

## **BERGEN COMMUNITY COLLEGE**

**Assessment Report for (Department or Unit): Media Technologies**

**Department/Unit Leader: Brian Hemstreet**

**Assessment Period: 2011-2012**

**Submitted by:** Tom Jewell, Interim Dean of the School of Virtual Studies

### **1. Intended Outcome (Goal):**

Faculty will report increased satisfaction with the ease of use of the Smart Classrooms.

**2. General Education Requirement(s) to which the intended outcome relates: N/A**

### **3. Section(s) of the Strategic Plan to which the intended outcomes relates:**

Goal 3: We will expand and improve our key programs and processes.

### **4. Means of assessment, sources of data, and desired result:**

Media Technologies will install new “Pixie” control panels in twenty smart classrooms. The Pixie control panels use a simpler and less expensive infrared technology. It limits the number of buttons and eliminates the need for menu-driven screens. Media Technologies will then conduct a satisfaction survey of faculty members who use Pixie and other systems to determine whether the new control panels are more user-friendly and should be implemented campus-wide in smart classrooms. The survey data will also be compared to survey data from an earlier study.

### **5. Summary of Results:**

Media Technologies implemented the Pixie control panels in response to the Spring 2010 survey, which suggested the control panel was the most problematic component in smart classrooms. For instance, 31.5% cited more issues with the control panel versus the projector (28.8%) and “other” (17.8%).

In order to gather data pertinent to the control panels, two additional questions were added to the Spring 2012 survey, which focused on 12 new Pixie science labs in the S-Wing. The questions asked if the new rooms were easier or harder to use, and whether they had more or fewer technical problems. Out of 94 surveyed, 43 faculty members actually used the rooms (44 answered N/A, 7 skipped the question). The following data, however, was based on all 94 faculty members who participated in the survey:

13.8% found the rooms easier to use, versus 6.9% who found them more difficult. 28% thought the rooms were about the same difficulty as the other smart classrooms at the college. However, the faculty responded that there were slightly more technical problems (11.4% versus 9.1%). Most answered that “ease of use” issues and “technical problems” were about the same as the other smart rooms (28.7% & 26.1% respectively).

## **6. Recommendations for improvement:**

Although the survey indicates little improvement in the Pixie controlled classrooms, there were many challenges installing the new controllers in the S-Wing science labs. The rooms were constructed of concrete, and the teacher station was fixed, 4 feet away from the wall. This made it impossible to run wiring from the components at the teacher station to the ceiling projector. To solve the problem we utilized existing Cat-5 runs from the teacher station to the ceiling, and used Cat-5 extender/receivers to trans-code the video signals. This signal flow, unfortunately, also necessitated the use of a number of converter boxes, convoluting the system. When any of these components lost synchronization, the projector would fail to receive a signal. This resulted in many emergency calls in the early going (data not available).

The 8 Pixie rooms not located in the S-Wing labs—and not necessitating Cat-5 runs or converter boxes--have received almost no emergency calls since being implemented. Going forward, the Pixie or any other infrared device will not get installed using Cat-5. By September 2012, 8 new Pixie-controlled classrooms will come on-line, in rooms where traditional wiring can take place. It is expected that 8 more will come on-line in January 2013.

Although statistical information is still being collected, rhetorical evidence suggests that faculty prefer using the Pixies, citing the reliability of the controller and simplicity of the interface. A survey planned for Spring 2013 will evaluate the new rooms mentioned above.

## Smart Classroom Survey

The following results are based on a survey of faculty conducted at the end of the Spring 2010 semester. A total of 79 responses were received, though not all respondents answered every question. Note that some of the open-ended responses have been condensed for space, except for the final “additional comments” question, in which all responses are included verbatim.

