	100.0%

3.5. Resource/tool usage: Non-keyboard or non-mouse interfaces	Collin County Community College District	AA Institutions	All US institutions
Did not use at all	280	9484	45220
	70.4%	69.0%	69.6%
Used in at least one course	40	1571	8500
	10.1%	11.4%	13.1%
Used in about half of my courses	34	1101	4917
	8.5%	8.0%	7.6%
Used in most of my courses	20	955	3919
	5.0%	7.0%	6.0%
Used in all my courses	24	628	2432
	6.0%	4.6%	3.7%
Total respondent count (Percentages sum to 100%)	398	13739	64988
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: CMS/LMS	Collin County Community College District	AA Institutions	All US institutions
Strongly disagree	41	1102	5099
	10.3%	8.0%	7.9%
Disagree	39	1172	6276
	9.8%	8.6%	9.7%
Neutral	106	4476	21437
	26.6%	32.7%	33.0%
Agree	121	4388	21386
	30.4%	32.0%	33.0%
Strongly Agree	91	2569	10672
	22.9%	18.7%	16.5%
Total respondent count (Percentages sum to 100%)	398	13707	64870
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: E-portfolios	Collin County Community College District	AA Institutions	All US institutions
Strongly disagree	75	2105	10123
	18.9%	15.4%	15.6%
Disagree	58	1781	10391
	14.6%	13.0%	16.1%
Neutral	178	6177	29316
	44.8%	45.2%	45.3%
Agree	60	2407	10763
	15.1%	17.6%	16.6%
Strongly Agree	26	1197	4100
	6.5%	8.8%	6.3%
Total respondent count (Percentages sum to 100%)	397	13667	64693
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: E-books or e-textbooks	Collin County Community College District	AA Institutions	All US institutions
Strongly disagree	54	1626	8117
	13.6%	11.9%	12.5%
Disagree	50	1525	9229
	12.6%	11.1%	14.2%
Neutral	121	4605	22827
	30.5%	33.6%	35.2%
Agree	105	3784	16930
	26.4%	27.6%	26.1%
Strongly Agree	67	2157	7731
	16.9%	15.7%	11.9%
Total respondent count (Percentages sum to 100%)	397	13697	64834
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: Simulations or educational games	Collin County Community College District	AA Institutions	All US institutions
Strongly disagree	56	1679	8199
	14.1%	12.3%	12.7%
Disagree	58	1664	9442
	14.6%	12.2%	14.6%
Neutral	138	5042	23770
	34.8%	36.8%	36.7%
Agree	99	3629	17090
	25.0%	26.5%	26.4%
Strongly Agree	45	1671	6301
	11.4%	12.2%	9.7%
Total respondent count (Percentages sum to 100%)	396	13685	64802
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: Recorded lectures or "lecture capture"	Collin County Community College District	AA Institutions	All US institutions
Strongly disagree	47	1373	6715
	11.8%	10.0%	10.4%
Disagree	35	1302	7850
	8.8%	9.5%	12.1%
Neutral	112	4137	20018
	28.0%	30.2%	30.9%
Agree	123	4229	20133
	30.8%	30.9%	31.1%
Strongly Agree	83	2643	10064
	20.8%	19.3%	15.5%
Total respondent count (Percentages sum to 100%)	400	13684	64780
	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: Online collaboration tools	Collin County Community College District	AA Institutions	All US institutions
Strongly disagree	44	1184	5275
	11.1%	8.7%	8.1%
Disagree	37	1142	6085
	9.3%	8.4%	9.4%
Neutral	109	4489	21084
	27.5%	32.8%	32.5%
Agree	125	4437	22359
	31.5%	32.4%	34.5%
Strongly Agree	82	2422	10041
	20.7%	17.7%	15.5%
	397	13674	64844

Total respondent count (Percentages sum to 100%)		100.0%	100.0%	100.0%
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3.6. More effective if better skilled with: Your tablet during class	Collin County Community College District	AA Institutions	All US institutions
Strongly disagree	59 14.8%	1790 13.1%	9022 13.9%
Disagree	52 13.0%	1708 12.5%	9995 15.4%
Neutral	128 32.0%	4892 35.7%	23917 36.9%
Agree	93 23.3%	3387 24.7%	15050 23.2%
Strongly Agree	68 17.0%	1918 14.0%	6798 10.5%
Total respondent count (Percentages sum to 100%)	400 100.0%	13695 100.0%	64782 100.0%

3.6. More effective if better skilled with: Your smartphone during class	Collin County Community College District	AA Institutions	All US institutions
Strongly disagree	64 16.0%	1999 14.6%	9722 15.0%
Disagree	70 17.5%	2058 15.0%	12113 18.7%
Neutral	109 27.3%	4798 35.0%	23273 35.9%
Agree	95 23.8%	3128 22.8%	13960 21.5%
Strongly Agree	62 15.5%	1727 12.6%	5815 9.0%
Total respondent count (Percentages sum to 100%)	400 100.0%	13710 100.0%	64883 100.0%

3.6. More effective if better skilled with: Your laptop during class	Collin County Community College District	AA Institutions	All US institutions
Strongly disagree	48 12.0%	1309 9.5%	5787 8.9%
Disagree	46 11.5%	1322 9.6%	7175 11.1%
Neutral	99 24.8%	4196 30.6%	20205 31.1%
Agree	110 27.5%	4150 30.2%	20219 31.2%
Strongly Agree	97 24.3%	2752 20.0%	11485 17.7%
Total respondent count (Percentages sum to 100%)	400 100.0%	13729 100.0%	64871 100.0%

3.6. More effective if better skilled with: Social media as a learning tool	Collin County Community College District	AA Institutions	All US institutions
Strongly disagree	80 20.3%	2306 16.9%	10714 16.5%
Disagree	76 19.3%	2380 17.4%	12526 19.3%
Neutral	149 37.8%	4994 36.5%	23445 36.2%
Agree	57 14.5%	2725 19.9%	13497 20.8%
	32	1272	4641

Strongly Agree	8.1%	9.3%	7.2%
Total respondent count	394	13677	64823
(Percentages sum to 100%)	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: 3D printers	Collin County Community College District	AA Institutions	All US institutions
Strongly disagree	82 20.6%	2494 18.3%	12837 19.8%
Disagree	68 17.1%	2124 15.5%	11944 18.4%
Neutral	173 43.5%	5804 42.5%	26261 40.6%
Agree	45 11.3%	1969 14.4%	8905 13.8%
Strongly Agree	30 7.5%	1271 9.3%	4811 7.4%
Total respondent count	398	13662	64758
(Percentages sum to 100%)	100.0%	100.0%	100.0%

3.6. More effective if better skilled with: Non-keyboard or non-mouse interfaces	Collin County Community College District	AA Institutions	All US institutions
Strongly disagree	59 14.9%	1876 13.7%	9477 14.6%
Disagree	71 17.9%	2034 14.8%	11641 17.9%
Neutral	162 40.8%	5672 41.4%	27194 41.9%
Agree	64 16.1%	2772 20.2%	12014 18.5%
Strongly Agree	41 10.3%	1349 9.8%	4537 7.0%
Total respondent count	397	13703	64863
(Percentages sum to 100%)	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Accessing course content	Collin County Community College District	AA Institutions	All US institutions
Not offered	9 2.3%	382 2.8%	1125 1.7%
Don't use this feature at all	6 1.5%	690 5.0%	1896 2.9%
Very dissatisfied	17 4.3%	282 2.1%	1228 1.9%
Dissatisfied	26 6.6%	564 4.1%	2947 4.5%
Neutral	60 15.2%	2002 14.6%	9811 15.1%
Satisfied	180 45.5%	6072 44.3%	31536 48.7%
Very satisfied	98 24.7%	3701 27.0%	16234 25.1%
Total respondent count	396	13693	64777
(Percentages sum to 100%)	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Managing your assignments	Collin County Community College District	AA Institutions	All US institutions
Not offered	13 3.3%	454 3.3%	1847 2.9%
Don't use this feature at all	26 6.6%	987 7.2%	4639 7.2%

