1. Introduction

As of July 1, 2009, the SBCCD Distributed Education and Technology Services (DETS) division reorganized its technology service structures and associated committee structures. This survey of the DETS Executive Committee is intended to begin the formal assessment of the effecs of that reorganization. The user community will also be surveyed in early fall.

Please read each of the following questions carefully, think about your answer, and then enter your response. Finishing the whole survey should take no more than about 10 minutes, though it could be more if you choose to make lengthy comments.

Please finish the survey in one sitting; if you leave before clicking the "Done" button, all your responses will be lost, and you will have to start over.

Please submit your completed survey no later than Friday, August 13.

Just click "Next" to go to the next page. When you have answered all the questions, click "Done" to submit your survey, then close your browser window.

Thank you for participating in this important effort to improve DETS services!

2. Evaluation and Comments

1. Compare DETS services in 2008-09, before the reorganization, to DETS services now. How has each of the following aspects of those services changed since the reorganization, in your opinion?

	Much worse	Somewhat worse	About the same	Somewhat better	Much better	No opinion
Clarity of technology service roles at the COLLEGES	◯	◯	◯	◯	◯	◯
Clarity of technology service roles at the DISTRICT	◯	◯	◯	◯	◯	◯
Coordination of technology services at the COLLEGES	◯	◯	◯	◯	◯	◯
Coordination of technology services at the DISTRICT	◯	◯	◯	◯	◯	◯
Quality of technology services at the COLLEGES	◯	◯	◯	◯	◯	◯
Quality of technology services at the DISTRICT	◯	◯	◯	◯	◯	◯
Overall DETS responsiveness to the needs of the COLLEGES	◯	◯	◯	◯	◯	◯
Overall DETS responsiveness to the needs of DISTRICT-level operations	◯	◯	◯	◯	◯	◯

2. If you marked "Much better" or "Somewhat better" for any aspects of service above, please give one or more specific examples of improvement for each of those aspects in the corresponding box below. (You may enter up to 1000 characters in each box.)

Clarity of technology service roles at the COLLEGES
[   ]

Clarity of technology service roles at the DISTRICT
[   ]

Coordination of technology services at the COLLEGES
[   ]

Coordination of technology services at the DISTRICT
[   ]

Quality of technology services at the COLLEGES
[   ]

Quality of technology services at the DISTRICT
[   ]

Overall DETS responsiveness to the needs of the COLLEGES
[   ]

Overall DETS responsiveness to the needs of DISTRICT-level operations
[   ]

3. If you marked "Much worse" or "Somewhat worse" for any aspects of service above, please give one or more specific examples of improvement for each of those aspects in the corresponding box below. (You may enter up to 1000 characters in each box.)

Clarity of technology service roles at the COLLEGES

Clarity of technology service roles at the DISTRICT

Coordination of technology services at the COLLEGES

Coordination of technology services at the DISTRICT

Quality of technology services at the COLLEGES

Quality of technology services at the DISTRICT

Overall DETS responsiveness to the needs of the COLLEGES

Overall DETS responsiveness to the needs of DISTRICT-level operations

4. If you have any specific suggestions for improving the responsiveness of DETS services to the needs of the colleges or of district-level operations, please enter them here.

5. If you have any other comments about DETS services, the reorganization, or this survey, please enter them here.

Thank you again for contributing to this survey.