### 1. In what department do you primarily teach?

Department	Number	Percent
English Basic Skills (EBS)	12	15.2%
Biology & Horticulture	8	10.1%
Nursing	8	10.1%
Business, Accounting & Finance	6	7.6%
Social Sciences	6	7.6%
Philosophy & Religion	5	6.3%
Communication	3	3.8%
Mathematics	3	3.8%
Industrial Design Technology	3	3.8%
Physical Science	3	3.8%
World Languages & Cultures	2	2.5%
Composition & Literature	2	2.5%
American Language Program - Speech	2	2.5%
Education	2	2.5%
Diagnostic Medical Sonography	2	2.5%
Respiratory Therapy	2	2.5%
Visual Arts	1	1.3%
Wellness & Exercise Science	1	1.3%
Performing Arts	1	1.3%
American Language Program (ALP)	1	1.3%
Information Technology	1	1.3%
Legal & Related Studies	1	1.3%
Criminal Justice & Homeland Security	1	1.3%
Developmental Mathematics	1	1.3%
Dental Hygiene	1	1.3%
Veterinary Technology	1	1.3%

Other:

*Library Instruction*

*Student Services*

*International Student Center*

*Introduction to College Experience*

### 2. In what facility do you primarily teach?

Facility	Number	Percent
Paramus (Main Building)	59	74.7%

Paramus (Technology Building)	6	7.6%
Paramus (Ender Hall)	7	8.9%
Paramus (West Hall)	7	8.9%

**3. Which of the following technology arrays do you currently use in the classroom? (Select all that apply)**

Answers	Number	Percent*
Full smart room (projector, screen, DVD/VHS, document camera, laptop input)	67	91.8%
PET Station (media cart)	26	35.6%
Smartboard (interactive digital whiteboard)	5	6.8%

\*Percent of all respondents who selected this response.

**4. Given the choice, which of the following classroom configurations would you most prefer to use?**

Answers	Number	Percent
Full smart room (projector, screen, DVD/VHS, document camera, laptop input)	65	87.8%
Smartboard (interactive digital whiteboard)	7	9.5%
Classroom with no technology array	2	2.7%
PET station (media cart)	0	0.0%

**5. Please select the option that most accurately represents your usage of the following media in your classes.**

Answers	Always	Sometimes	Rarely	Never	% Use*
PowerPoint slides/presentations	35	26	3	9	83.6%
Web pages (projected directly from the internet)	21	36	7	6	81.4%
Movies/video clips (projected directly from a computer)	10	45	7	9	77.5%
DVD/VHS unit	10	40	15	7	69.4%
Document camera	14	23	4	25	56.1%
Overhead projector (uses transparencies)	14	16	8	27	46.2%

\*Percent of respondents who answered "Always" or "Sometimes"

**6. How often do you use a personal laptop computer as part of your instructional activities?**

Answers	Number	Percent
Never	45	59.2%
Several times a semester	23	30.3%
Every class	8	10.5%

**7. How often do you have technical problems in smart classrooms?**

Answers	Number	Percent
0-2 times per semester	36	49.3%
3-5 times per semester	27	37.0%
6 or more times per semester	10	13.7%

**8. When you encounter problems with smart classroom technology, it is mostly because you:**

Answers	Number	Percent
Know how to operate equipment, but a component/device is not working.	65	89.0%

Do not know how to operate the equipment.	8	11.0%
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9. When you encounter a problem and call the Help Desk or Media Technologies, how long does it usually take for the problem to get resolved?

Answers	Number	Percent
Less than 10 minutes	25	39.1%
Between 10-20 minutes	23	35.9%
More than 20 minutes	16	25.0%

10. Which component do you most often have problems with?

Answers	Number	Percent
System control panel	23	31.5%
Projector	21	28.8%
Other (please specify)	13	17.8%
DVD/VHS	8	11.0%
Screen	4	5.5%
Document camera	4	5.5%
Smartboard	0	0.0%

Other (some responses paraphrased):

*Computer (3)*

*Internet access (3)*

*Lack of remote control (3)*

*Overhead projector*

*PET Station*

*Audio problems*

11. In which position do you most prefer the projection screen be placed in the classroom?

Answers	Number	Percent
Off-center, as to allow more whiteboard space	33	45.2%
Centered on the wall	23	31.5%
No preference	17	23.3%

12. In what position do you prefer the teacher station be placed in the classroom?

Answers	Number	Percent
Front corner (off to one side of students)	39	53.4%
Front center (facing students)	21	28.8%
No preference	13	17.8%

13. In your opinion, what is the MOST important improvement you would like to see made with media technologies/smart classrooms?