Very dissatisfied	23	424	2455
	5.8%	3.1%	3.8%
Dissatisfied	55	841	6008
	14.0%	6.1%	9.3%
Neutral	60	2313	13150
	15.2%	16.9%	20.3%
Satisfied	155	5548	26002
	39.3%	40.5%	40.1%
Very satisfied	62	3122	10667
	15.7%	22.8%	16.5%
Total respondent count (Percentages sum to 100%)	394	13689	64768
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Checking course progress	Collin County Community College District	AA Institutions	All US institutions
Not offered	11	411	1301
	2.8%	3.0%	2.0%
Don't use this feature at all	12	704	2202
	3.0%	5.1%	3.4%
Very dissatisfied	25	376	2643
	6.3%	2.7%	4.1%
Dissatisfied	37	752	6351
	9.4%	5.5%	9.8%
Neutral	50	2065	11556
	12.7%	15.1%	17.8%
Satisfied	181	5846	28348
	45.9%	42.7%	43.8%
Very satisfied	78	3547	12370
	19.8%	25.9%	19.1%
Total respondent count (Percentages sum to 100%)	394	13701	64771
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Accessing information about institution news, events, or activities	Collin County Community College District	AA Institutions	All US institutions
Not offered	15	564	3208
	3.8%	4.1%	5.0%
Don't use this feature at all	29	1584	7833
	7.4%	11.6%	12.1%
Very dissatisfied	14	339	1886
	3.6%	2.5%	2.9%
Dissatisfied	24	640	4828
	6.1%	4.7%	7.5%
Neutral	97	3365	16822
	24.7%	24.6%	26.0%
Satisfied	161	4912	22473
	41.0%	35.9%	34.7%
Very satisfied	53	2277	7653
	13.5%	16.6%	11.8%
Total respondent count (Percentages sum to 100%)	393	13681	64703
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Submitting course assignments reliably	Collin County Community College District	AA Institutions	All US institutions
Not offered	15	453	1298
	3.8%	3.3%	2.0%
Don't use this feature at all	14	865	2801
	3.6%	6.3%	4.3%
Very dissatisfied	20	301	1464
	5.1%	2.2%	2.3%

Dissatisfied	23	589	3559
	5.9%	4.3%	5.5%
Neutral	58	2063	10580
	14.8%	15.1%	16.4%
Satisfied	182	5993	30952
	46.4%	43.8%	47.8%
Very satisfied	80	3412	14053
	20.4%	24.9%	21.7%
Total respondent count (Percentages sum to 100%)	392	13676	64707
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Engaging in meaningful interactions with other students	Collin County Community College District	AA Institutions	All US institutions
Not offered	26	642	2465
	6.6%	4.7%	3.8%
Don't use this feature at all	46	1861	9763
	11.6%	13.6%	15.1%
Very dissatisfied	23	408	2374
	5.8%	3.0%	3.7%
Dissatisfied	30	835	5817
	7.6%	6.1%	9.0%
Neutral	106	3536	18116
	26.8%	25.8%	28.0%
Satisfied	123	4512	19814
	31.1%	32.9%	30.6%
Very satisfied	42	1926	6454
	10.6%	14.0%	10.0%
Total respondent count (Percentages sum to 100%)	396	13720	64803
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Collaborating on projects or for study groups with other students	Collin County Community College District	AA Institutions	All US institutions
Not offered	30	871	3626
	7.6%	6.4%	5.6%
Don't use this feature at all	76	2482	12045
	19.2%	18.1%	18.6%
Very dissatisfied	20	461	2560
	5.1%	3.4%	4.0%
Dissatisfied	43	907	6272
	10.9%	6.6%	9.7%
Neutral	106	3732	18232
	26.8%	27.2%	28.2%
Satisfied	94	3690	16913
	23.7%	26.9%	26.1%
Very satisfied	27	1558	5064
	6.8%	11.4%	7.8%
Total respondent count (Percentages sum to 100%)	396	13701	64712
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Engaging in meaningful interactions with your instructors	Collin County Community College District	AA Institutions	All US institutions
Not offered	20	565	2397
	5.1%	4.1%	3.7%
Don't use this feature at all	40	1399	8490
	10.1%	10.2%	13.1%
Very dissatisfied	30	455	2421
	7.6%	3.3%	3.7%
Dissatisfied	31	859	5993
	7.8%	6.3%	9.2%

Neutral	103	3134	17278
	26.0%	22.9%	26.7%
Satisfied	121	4917	20856
	30.6%	35.9%	32.2%
Very satisfied	51	2385	7380
	12.9%	17.4%	11.4%
Total respondent count (Percentages sum to 100%)	396	13714	64815
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Receiving timely feedback on course assignments	Collin County Community College District	AA Institutions	All US institutions
Not offered	16	477	1644
	4.1%	3.5%	2.5%
Don't use this feature at all	15	827	3052
	3.8%	6.0%	4.7%
Very dissatisfied	29	539	2888
	7.4%	3.9%	4.5%
Dissatisfied	50	1005	7528
	12.7%	7.3%	11.6%
Neutral	78	2759	15899
	19.8%	20.1%	24.6%
Satisfied	152	5501	25446
	38.7%	40.2%	39.3%
Very satisfied	53	2589	8282
	13.5%	18.9%	12.8%
Total respondent count (Percentages sum to 100%)	393	13697	64739
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Receiving meaningful feedback on course assignments	Collin County Community College District	AA Institutions	All US institutions
Not offered	21	550	2040
	5.3%	4.0%	3.2%
Don't use this feature at all	22	963	3941
	5.6%	7.0%	6.1%
Very dissatisfied	33	494	2827
	8.4%	3.6%	4.4%
Dissatisfied	49	1032	7673
	12.4%	7.5%	11.9%
Neutral	85	2866	16058
	21.6%	20.9%	24.8%
Satisfied	131	5223	23984
	33.2%	38.2%	37.1%
Very satisfied	53	2555	8193
	13.5%	18.7%	12.7%
Total respondent count (Percentages sum to 100%)	394	13683	64716
	100.0%	100.0%	100.0%

3.7. LMS satisfaction: Overall satisfaction	Collin County Community College District	AA Institutions	All US institutions
Not offered	4	340	1031
	1.0%	2.5%	1.6%
Don't use this feature at all	7	632	1729
	1.8%	4.6%	2.7%
Very dissatisfied	24	326	1671
	6.1%	2.4%	2.6%
Dissatisfied	32	655	4224
	8.1%	4.8%	6.5%
Neutral	97	2635	14955
	24.6%	19.3%	23.1%

Satisfied	176	6333	31965
	44.7%	46.3%	49.4%
Very satisfied	54	2757	9104
	13.7%	20.2%	14.1%
Total respondent count (Percentages sum to 100%)	394	13678	64679
	100.0%	100.0%	100.0%

3.9. Interest: Guidance about courses you might consider taking	Collin County Community College District	AA Institutions	All US institutions
Don't know	9	402	1594
	2.3%	2.9%	2.5%
Not at all interested	17	513	2753
	4.3%	3.8%	4.3%
Not very interested	25	894	4616
	6.4%	6.5%	7.1%
Moderately interested	84	3438	17390
	21.4%	25.1%	26.9%
Very interested	138	4547	21778
	35.1%	33.3%	33.7%
Extremely interested	120	3878	16532
	30.5%	28.4%	25.6%
Total respondent count (Percentages sum to 100%)	393	13672	64663
	100.0%	100.0%	100.0%

3.9. Interest: Alerts if it appears your progress in a course is declining	Collin County Community College District	AA Institutions	All US institutions
Don't know	10	430	1773
	2.6%	3.1%	2.7%
Not at all interested	26	571	3482
	6.6%	4.2%	5.4%
Not very interested	28	935	6097
	7.1%	6.8%	9.4%
Moderately interested	94	3575	19384
	24.0%	26.2%	30.0%
Very interested	115	4189	18983
	29.3%	30.7%	29.4%
Extremely interested	119	3963	14929
	30.4%	29.0%	23.1%
Total respondent count (Percentages sum to 100%)	392	13663	64648
	100.0%	100.0%	100.0%

