

Classroom Technology Survey
Winter '09
Question 18

Who do you typically ask/call for classroom technical support? Other (please specify)

1. I never need support.
2. Ambient light control in classroom non-existent! Poor data projector (low lumen, no auto shutdown), projectors should have wireless connectivity to laptop, Wireless access strength very low in some classrooms, Ethernet socket for wired connection broken or non-standard and not easily accessible.
3. HHD tech support is fantastic!
4. Dept Tech Judi Friedman is the best!!
5. Tech center but its no. begins with a 7
6. Funnily, one of the main problems is the antiquated lock on the 'black box' and the screen, which is difficult to remove once you pull it down. Also, the tendency of colleagues to leave the mouse out of the port so it may discharge. Or when they lock the computer (they do not log off)
7. College of social and behavioral sciences tech support is really great
8. Problems with wireless (very slow)
9. Depends on the situation; generally I try to address it myself
10. College IT
11. Online Support
12. The faculty person in charge in our dept is not much help so I have given up.
13. Department staff
14. I teach completely online. I contact Kate Berggren for support.
15. Help has been very available and very helpful in solving most any problem I've encountered
16. N/A
17. Staff members in the office
18. The phone number on the wall

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19. Health sciences secretary
20. Office staff member who contact appropriate support
21. x4780
22. When IT is available...which they are often NOT
23. Departmental Staff
24. Search on-line for relevant information
25. Family member
26. Some support is really lacking. Take little responsibility. Others are better.
27. College of Ext Learning for technology related to our on-line M.S. degree
28. I go to the office in the basement of Oviatt
29. It all depends on where I'm teaching.
30. Secretary in department
31. Media services have not responded (last semester) to requests to fix and replace an overhead. A laptop with Internet access would be much preferable than transparency presentations.
32. It depends on what building I am in and what the problem is
33. I use the number posted on the equipment
34. I provide and support my own resources
35. Engineering support staff
36. Not sure. There is a phone number on the wall next to the black boxes.
37. Department technician
38. The contact listed in the computer cabinet
39. Our college does not provide support for Elluminate. We have smart boards in the classroom, but no technical support when something goes wrong.
40. I get help where ever I can -- but you still need to figure things out yourself

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- 41. Kate in ITR
- 42. Whatever number is listed on the black box
- 43. I try to be self-sufficient in all tech matters
- 44. Check the CSU-wide CATS email list, NAB and InfoComm vendor pages
- 45. The desk available through the classroom tel extension
- 46. Office tech, if available
- 47. It is hard to call technical assistance after our technology person is gone.
- 48. Each class has note - I call whoever that will connect me to.