Answers	Number	Percent
Offer the most current technology	19	27.5%
Make systems simpler/more user friendly	17	24.6%
Improve resolution and visual display of projector/screen	13	18.8%
Improve ergonomic placement of teacher station & screen	4	5.8%

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**Other (some responses paraphrased):**

*More smart classroom availability - less use of PET stations (3)*

*Make sure all components are working properly/functional (3)*

*Make smart classroom available - my class had no screen.*

*Check function of volume and functionality of equipment. The projector shakes in TEC-107. Sometimes the volume is not sufficient.*

*Shorten the time it takes to help faculty when technology trouble happens.*

*Require workshop on using everything correctly, to avoid creating issues for others.*

*Have a consistent type technology so all work the same.*

*Eliminate remote controls which are confusing and often disappear.*


















*Better placement of/ more document cameras.*

**14. Please feel free to make any comments/criticisms/suggestions regarding instructional technology in smart classrooms using the following space:**

- *The service from media technologies is always outstanding.*
- *The help desk is very good... I would love a teacher controlled cut switch to control all the computers in the class, to help with focus until we need the computers on.*
- *Need more support in the evening.*
- *It would also be nice if the volume controls could work so that the sound could be made louder and the quality of the sound needs to be improved.*
- *I have reported several times the fact that there is no sound in the room C316 (main building). I even received an email saying that the problem was solved. Last week, still there was no sound when I attempted to project a documentary from a website. I have to mention that I projected the same documentary in other rooms and it went out perfectly.*
- *Overall, I'm OK with the technology at BCC and I think you are all doing a good job.*
- *Offer the most current technology- Offer how to instruction.*
- *I have experienced constant problems with SMART classroom set ups. There does not seem to be any regularly scheduled maintenance. The Doritos crumbs are still lodged in the keyboard from the start of the spring semester. When showing a video clip from the PC, the clip has to buffer for a ridiculously long time-long enough for students to lose interest.*
- *Too often, it is absolutely impossible to play a DVD. The menu on the wall panel has never, ever, not once, worked for me (I'm talking about the play/pause/etc menu...it is apparently not meant to apply to the DVD player). Sometimes the software to play a DVD on the computer doesn't work either (once, someone had removed it). And I can't tell you how frustrating it is that we don't get remotes for the DVD players. It's a huge pain. I've had classes where no matter what I do, nothing works, and we simply can't watch what I wanted to play.*
- *We do not have access to smart classrooms.*
- *I know it must be difficult to keep equipment in running order, but it can be devastating to a lesson if the film cannot be heard or the projector does not work or, as in the case of TEC-107, the image shakes because of a projector problem and has for several years.*
- *Add in the functionality of the Smartboard into the smart rooms.*
- *I would like to have it possible to have the projector running with the screen UP, so that I can write over the image on the white board. In other words, it is important to me to have the screen and projector operate independently.*
- *I would like to see more symposium units installed in the smart classrooms. I was told that we only have two rooms with the symposium. Perhaps all of the rooms in the C-wing should have them. I really like using it in room C-316.*
- *My courses involve QuickBooks which is only installed in Tec220 due to licensing. Getting all of my classes in that room apparently difficult so my students do without. If there were more smart rooms the problem would be resolved.*
- *I believe that the smart classroom should be regularly reviewed and maintained. Often I will waste valuable class time or will have to eliminate technology from the class because the equipment is not working.*
- *This semester I taught in C311 where it took me minutes to turn the projector on and off, bring the screen down and up again. Sometimes it would not turn off no matter what I tried, so I had to continue teaching in front of the projector, which made it impossible to write on the board. My main desire, besides the buttons actually working, is to have the screen on the side, so that I can simultaneously write on the board.*
- *Thanks for providing us with great tools to help our teaching!!*