3.9. Interest: Suggestions for how to improve performance	Collin County Community College District	AA Institutions	All US institutions
Don't know	15	443	1839
	3.8%	3.2%	2.8%
Not at all interested	14	465	2669
	3.6%	3.4%	4.1%
Not very interested	22	711	4515
	5.6%	5.2%	7.0%
Moderately interested	79	3488	17991
	20.1%	25.6%	27.9%
Very interested	140	4638	22028
	35.6%	34.0%	34.1%
Extremely interested	123	3894	15525
	31.3%	28.6%	24.0%
Total respondent count (Percentages sum to 100%)	393	13639	64567
	100.0%	100.0%	100.0%

3.9. Interest: Suggestions about new or different	Collin County Community	AA Institutions	All US institutions
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academic resources	College District		
	Don't know	13 3.3%	460 3.4%
Not at all interested	17 4.3%	474 3.5%	2658 4.1%
Not very interested	37 9.4%	1053 7.7%	6885 10.7%
Moderately interested	114 28.9%	4048 29.6%	21900 33.9%
Very interested	121 30.7%	4380 32.1%	19193 29.7%
Extremely interested	92 23.4%	3239 23.7%	12014 18.6%
Total respondent count (Percentages sum to 100%)	394 100.0%	13654 100.0%	64583 100.0%

3.9. Interest: Automated tracking of your course attendance	Collin County Community College District	AA Institutions	All US institutions
Don't know	18 4.6%	735 5.4%	3156 4.9%
Not at all interested	79 20.1%	2007 14.6%	12478 19.3%
Not very interested	65 16.5%	2105 15.4%	11556 17.9%
Moderately interested	87 22.1%	3419 25.0%	15853 24.5%
Very interested	73 18.5%	2955 21.6%	12462 19.3%
Extremely interested	72 18.3%	2481 18.1%	9191 14.2%
Total respondent count (Percentages sum to 100%)	394 100.0%	13702 100.0%	64696 100.0%

3.9. Interest: Feedback about performance compared to other students	Collin County Community College District	AA Institutions	All US institutions
Don't know	11 2.8%	461 3.4%	1780 2.8%
Not at all interested	38 9.6%	890 6.5%	4307 6.7%
Not very interested	32 8.1%	1305 9.5%	5976 9.2%
Moderately interested	94 23.9%	3535 25.8%	17326 26.8%
Very interested	118 29.9%	4034 29.5%	19459 30.1%
Extremely interested	101 25.6%	3453 25.2%	15806 24.4%
Total respondent count (Percentages sum to 100%)	394 100.0%	13678 100.0%	64654 100.0%

3.9. Interest: Personalized support and information on degree progress	Collin County Community College District	AA Institutions	All US institutions
Don't know	12 3.1%	410 3.0%	1649 2.6%
Not at all interested	13 3.3%	338 2.5%	1759 2.7%
Not very interested	12 3.1%	504 3.7%	3137 4.9%

Moderately interested	74	2897	16085
	18.9%	21.2%	24.9%
Very interested	131	4808	23019
	33.4%	35.2%	35.7%
Extremely interested	150	4699	18912
	38.3%	34.4%	29.3%
Total respondent count (Percentages sum to 100%)	392	13656	64561
	100.0%	100.0%	100.0%

3.9. Interest: Personalized quizzes or practice questions	Collin County Community College District	AA Institutions	All US institutions
Don't know	13	446	1756
	3.3%	3.3%	2.7%
Not at all interested	22	476	2718
	5.6%	3.5%	4.2%
Not very interested	27	884	5124
	6.9%	6.5%	7.9%
Moderately interested	80	3338	17422
	20.4%	24.4%	26.9%
Very interested	114	4353	20338
	29.1%	31.8%	31.4%
Extremely interested	136	4191	17344
	34.7%	30.6%	26.8%
Total respondent count (Percentages sum to 100%)	392	13688	64702
	100.0%	100.0%	100.0%

3.9. Interest: Personalized visualizations and dashboards	Collin County Community College District	AA Institutions	All US institutions
Don't know	18	554	2488
	4.6%	4.1%	3.9%
Not at all interested	16	503	2669
	4.1%	3.7%	4.1%
Not very interested	22	895	5147
	5.6%	6.5%	8.0%
Moderately interested	87	3574	18855
	22.1%	26.1%	29.2%
Very interested	138	4492	20841
	35.0%	32.9%	32.3%
Extremely interested	113	3653	14620
	28.7%	26.7%	22.6%
Total respondent count (Percentages sum to 100%)	394	13671	64620
	100.0%	100.0%	100.0%

3.11. Individualized messages	Collin County Community College District	AA Institutions	All US institutions
I think this is great.	94	3641	13688
	23.6%	26.4%	21.0%
This sounds positive.	149	5678	28413
	37.4%	41.2%	43.7%
I am neutral.	99	3230	15618
	24.9%	23.5%	24.0%
This sounds negative.	31	698	4642
	7.8%	5.1%	7.1%
I am totally against this.	25	523	2671
	6.3%	3.8%	4.1%
Total respondent count (Percentages sum to 100%)	398	13770	65032
	100.0%	100.0%	100.0%

3.12. Wish instructors used: CMS/LMS	Collin County Community	AA Institutions	All US institutions
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	College District		
Don't know	33	2031	7091
	8.4%	14.9%	11.0%
(Less) 1	26	798	3456
	6.6%	5.8%	5.4%
2	22	880	4288
	5.6%	6.4%	6.6%
3	102	3520	18374
	25.8%	25.8%	28.4%
4	77	2749	15144
	19.5%	20.1%	23.4%
(More) 5	135	3674	16236
	34.2%	26.9%	25.1%
Total respondent count (Percentages sum to 100%)	395	13652	64589
	100.0%	100.0%	100.0%

3.12. Wish instructors used: E-portfolios	Collin County Community College District	AA Institutions	All US institutions
Don't know	196	5978	28747
	50.0%	43.9%	44.6%
(Less) 1	41	2003	9296
	10.5%	14.7%	14.4%
2	32	1099	5426
	8.2%	8.1%	8.4%
3	62	2309	11859
	15.8%	16.9%	18.4%
4	29	1059	4849
	7.4%	7.8%	7.5%
(More) 5	32	1184	4348
	8.2%	8.7%	6.7%
Total respondent count (Percentages sum to 100%)	392	13632	64525
	100.0%	100.0%	100.0%

3.12. Wish instructors used: E-books or e-textbooks	Collin County Community College District	AA Institutions	All US institutions
Don't know	64	2972	12567
	16.4%	21.8%	19.5%
(Less) 1	45	1850	10387
	11.5%	13.6%	16.1%
2	28	1173	6220
	7.2%	8.6%	9.6%
3	86	2821	14179
	22.0%	20.7%	22.0%
4	60	1953	9564
	15.3%	14.3%	14.8%
(More) 5	108	2875	11658
	27.6%	21.1%	18.1%
Total respondent count (Percentages sum to 100%)	391	13644	64575
	100.0%	100.0%	100.0%

3.12. Wish instructors used: Freely available content beyond your campus	Collin County Community College District	AA Institutions	All US institutions
Don't know	92	3250	14126
	23.4%	23.8%	21.9%
(Less) 1	21	920	4325
	5.3%	6.7%	6.7%
2	24	777	3900
	6.1%	5.7%	6.0%

	3	60	2420	12509
		15.2%	17.7%	19.4%
	4	67	2396	13277
		17.0%	17.6%	20.6%
	(More) 5	130	3881	16458
		33.0%	28.4%	25.5%
	Total respondent count	394	13644	64595
	(Percentages sum to 100%)	100.0%	100.0%	100.0%

3.12. Wish instructors used: Simulations or educational games		Collin County Community College District	AA Institutions	All US institutions
	Don't know	77	3005	12924
		19.5%	22.0%	20.0%
	(Less) 1	49	1407	7143
		12.4%	10.3%	11.1%
	2	30	1093	5362
		7.6%	8.0%	8.3%
	3	75	2723	14072
		19.0%	20.0%	21.8%
	4	60	2380	12932
		15.2%	17.5%	20.0%
	(More) 5	103	3026	12097
		26.1%	22.2%	18.7%
	Total respondent count	394	13634	64530
	(Percentages sum to 100%)	100.0%	100.0%	100.0%

3.12. Wish instructors used: Recorded lectures or "lecture capture"		Collin County Community College District	AA Institutions	All US institutions
	Don't know	56	2471	10163
		14.2%	18.1%	15.7%
	(Less) 1	16	789	4014
		4.1%	5.8%	6.2%
	2	18	721	3543
		4.6%	5.3%	5.5%
	3	70	2377	11721
		17.8%	17.4%	18.2%
	4	63	2680	14219
		16.0%	19.7%	22.0%
	(More) 5	171	4600	20897
		43.4%	33.7%	32.4%
	Total respondent count	394	13638	64557
	(Percentages sum to 100%)	100.0%	100.0%	100.0%

3.12. Wish instructors used: Online collaboration tools		Collin County Community College District	AA Institutions	All US institutions
	Don't know	42	2514	9707
		10.7%	18.4%	15.0%
	(Less) 1	39	1049	4873
		9.9%	7.7%	7.5%
	2	18	1071	5353
		4.6%	7.9%	8.3%
	3	89	3365	17847
		22.7%	24.7%	27.6%
	4	83	2491	13729
		21.2%	18.3%	21.3%
	(More) 5	121	3137	13043
		30.9%	23.0%	20.2%
	Total respondent count	392	13627	64552
	(Percentages sum to 100%)	100.0%	100.0%	100.0%

3.12. Wish instructors used: Your tablet during class	Collin County Community College District	AA Institutions	All US institutions
Don't know	103	3821	17660
	26.3%	28.0%	27.4%
(Less) 1	48	1786	9523
	12.3%	13.1%	14.8%
2	20	972	5230
	5.1%	7.1%	8.1%
3	69	2635	14115
	17.6%	19.3%	21.9%
4	55	1823	8550
	14.1%	13.4%	13.2%
(More) 5	96	2600	9452
	24.6%	19.1%	14.6%
Total respondent count (Percentages sum to 100%)	391	13637	64530
	100.0%	100.0%	100.0%

3.12. Wish instructors used: Your smartphone during class	Collin County Community College District	AA Institutions	All US institutions
Don't know	80	3427	14235
	20.4%	25.1%	22.0%
(Less) 1	74	2429	11991
	18.9%	17.8%	18.6%
2	29	1165	6295
	7.4%	8.5%	9.7%
3	63	2681	14827
	16.1%	19.6%	23.0%
4	57	1683	8584
	14.5%	12.3%	13.3%
(More) 5	89	2270	8659
	22.7%	16.6%	13.4%
Total respondent count (Percentages sum to 100%)	392	13655	64591
	100.0%	100.0%	100.0%

3.12. Wish instructors used: Your laptop during class	Collin County Community College District	AA Institutions	All US institutions
Don't know	56	2451	9181
	14.2%	17.9%	14.2%
(Less) 1	41	1213	5468
	10.4%	8.9%	8.5%
2	17	929	4784
	4.3%	6.8%	7.4%
3	88	3009	16448
	22.3%	22.0%	25.5%
4	60	2483	13469
	15.2%	18.2%	20.8%
(More) 5	133	3574	15251
	33.7%	26.2%	23.6%
Total respondent count (Percentages sum to 100%)	395	13659	64601
	100.0%	100.0%	100.0%

3.12. Wish instructors used: Social media as a learning tool	Collin County Community College District	AA Institutions	All US institutions
Don't know	89	3578	14573
	22.5%	26.2%	22.6%
(Less) 1	101	2817	13072
	25.6%	20.6%	20.2%
	37	1347	6897

	2	9.4%	9.9%	10.7%
		75	2702	14501
	3	19.0%	19.8%	22.5%
		39	1515	8502
	4	9.9%	11.1%	13.2%
		54	1687	7032
	(More) 5	13.7%	12.4%	10.9%
		395	13646	64577
	Total respondent count (Percentages sum to 100%)	100.0%	100.0%	100.0%

3.12. Wish instructors used: 3D printers	Collin County Community College District	AA Institutions	All US institutions
	207	6865	31443
	52.8%	50.3%	48.7%
	43	1515	7725
	11.0%	11.1%	12.0%
	2	20	763
	5.1%	5.6%	5.6%
	3	41	1847
	10.5%	13.5%	14.6%
	4	25	999
	6.4%	7.3%	8.1%
	(More) 5	56	1652
	14.3%	12.1%	11.0%
	Total respondent count (Percentages sum to 100%)	392	13641
		100.0%	100.0%

3.12. Wish instructors used: Early-alert systems	Collin County Community College District	AA Institutions	All US institutions
	52	2083	9249
	13.3%	15.3%	14.3%
	(Less) 1	23	723
	5.9%	5.3%	5.9%
	2	17	717
	4.4%	5.2%	5.9%
	3	65	2541
	16.7%	18.6%	20.9%
	4	80	2843
	20.5%	20.8%	23.6%
	(More) 5	153	4751
	39.2%	34.8%	29.3%
	Total respondent count (Percentages sum to 100%)	390	13658
		100.0%	100.0%

4.1. Preferred learning environment	Collin County Community College District	AA Institutions	All US institutions
	48	1994	9717
	12.0%	14.4%	14.9%
	One with some online components	245	7997
	61.4%	57.9%	63.6%
	One that are completely online	48	1474
	12.0%	10.7%	8.7%
	No preference	58	2336
	14.5%	16.9%	12.8%
	Total respondent count (Percentages sum to 100%)	399	13801
		100.0%	100.0%

4.2. Extent of blended courses	Collin County Community College District	AA Institutions	All US institutions
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None	115	2618	10501
	29.0%	19.1%	16.2%
A few	136	4896	25198
	34.3%	35.6%	38.8%
About half	80	3510	15762
	20.2%	25.6%	24.3%
Nearly all	47	1924	10490
	11.9%	14.0%	16.1%
All	18	789	3023
	4.5%	5.7%	4.7%
Total respondent count (Percentages sum to 100%)	396	13737	64974
	100.0%	100.0%	100.0%

4.3. Taken completely online course	Collin County Community College District	AA Institutions	All US institutions
No	200	6103	34765
	50.9%	44.8%	53.8%
Yes	193	7529	29835
	49.1%	55.2%	46.2%
Total respondent count (Percentages sum to 100%)	393	13632	64600
	100.0%	100.0%	100.0%

4.4. Taken MOOC	Collin County Community College District	AA Institutions	All US institutions
No, and I don't know what a MOOC is.	316	10667	49905
	80.2%	77.6%	76.8%
No, but I do know what a MOOC is.	57	2229	11278
	14.5%	16.2%	17.4%
Yes, but I didn't complete one.	7	424	1984
	1.8%	3.1%	3.1%
Yes, and I completed one.	14	421	1778
	3.6%	3.1%	2.7%
Total respondent count (Percentages sum to 100%)	394	13741	64945
	100.0%	100.0%	100.0%

4.5. Earned digital badge	Collin County Community College District	AA Institutions	All US institutions
Don't know	116	3899	16624
	29.3%	28.4%	25.6%
No	248	9026	43727
	62.6%	65.7%	67.4%
Yes	32	815	4512
	8.1%	5.9%	7.0%
Total respondent count (Percentages sum to 100%)	396	13740	64863
	100.0%	100.0%	100.0%