- *Just my personal observation: the smart room technologies in a room need periodic inspection during the semester. Things bad, calibration shifts (for visual clarity) and my adjuncts do not know how to notify the help desk.*
- *Keep up the good work - Smart classrooms make my job easier!*
- *In the years preceding the design of West Hall, I repeatedly specified that the DOOR to the art history classroom W221 be located on the wall OPPOSITE the teacher station with computer/smart board. That is because use of the door by students is both VERY DISTRACTING during conduct of the class, and the light from the hallway then THROWS LIGHT onto the screen, obscuring perception of subtle painterly details in the work of art under discussion. Yet when the building was constructed, those instructions by the primary user -- me -- were contradicted. The door was located to be parallel in latitude to that of the screen -- along the same wall as the screen. So whenever the door was opened during class we would get a throw of light. The architect told me that "someone" changed the location of the door at the last minute from one end of the hallway wall to the other, ignorant of the pedagogical implications for teaching with projected images in a darkened room, and insensitive to the fact that that would have major impact. So we had to find and purchase a tall temporary screen that blocks the light from the door that everyone has to go around to get in and out. Another major and infuriating result of that STUPID SENSELESS CHANGE was that now the front of the art history classroom is on the other side of the room of the front of the music classroom, and we are CONSTANTLY DISTRACTED BY LOUD SNIPPETS OF MUSIC, so I have to stop, go to across the room to the door, open the music classroom door, and beg them to TURN IT DOWN. If you would like to DO GOOD in your position and RADICALLY IMPROVE the experience of learning -- and teaching -- the history of art (and I bet earn credits in heaven), you would, THIS SUMMER, MOVE the teaching station in W221 from the SE corner of the room to the NE corner of the room. THEN, the teaching station would be diagonally opposite the door, we could remove that cumbersome screen, the images would not be obscured by light from the hallway, AND the music instruction would be fainter. PLEASE CONSIDER THIS and let me give you a personal 'tour' of this classroom. I and the other professors who use this classroom constantly every day would be MOST GRATEFUL. Thank you.*
- *I find that most I have a problem when something is broken and has not been fixed, this has happened to me several times, like the smartboard in A-241, or the LCD projector isn't working for some reason. Also, what would be VERY useful to have, are clickers in the smart rooms so that the presenter/teacher doesn't always have to go back to the computer to flip through slides of a PowerPoint.*
- *Smart classrooms are too slow. All of this type of work could be put in the library instead of using valuable class time and expensive equipment.*
- *Technology is a huge part of my teaching. I would love to see all systems working correctly - and the addition of new systems in each classroom.*
- *Please put a document camera in B-107 ASAP. I know there is an issue in there while waiting for a smartboard, but EBS faculty who teach in the room often asks when we're getting a document camera. Thanks.*
- *My classes are in computer labs. My responses are based on using technology to teach technology in a computer lab rather than in a smart classroom.*
- *I think we need more smart classrooms at the college as well as more smartboards and training.*
- *The cooperation from the "Help Desk" personal is wonderful--great group of very supportive people. However, more people needed for assistance with the night classes.*
- *I think that every classroom should be a Smart Classroom. In some rooms such as B107 the project is often turned off so I have to get up on the table to turn it on. I would like to avoid having to do that.*
- *Not enough technology in science classrooms. Need technology in the new SA wing chem labs.*
- *I rely heavily on in-class technology and hope we will have more Smart computer labs with additional table seating for 22 students. Screens are difficult to reach when they have the dangling wire pulls. Colleagues bend them up so as not to impede whiteboard view, but I can't reach these and it is too risky to stand on a wheeled chair. Automatic screens or even poles would be great. Sometimes projection (filters?) is dirty and not well lit. When we rushed to another class many do not report this so it would be helpful if staff could do the rounds to check this when they are checking the computers. Thanks for doing a great job!!!*

1. In what department do you primarily teach?

		Response Percent	Response Count
<b>Communication</b>		11.7%	11
Visual Arts		0.0%	0
Wellness & Exercise Science		1.1%	1
Performing Arts		5.3%	5
World Languages & Cultures		3.2%	3
Philosophy & Religion		2.1%	2
History & Geography		1.1%	1
Composition & Literature		2.1%	2
English Basic Skills (EBS)		8.5%	8
American Language Program (ALP)		6.4%	6
American Language Program - Speech		3.2%	3
Information Technology		5.3%	5
Legal & Related Studies		2.1%	2
Hotel/Restaurant/Hospitality		0.0%	0
<b>Business, Accounting &amp; Finance</b>		11.7%	11
Computer Science		3.2%	3
Criminal Justice & Homeland Security		2.1%	2
Education		0.0%	0
Social Sciences		5.3%	5
Mathematics		1.1%	1