4.6. Would include on résumé	Collin County Community College District	AA Institutions	All US institutions
Undergraduate degree	322	10328	57154
	82.6%	75.4%	88.2%
Certificate from an accredited college or university	188	6990	30468
	48.2%	51.0%	47.0%
Certificate from an industry-based training program	128	4228	20076
	32.8%	30.9%	31.0%
Certificate of completion of free course	88	3290	14462
	22.6%	24.0%	22.3%
Digital badge	84	2518	12751
	21.5%	18.4%	19.7%
	53	2052	11228

E-portfolio	13.6%	15.0%	17.3%
Other	19	408	1651
	4.9%	3.0%	2.5%
N/A	35	1422	3764
	9.0%	10.4%	5.8%
Total respondent count	390	13696	64811

4.7. I get more actively involved in courses that use technology.	Collin County Community College District	AA Institutions	All US institutions
Don't know	9	410	1755
	2.3%	3.0%	2.7%
Strongly disagree	29	1012	4669
	7.4%	7.4%	7.3%
Somewhat disagree	35	1294	8023
	9.0%	9.5%	12.5%
Neutral	111	4231	20469
	28.4%	31.1%	31.8%
Somewhat agree	113	3856	18915
	28.9%	28.3%	29.4%
Strongly agree	94	2804	10549
	24.0%	20.6%	16.4%
Total respondent count (Percentages sum to 100%)	391	13607	64380
	100.0%	100.0%	100.0%

4.7. I am more likely to skip classes when materials are available online.	Collin County Community College District	AA Institutions	All US institutions
Don't know	14	720	2768
	3.6%	5.3%	4.3%
Strongly disagree	176	5287	18430
	45.4%	38.8%	28.6%
Somewhat disagree	66	2228	10909
	17.0%	16.3%	16.9%
Neutral	56	2428	12207
	14.4%	17.8%	18.9%
Somewhat agree	49	1934	14212
	12.6%	14.2%	22.0%
Strongly agree	27	1042	6022
	7.0%	7.6%	9.3%
Total respondent count (Percentages sum to 100%)	388	13639	64548
	100.0%	100.0%	100.0%

4.7. I entered college adequately prepared to use technology needed in my courses.	Collin County Community College District	AA Institutions	All US institutions
Don't know	4	302	1124
	1.0%	2.2%	1.7%
Strongly disagree	18	901	2955
	4.6%	6.6%	4.6%
Somewhat disagree	37	1316	6271
	9.5%	9.7%	9.7%
Neutral	54	2355	11243
	13.8%	17.3%	17.4%
Somewhat agree	126	4356	23512
	32.3%	31.9%	36.5%
Strongly agree	151	4404	19366
	38.7%	32.3%	30.0%
Total respondent count (Percentages sum to 100%)	390	13634	64471
	100.0%	100.0%	100.0%

4.7. Technology makes me feel more connected to the	Collin County Community	AA Institutions	All US institutions
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institution.	College District		
	Don't know	3 0.8%	330 2.4%
Strongly disagree	23 5.9%	711 5.2%	2746 4.3%
Somewhat disagree	29 7.4%	901 6.6%	4339 6.7%
Neutral	73 18.6%	3321 24.4%	14684 22.8%
Somewhat agree	146 37.2%	4847 35.6%	25610 39.8%
Strongly agree	119 30.3%	3507 25.8%	15656 24.3%
Total respondent count (Percentages sum to 100%)	393 100.0%	13617 100.0%	64394 100.0%

4.7. Technology makes me feel connected to other students.	Collin County Community College District	AA Institutions	All US institutions
Don't know	9 2.3%	444 3.3%	1646 2.6%
Strongly disagree	37 9.5%	1275 9.4%	4978 7.7%
Somewhat disagree	46 11.8%	1507 11.1%	7306 11.3%
Neutral	110 28.1%	4203 30.9%	18229 28.3%
Somewhat agree	120 30.7%	3887 28.6%	21462 33.3%
Strongly agree	69 17.6%	2295 16.9%	10779 16.7%
Total respondent count (Percentages sum to 100%)	391 100.0%	13611 100.0%	64400 100.0%

4.7. Technology makes me feel connected to instructors.	Collin County Community College District	AA Institutions	All US institutions
Don't know	3 0.8%	315 2.3%	1442 2.2%
Strongly disagree	38 9.7%	992 7.3%	4700 7.3%
Somewhat disagree	35 9.0%	1341 9.8%	7502 11.6%
Neutral	96 24.6%	3562 26.2%	17377 27.0%
Somewhat agree	139 35.6%	4503 33.1%	22320 34.7%
Strongly agree	79 20.3%	2908 21.3%	11067 17.2%
Total respondent count (Percentages sum to 100%)	390 100.0%	13621 100.0%	64408 100.0%

4.7. In-class use of mobile devices is distracting.	Collin County Community College District	AA Institutions	All US institutions
Don't know	12 3.1%	545 4.0%	2348 3.6%
Strongly disagree	76 19.5%	1899 13.9%	6987 10.8%
Somewhat disagree	64 16.5%	1953 14.3%	9147 14.2%

Neutral	73	3417	15192
	18.8%	25.1%	23.6%
Somewhat agree	99	3192	18022
	25.4%	23.4%	28.0%
Strongly agree	65	2610	12716
	16.7%	19.2%	19.7%
Total respondent count (Percentages sum to 100%)	389	13616	64412
	100.0%	100.0%	100.0%

4.7. I like to keep my online academic and social lives separate.	Collin County Community College District	AA Institutions	All US institutions
Don't know	9	467	1886
	2.3%	3.4%	2.9%
Strongly disagree	19	441	1806
	4.8%	3.2%	2.8%
Somewhat disagree	15	658	4179
	3.8%	4.8%	6.5%
Neutral	52	2285	11530
	13.2%	16.7%	17.9%
Somewhat agree	77	3018	17474
	19.6%	22.1%	27.1%
Strongly agree	221	6794	27674
	56.2%	49.7%	42.9%
Total respondent count (Percentages sum to 100%)	393	13663	64549
	100.0%	100.0%	100.0%

4.7. I wish I'd been better prepared to use institution-specific technology.	Collin County Community College District	AA Institutions	All US institutions
Don't know	9	600	2359
	2.3%	4.4%	3.7%
Strongly disagree	67	1802	7082
	17.1%	13.2%	11.0%
Somewhat disagree	36	1441	8221
	9.2%	10.6%	12.8%
Neutral	97	4013	19308
	24.8%	29.4%	30.0%
Somewhat agree	98	3385	17370
	25.1%	24.8%	27.0%
Strongly agree	84	2391	10106
	21.5%	17.5%	15.7%
Total respondent count (Percentages sum to 100%)	391	13632	64446
	100.0%	100.0%	100.0%

4.7. I wish I'd been better prepared to use basic software.	Collin County Community College District	AA Institutions	All US institutions
Don't know	10	541	2120
	2.6%	4.0%	3.3%
Strongly disagree	121	3015	13057
	31.0%	22.1%	20.2%
Somewhat disagree	51	1860	10595
	13.1%	13.6%	16.4%
Neutral	95	3672	17933
	24.4%	26.9%	27.8%
Somewhat agree	62	2560	13362
	15.9%	18.8%	20.7%
Strongly agree	51	1984	7441
	13.1%	14.6%	11.5%
Total respondent count (Percentages sum to 100%)	390	13632	64508
	100.0%	100.0%	100.0%

4.10. Tech support	Collin County Community College District	AA Institutions	All US institutions
Peers, friends, or family	252	8419	47600
	64.0%	61.3%	73.3%
Instructors or teaching assistants	188	6975	30081
	47.7%	50.8%	46.3%
Google, YouTube, or another online source	255	8843	46580
	64.7%	64.4%	71.8%
Company or vendor	39	1058	4484
	9.9%	7.7%	6.9%
Help desk services	99	3030	15527
	25.1%	22.1%	23.9%
Other	12	470	1560
	3.0%	3.4%	2.4%
Total respondent count	394	13726	64911

4.11. Help desk experience: Walk-in	Collin County Community College District	AA Institutions	All US institutions
Service not offered	10	110	450
	10.6%	3.8%	3.0%
N/A	45	711	3654
	47.9%	24.4%	24.3%
Poor	3	84	271
	3.2%	2.9%	1.8%
Fair	1	148	685
	1.1%	5.1%	4.6%
Neutral	5	311	1287
	5.3%	10.7%	8.6%
Good	16	779	4658
	17.0%	26.8%	31.0%
Excellent	14	765	4013
	14.9%	26.3%	26.7%
Total respondent count (Percentages sum to 100%)	94	2908	15018
	100.0%	100.0%	100.0%

4.11. Help desk experience: Phone	Collin County Community College District	AA Institutions	All US institutions
Service not offered	1	73	355
	1.0%	2.5%	2.4%
N/A	13	495	4071
	13.4%	16.8%	27.0%
Poor	4	166	503
	4.1%	5.6%	3.3%
Fair	7	212	862
	7.2%	7.2%	5.7%
Neutral	4	358	1608
	4.1%	12.1%	10.7%
Good	40	894	4301
	41.2%	30.3%	28.5%
Excellent	28	754	3376
	28.9%	25.5%	22.4%
Total respondent count (Percentages sum to 100%)	97	2952	15076
	100.0%	100.0%	100.0%

4.11. Help desk experience: E-mail	Collin County Community College District	AA Institutions	All US institutions
Service not offered	3	50	290
	3.1%	1.7%	1.9%

N/A	25	571	4034
	25.8%	19.5%	26.9%
Poor	3	132	500
	3.1%	4.5%	3.3%
Fair	7	199	917
	7.2%	6.8%	6.1%
Neutral	11	383	1747
	11.3%	13.1%	11.7%
Good	28	924	4545
	28.9%	31.5%	30.3%
Excellent	20	674	2956
	20.6%	23.0%	19.7%
Total respondent count (Percentages sum to 100%)	97	2933	14989
	100.0%	100.0%	100.0%

4.11. Help desk experience: Web form	Collin County Community College District	AA Institutions	All US institutions
Service not offered	8	134	815
	8.6%	4.7%	5.5%
N/A	40	940	6003
	43.0%	32.8%	40.7%
Poor	1	118	469
	1.1%	4.1%	3.2%
Fair	4	159	746
	4.3%	5.5%	5.1%
Neutral	15	521	2163
	16.1%	18.2%	14.7%
Good	14	605	2917
	15.1%	21.1%	19.8%
Excellent	11	388	1650
	11.8%	13.5%	11.2%
Total respondent count (Percentages sum to 100%)	93	2865	14763
	100.0%	100.0%	100.0%

4.11. Help desk experience: Chat/instant messaging	Collin County Community College District	AA Institutions	All US institutions
Service not offered	9	258	1711
	9.7%	9.0%	11.6%
N/A	52	1116	7129
	55.9%	39.0%	48.2%
Poor	1	118	377
	1.1%	4.1%	2.6%
Fair	3	148	468
	3.2%	5.2%	3.2%
Neutral	12	415	1732
	12.9%	14.5%	11.7%
Good	7	423	1880
	7.5%	14.8%	12.7%
Excellent	9	384	1487
	9.7%	13.4%	10.1%
Total respondent count (Percentages sum to 100%)	93	2862	14784
	100.0%	100.0%	100.0%

4.11. Help desk experience: Self-service FAQ	Collin County Community College District	AA Institutions	All US institutions
Service not offered	5	117	714
	5.3%	4.1%	4.8%
N/A	32	812	5192
	34.0%	28.4%	35.2%

Poor	3	160	606
	3.2%	5.6%	4.1%
Fair	10	218	967
	10.6%	7.6%	6.5%
Neutral	13	546	2369
	13.8%	19.1%	16.0%
Good	21	612	3241
	22.3%	21.4%	22.0%
Excellent	10	394	1676
	10.6%	13.8%	11.4%
Total respondent count		94	2859
(Percentages sum to 100%)		100.0%	100.0%

4.11. Help desk experience: Overall rating of help-desk services	Collin County Community College District	AA Institutions	All US institutions
Service not offered	1	13	57
	1.1%	0.4%	0.4%
N/A	7	135	797
	7.4%	4.6%	5.3%
Poor	1	106	373
	1.1%	3.6%	2.5%
Fair	12	224	945
	12.6%	7.6%	6.3%
Neutral	11	393	1806
	11.6%	13.4%	12.0%
Good	32	1172	6700
	33.7%	39.9%	44.7%
Excellent	31	891	4326
	32.6%	30.4%	28.8%
Total respondent count		95	2934
(Percentages sum to 100%)		100.0%	100.0%

5.1. Number of internet-capable devices used	Collin County Community College District	AA Institutions	All US institutions
None	4	166	643
	1.0%	1.2%	1.0%
One	22	1249	4539
	5.5%	9.1%	7.0%
Two	95	4042	22671
	23.9%	29.3%	34.8%
Three	133	4128	21128
	33.5%	30.0%	32.5%
Four	69	2031	8710
	17.4%	14.7%	13.4%
Five	25	730	2742
	6.3%	5.3%	4.2%
Six or more	49	1431	4663
	12.3%	10.4%	7.2%
Total respondent count		397	13777
(Percentages sum to 100%)		100.0%	100.0%

5.2. In-class experience: Smartphone	Collin County Community College District	AA Institutions	All US institutions
N/A	49	2275	7773
	12.4%	16.7%	12.0%
Banned from using it in class	114	3082	15600
	28.9%	22.6%	24.1%
Discouraged from using it in class	123	4049	25563
	31.1%	29.7%	39.5%

Neither discouraged nor encouraged	91	3406	13070
	23.0%	25.0%	20.2%
Encouraged to use it in class	15	701	2216
	3.8%	5.1%	3.4%
Required to use it in class	3	127	440
	0.8%	0.9%	0.7%
Total respondent count (Percentages sum to 100%)	395	13640	64662
	100.0%	100.0%	100.0%

5.2. In-class experience: Tablet	Collin County Community College District	AA Institutions	All US institutions
N/A	84	3805	16925
	21.6%	28.0%	26.3%
Banned from using it in class	61	1076	4220
	15.7%	7.9%	6.6%
Discouraged from using it in class	77	1591	9814
	19.8%	11.7%	15.2%
Neither discouraged nor encouraged	130	5452	27061
	33.4%	40.1%	42.0%
Encouraged to use it in class	35	1467	5634
	9.0%	10.8%	8.7%
Required to use it in class	2	198	743
	0.5%	1.5%	1.2%
Total respondent count (Percentages sum to 100%)	389	13589	64397
	100.0%	100.0%	100.0%

5.2. In-class experience: Laptop	Collin County Community College District	AA Institutions	All US institutions
N/A	48	2081	5476
	12.2%	15.2%	8.5%
Banned from using it in class	49	810	3123
	12.4%	5.9%	4.8%
Discouraged from using it in class	85	1406	10102
	21.6%	10.3%	15.6%
Neither discouraged nor encouraged	147	6235	31647
	37.3%	45.6%	48.9%
Encouraged to use it in class	47	2302	10661
	11.9%	16.8%	16.5%
Required to use it in class	18	834	3691
	4.6%	6.1%	5.7%
Total respondent count (Percentages sum to 100%)	394	13668	64700
	100.0%	100.0%	100.0%

5.2. In-class experience: Wearable technologies	Collin County Community College District	AA Institutions	All US institutions
N/A	267	9007	46609
	68.3%	66.7%	72.6%
Banned from using it in class	37	815	3192
	9.5%	6.0%	5.0%
Discouraged from using it in class	22	614	2935
	5.6%	4.5%	4.6%
Neither discouraged nor encouraged	58	2572	9897
	14.8%	19.0%	15.4%
Encouraged to use it in class	6	377	1255
	1.5%	2.8%	2.0%
Required to use it in class	1	124	324
	0.3%	0.9%	0.5%
Total respondent count (Percentages sum to 100%)	391	13509	64212
	100.0%	100.0%	100.0%

For the next set of questions, respondents were asked to rate themselves on a scale of 0–100.