Developmental Mathematics		0.0%	0
Industrial Design Technology	<input type="checkbox"/>	2.1%	2
Biology & Horticulture	<input type="checkbox"/>	5.3%	5
Physical Science	<input type="checkbox"/>	5.3%	5
Dental Hygiene	<input type="checkbox"/>	1.1%	1
Veterinary Technology		0.0%	0
Radiography		0.0%	0
Diagnostic Medical Sonography		0.0%	0
Respiratory Therapy	<input type="checkbox"/>	2.1%	2
Radiation Therapy		0.0%	0
Surgical Technology		0.0%	0
Medical Office Assistant	<input type="checkbox"/>	1.1%	1
Nursing	<input type="checkbox"/>	7.4%	7
Other (please specify)			9
<b>answered question</b>			<b>94</b>
<b>skipped question</b>			<b>0</b>





## 2. In what facility do you primarily teach?

		Response Percent	Response Count
Paramus (Main Building)		66.0%	62
Paramus (Technology Building)		8.5%	8
Paramus (Ender Hall)		12.8%	12
Paramus (West Hall)		6.4%	6
Hackensack - Ciarco Learning Center		0.0%	0
Lyndhurst - BCC at the Meadowlands		6.4%	6
		<b>answered question</b>	<b>94</b>
		<b>skipped question</b>	<b>0</b>

## 3. Which of the following technology arrays do you currently use in the classroom? (Select all that apply)

		Response Percent	Response Count
Full smart room (projector, screen, DVD/VHS, document camera, laptop input)		92.2%	83
Smartboard (interactive digital whiteboard)		11.1%	10
PET Station (media cart)		21.1%	19
		<b>answered question</b>	<b>90</b>
		<b>skipped question</b>	<b>4</b>





**4. Given the choice, which of the following classroom configurations would you most prefer to use? (select one)**

		Response Percent	Response Count
Full smart room (projector, screen, DVD/VHS, document camera, laptop input)		91.2%	83
Smartboard (interactive digital whiteboard)		6.6%	6
PET station (media cart)		1.1%	1
Classroom with no technology array		1.1%	1
<b>answered question</b>			<b>91</b>
<b>skipped question</b>			<b>3</b>





**5. Please select the option that most accurately represents your usage of the following media in your classes:**

	Always	Sometimes	Rarely	Never	Response Count
Document camera	16.7% (14)	27.4% (23)	23.8% (20)	<b>32.1% (27)</b>	84
Overhead projector (uses transparencies)	21.8% (17)	12.8% (10)	11.5% (9)	<b>53.8% (42)</b>	78
DVD/VHS unit	12.2% (10)	<b>43.9% (36)</b>	23.2% (19)	20.7% (17)	82
Web pages (projected directly from the internet)	36.0% (32)	<b>52.8% (47)</b>	10.1% (9)	1.1% (1)	89
PowerPoint slides/presentations	<b>57.8% (52)</b>	23.3% (21)	11.1% (10)	7.8% (7)	90
Movies/video clips (projected directly from a computer)	20.7% (18)	<b>59.8% (52)</b>	13.8% (12)	5.7% (5)	87
<b>answered question</b>					<b>92</b>
<b>skipped question</b>					<b>2</b>

**6. If you have taught in the 2nd and 3rd floor S- wing, have you found the new smart-room technology:**

		Response Percent	Response Count
Easier to use		13.8%	12
Harder to use		6.9%	6
About the same as other rooms		28.7%	25
N/A		50.6%	44
<b>answered question</b>			<b>87</b>
<b>skipped question</b>			<b>7</b>

**7. If you have taught in the 2nd and 3rd floor S- wing, do you find the new smart- room technology results in:**

		Response Percent	Response Count
Fewer technical problems		9.1%	8
More technical problems		11.4%	10
About the same number of technical issues as other rooms		26.1%	23
N/A		53.4%	47
<b>answered question</b>			<b>88</b>
<b>skipped question</b>			<b>6</b>



### 8. How often do you use a personal laptop computer as part of your instructional activities?

		Response Percent	Response Count
Every class		5.5%	5
Several times a semester		19.8%	18
<b>Never</b>		<b>74.7%</b>	<b>68</b>
<b>answered question</b>			<b>91</b>
<b>skipped question</b>			<b>3</b>



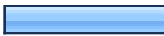
### 9. How often do you have technical problems in smart classrooms?

		Response Percent	Response Count
0-2 times per semester		37.1%	33
<b>3-5 times per semester</b>		<b>47.2%</b>	<b>42</b>
6 or more times per semester		15.7%	14
<b>answered question</b>			<b>89</b>
<b>skipped question</b>			<b>5</b>

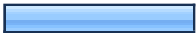






**10. When you encounter problems with smart classroom technology, it is mostly because you:**

		Response Percent	Response Count
Do not know how to operate the equipment.		10.0%	9
<b>Know how to operate equipment, but a component/device is not working.</b>		<b>90.0%</b>	<b>81</b>
<b>answered question</b>			<b>90</b>
<b>skipped question</b>			<b>4</b>




**11. When you encounter a problem and call the Help Desk or Media Technologies, how long does it usually take for the problem to get resolved?**

		Response Percent	Response Count
Less than 10 minutes		26.1%	23
<b>Between 10-20 minutes</b>		<b>50.0%</b>	<b>44</b>
More than 20 minutes		23.9%	21
<b>answered question</b>			<b>88</b>
<b>skipped question</b>			<b>6</b>




## 12. Which component do you most often have problems with?

		Response Percent	Response Count
Projector		28.1%	25
Screen		4.5%	4
DVD/VHS		4.5%	4
Document camera		5.6%	5
System control panel		20.2%	18
Smartboard		4.5%	4
Other (please specify)		32.6%	29
<b>answered question</b>			<b>89</b>
<b>skipped question</b>			<b>5</b>





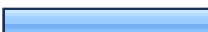
## 13. In which position do you most prefer the projection screen be placed in the classroom?

		Response Percent	Response Count
Centered on the wall		38.2%	34
Off-center, as to allow more whiteboard space		48.3%	43
No preference		13.5%	12
<b>answered question</b>			<b>89</b>
<b>skipped question</b>			<b>5</b>

#### 14. In what position do you prefer the teacher station be placed in the classroom?

		Response Percent	Response Count
Front center (facing students)		24.7%	22
<b>Front corner (off to one side of students)</b>		<b>70.8%</b>	<b>63</b>
No preference		4.5%	4
<b>answered question</b>			<b>89</b>
<b>skipped question</b>			<b>5</b>

#### 15. In your opinion, what is the MOST important improvement you would like to see made with media technologies/smart classrooms?

		Response Percent	Response Count
Offer the most current technology		22.7%	20
Make systems simpler/more user friendly		23.9%	21
Improve resolution and visual display of projector/screen		11.4%	10
Improve ergonomic placement of teacher station & screen		11.4%	10
<b>Other (please specify)</b>		<b>30.7%</b>	<b>27</b>
<b>answered question</b>			<b>88</b>
<b>skipped question</b>			<b>6</b>



**16. Please feel free to make any comments/criticisms/suggestions regarding instructional technology in smart classrooms using the following space.**

**Response  
Count**

49

**answered question**

**49**

**skipped question**

**45**

**Page 1, Q1. In what department do you primarily teach?**

1	Literature and Composition	Apr 30, 2012 10:21 PM
2	Composition & Lit and Success 101	Apr 28, 2012 10:25 AM
3	Composition & Lit and Success 101	Apr 28, 2012 10:22 AM
4	GAM	Apr 20, 2012 9:21 AM
5	Library	Apr 20, 2012 9:01 AM
6	music & theatre	Apr 19, 2012 6:15 PM
7	Music	Apr 19, 2012 6:15 PM
8	American sign Language	Apr 19, 2012 4:18 PM
9	Library	Apr 19, 2012 3:54 PM