6.1a. Disposition towards IT		Collin County Community College District	AA Institutions	All US institutions
Reluctant vs. Enthusiast	Mean	74.4	73.4	70.8
	SD	23.7	23.0	22.7
	N	353	12222	59165
Late adopter vs. Early adopter	Mean	64.4	64.2	62.5
	SD	26.1	26.4	25.2
	N	337	11869	57863
Technophobe vs. Technophile	Mean	67.8	66.1	65.4
	SD	23.5	24.3	22.9
	N	318	11141	55003
Skeptic vs. Cheerleader	Mean	63.3	63.0	60.8
	SD	24.4	24.1	22.5
	N	318	11294	55496
By-the-book vs. Experimenter	Mean	62.7	62.4	59.4
	SD	24.3	25.5	24.2
	N	329	11578	56437
Critic vs. Supporter	Mean	67.9	66.9	64.0
	SD	23.6	23.5	22.3
	N	323	11424	55851
Conservative vs. Radical	Mean	53.5	55.1	53.8
	SD	23.4	24.1	22.2
	N	307	10979	53981

6.1b. Attitude towards IT		Collin County Community College District	AA Institutions	All US institutions
Dissatisfied vs. Satisfied	Mean	71.7	72.2	68.7
	SD	22.3	21.0	20.1
	N	324	11827	57411
Discontent vs. Content	Mean	71.0	70.8	67.7
	SD	21.1	20.7	19.5
	N	320	11548	56295
Perturbed vs. Pleased	Mean	69.5	70.7	67.5
	SD	21.3	20.9	19.6
	N	318	11510	55827
Burdensome vs. Beneficial	Mean	74.4	75.1	71.6
	SD	22.5	21.7	21.3
	N	326	11559	56186
Useless vs. Useful	Mean	79.0	79.2	76.6
	SD	20.3	19.9	19.3
	N	335	11611	56396
Distraction vs. Enhancement	Mean	70.1	70.3	65.4
	SD	24.3	23.9	23.3
	N	316	11428	55559

6.1c. Usage of IT		Collin County Community College District	AA Institutions	All US institutions
Never connected vs. Always connected	Mean	77.2	77.0	75.5
	SD	21.7	21.1	20.4
	N	330	11779	57157
Peripheral vs. Central	Mean	69.4	68.2	65.8
	SD	20.6	20.7	19.8
	N	295	10953	53855
Old media vs. New media	Mean	72.1	70.6	68.8
	SD	20.0	20.5	19.4
	N	314	11306	55233

Infrequent vs. Frequent	Mean	78.6	77.5	76.4
	SD	19.7	20.5	19.5
	N	331	11600	56476
Satisfiable vs. Insatisfiable	Mean	59.8	60.4	57.9
	SD	23.0	23.7	22.0
	N	295	10607	52014

6.2. Gender	Collin County Community College District	AA Institutions	All US institutions
Male	130	4798	22880
	33.2%	35.0%	35.3%
Female	252	8618	40963
	64.5%	62.9%	63.1%
Other	0	39	175
	0.0%	0.3%	0.3%
Prefer not to answer	9	250	862
	2.3%	1.8%	1.3%
Total respondent count (Percentages sum to 100%)	391	13705	64880
	100.0%	100.0%	100.0%

6.3. Academic goal	Collin County Community College District	AA Institutions	All US institutions
Digital badges that certify my skills	35	1331	5341
	8.8%	9.7%	8.2%
A vocational/occupational certificate	51	2205	4978
	12.8%	16.1%	7.7%
An associate's degree	227	7715	11277
	57.2%	56.2%	17.4%
A bachelor's degree	217	7589	51089
	54.7%	55.3%	78.9%
A master's degree	133	3887	24222
	33.5%	28.3%	37.4%
A doctoral degree	55	1446	8660
	13.9%	10.5%	13.4%
Another professional degree	18	799	5743
	4.5%	5.8%	8.9%
Other	16	451	1230
	4.0%	3.3%	1.9%
N/A	5	567	1832
	1.3%	4.1%	2.8%
Total respondent count	397	13717	64789

6.4. Major	Collin County Community College District	AA Institutions	All US institutions
Agriculture and natural resources	1	104	933
	0.3%	0.8%	1.4%
Biological/life sciences	12	578	4458
	3.0%	4.2%	6.8%
Business, management, marketing	50	1837	9250
	12.5%	13.3%	14.2%
Communications/journalism	4	209	2311
	1.0%	1.5%	3.5%
Computer and information sciences	42	1217	4016
	10.5%	8.8%	6.2%
Education, including physical education	20	789	4490
	5.0%	5.7%	6.9%
Engineering and architecture	26	643	4713
	6.5%	4.7%	7.2%
	11	399	2020

Fine and performing arts	2.8%	2.9%	3.1%
Health sciences, including professional programs	94	2801	8915
	23.5%	20.3%	13.7%
Humanities	2	242	1762
	0.5%	1.8%	2.7%
Liberal arts/general studies	17	627	2163
	4.3%	4.5%	3.3%
Manufacturing, construction, repair, or transportation	0	139	240
	0.0%	1.0%	0.4%
Physical sciences, including mathematical sciences	13	215	1777
	3.3%	1.6%	2.7%
Public administration; legal, social, and protective services	15	466	1444
	3.8%	3.4%	2.2%
Social sciences	18	765	5343
	4.5%	5.6%	8.2%
Other—please describe	56	2053	9557
	14.0%	14.9%	14.7%
Undecided	19	698	1745
	4.8%	5.1%	2.7%
Total respondent count (Percentages sum to 100%)	400	13782	65137
	100.0%	100.0%	100.0%

6.5. Part-time/Full-time	Collin County Community College District	AA Institutions	All US institutions
Part-time	199	6540	12451
	50.1%	47.8%	19.2%
Full-time	198	7147	52363
	49.9%	52.2%	80.8%
Total respondent count (Percentages sum to 100%)	397	13687	64814
	100.0%	100.0%	100.0%

6.6. Ethnicity	Collin County Community College District	AA Institutions	All US institutions
White	240	8353	45616
	60.2%	60.8%	70.4%
Black/African American	38	944	4061
	9.5%	6.9%	6.3%
Hispanic	66	2948	8349
	16.5%	21.4%	12.9%
American Indian or Alaskan native	14	425	1358
	3.5%	3.1%	2.1%
Asian/Pacific Islander	25	1101	5929
	6.3%	8.0%	9.1%
Other	15	335	1463
	3.8%	2.4%	2.3%
Prefer not to answer	38	800	2901
	9.5%	5.8%	4.5%
Total respondent count	399	13746	64826

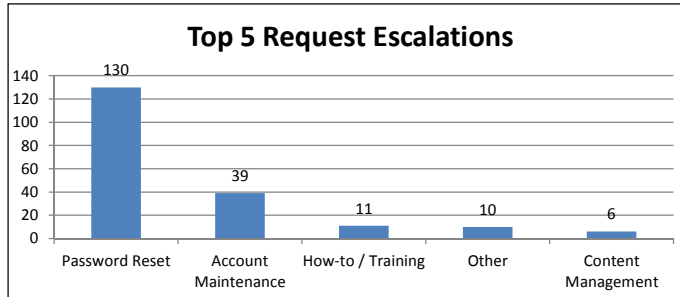
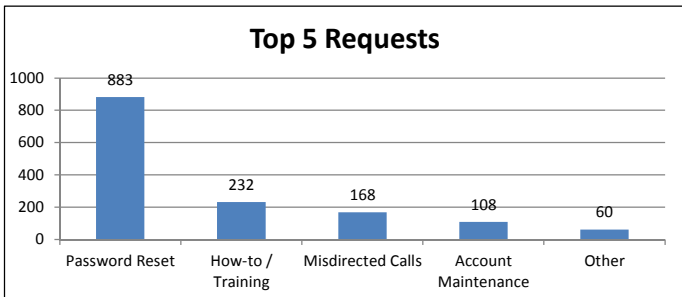
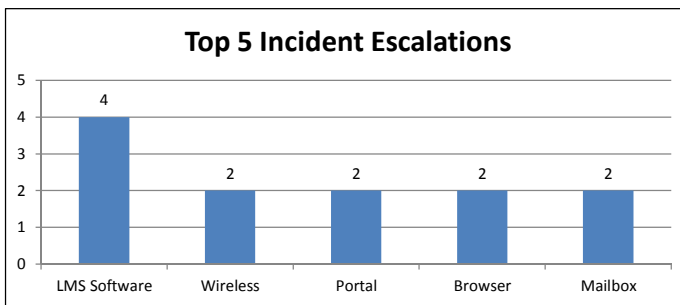
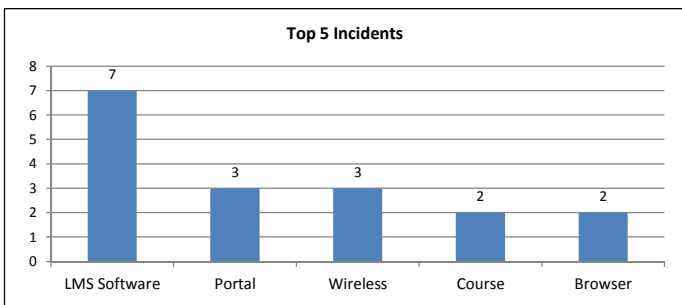
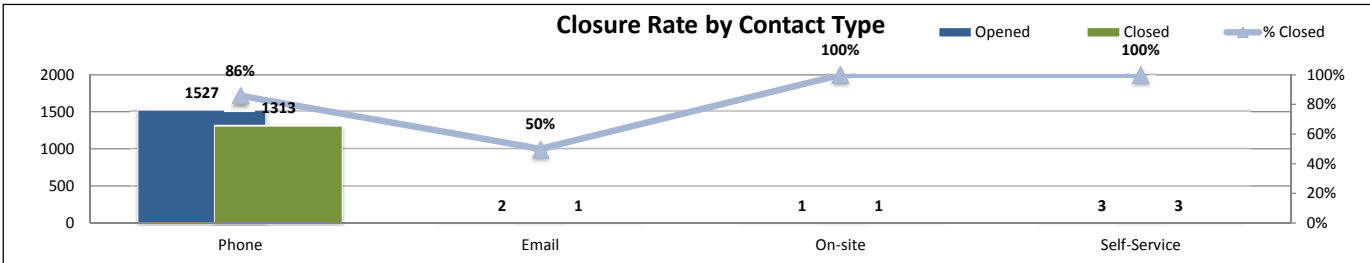
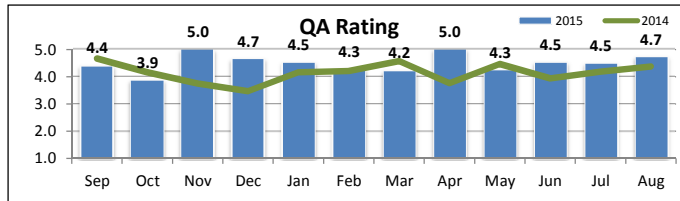
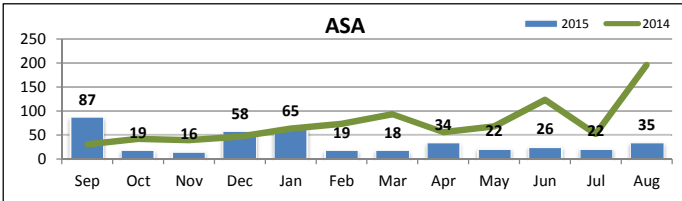
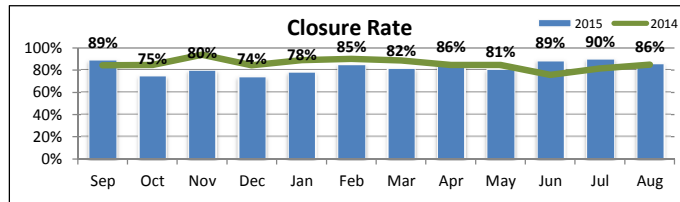
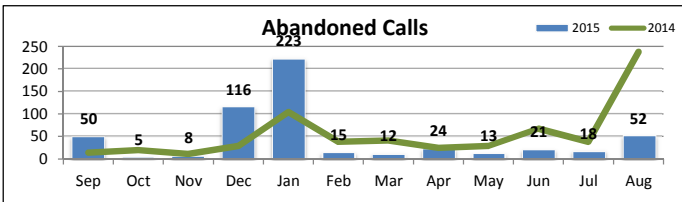
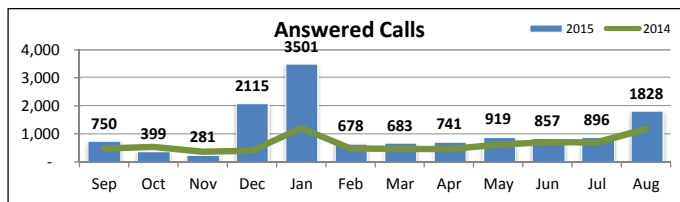
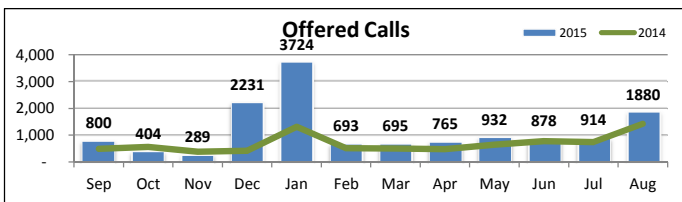
6.7. On/off campus	Collin County Community College District	AA Institutions	All US institutions
On campus	6	172	19975
	1.5%	1.3%	30.8%
Off campus	389	13501	44805
	98.5%	98.7%	69.2%
Total respondent count (Percentages sum to 100%)	395	13673	64780
	100.0%	100.0%	100.0%



Collin County Community College District Central Helpdesk Monthly Report: August 2015

ACD Statistics	August	CTD	Ticket Management	August	CTD	Closure Rate by Contact Type			
Total calls to the CHD	1,880	14,205	Total Contacts (Calls + ES)	1,833	13,676	Contact Type	Opened	Closed	% Closed
Total calls accepted by CHD	1,828	13,648	Tickets worked by CHD	1,533	11,223	Phone	1527	1313	86%
% of calls abandoned (Abn%)	3%	4%	Tickets closed by CHD	1,318	9,204	Email	2	1	50%
Average speed to answer (ASA)	35	44	Closure Rate	86%	82%	On-site	1	1	100%
Total Call Time	306h 13m	1944h 26m	QA Response (%)	3.2	2.1	Self-Service	3	3	100%
Avg Handle Time (AHT)	10m 3sec	8m 33sec	QA Rating	4.7	4.5				

Contract Statistics	Contacts to Date	Allotment	Contacts Remaining	Pct Remaining	Overage	Contract Term
	13,676	13,000	-676	0%	676	Sep-14 Aug-15



Help Desk 9/1/2014 to 8/31/2015

Total number of tickets opened 14260

Total number of tickets closed 13291

Total tickets opened by Help Desk 11920

Total tickets closed by Help Desk 2782

Total tickets opened by ATNS Technicians 6308

Total tickets closed by ATNS Technicians 6033

Total tickets opened by Telcom 1577

Total tickets closed by Telcom 1544

Total tickets opened by Networking 1662

Total tickets closed by Networking 1591

Total tickets opened by Programming 2097

Total tickets closed by Programming 1699

Need Assistance?

For All Classroom Related issues
Call the Media Services Hotline

(972) 599 - 3170

For Equipment Requests Please Send
an Email to:

chec_media@collin.edu



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COLLEGE**

Campus specific information cards are adhered to each podium and mobile device by Media Services.