**Page 3, Q4. Which component do you most often have problems with?**

1	All of it especially on the 1st floor S wing	May 8, 2012 7:59 AM
2	No audio or very low audio and I could not access th Internet at times. When I tried to access wireless that failed	May 2, 2012 5:43 PM
3	entire classroom configuration	May 1, 2012 1:46 PM
4	VHS tapes breaking in the VHS machine	Apr 30, 2012 2:48 PM
5	use the fitness center and have no dvd player to show students tapes or pertinent info	Apr 30, 2012 1:53 PM
6	Idiots from other places who use the equipment in W-116 and then don't put things back to where they were	Apr 30, 2012 10:25 AM
7	The computer	Apr 29, 2012 7:59 PM
8	Sound	Apr 29, 2012 4:07 PM
9	There seems to be a problem connecting the projector with the computer - I'm guessing this is a system control issue.	Apr 29, 2012 10:29 AM
10	there are various problems such as the broken light, not being able to play the dvd on the computer etc.	Apr 28, 2012 10:02 PM
11	the PC	Apr 28, 2012 9:03 PM
12	This year has been the worst for getting most tech to work. I have spent more time calling for help than being ablre to use equipment.	Apr 28, 2012 4:56 PM
13	speakers	Apr 28, 2012 2:28 PM
14	PET station	Apr 28, 2012 10:43 AM
15	screen and document camera and the web	Apr 28, 2012 7:13 AM
16	the problems vary, sometimes as in recently an actual component such as the document reader will not be there, at other times the speakers may not be audible, yet at other times, the projector will in spite of one's standing on tables to adjust the lens not focus	Apr 27, 2012 4:35 PM
17	computer issues	Apr 24, 2012 12:56 PM
18	The DVD/VHS players in many rooms are inadequate, and I avoid using them. The players don't work; don't have the necessary remotes for switching between chapters in a DVD; and the sound system is HORRIBLE, which matters when showing serious films to students.	Apr 23, 2012 10:20 AM
19	Computer	Apr 21, 2012 8:44 AM
20	unsure	Apr 20, 2012 9:22 AM
21	Teacher Station	Apr 20, 2012 8:42 AM

**Page 3, Q4. Which component do you most often have problems with?**

22	Internet is woefully slow	Apr 19, 2012 9:04 PM
23	all of the above	Apr 19, 2012 8:58 PM
24	The computer which interfaces the Smartboard	Apr 19, 2012 4:28 PM
25	laptop-frozen,few times	Apr 19, 2012 4:20 PM
26	PET station	Apr 19, 2012 4:16 PM
27	computer	Apr 19, 2012 4:14 PM
28	No internet connection for the pet station	Apr 19, 2012 4:10 PM
29	computer	Apr 19, 2012 3:52 PM



**Page 4, Q3. In your opinion, what is the MOST important improvement you would like to see made with media technologies/smart classrooms?**

1	Have equipment that works in the classroom. The DVD player worked sporadically as well which is why I did not use it during my classes.	May 2, 2012 5:45 PM
2	Have all stations checked routinely for operation	May 1, 2012 9:39 AM
3	forget all the technology- they need more reading, writing, and arithmetic- go back to basics- technology making students lazy, better cheaters, obese!	Apr 30, 2012 1:56 PM
4	Get more Classroom capture for Moodle	Apr 30, 2012 10:27 AM
5	Make sure they work. I waste a tremendous amount of time each semester on malfunctioning smart classrooms	Apr 30, 2012 8:35 AM
6	Check to see that the equipment is working.	Apr 29, 2012 8:05 PM
7	I think it's very important that they do not break down	Apr 28, 2012 10:06 PM
8	better ways to make sure equipment is working before the instructor finds a problem as n has to waste class time getting it resolved.	Apr 28, 2012 9:08 PM
9	Have everything working. Staff is lovely but the equipment is not operating, can't be relied on. This includes printers.	Apr 28, 2012 5:02 PM
10	more of them	Apr 28, 2012 2:29 PM
11	#1 and #2... this survey does not allow you to chose more than one	Apr 28, 2012 7:14 AM
12	the technology is sufficient, it is the maintenance of it in order, that seems to be a problem, and the center seems very poorly staffed; some old timers and newcomers are very courteous and helpful, but there isn't an overall culture of efficiency and courtesy it seems in place in the organization from top down	Apr 27, 2012 4:38 PM
13	make sure equipment in good working order	Apr 24, 2012 10:30 AM
14	have a clicker to advance power points while walking freely	Apr 23, 2012 2:11 PM
15	Dedicate more classrooms	Apr 20, 2012 10:55 AM
16	smart board and extra board available for more writing on board by students	Apr 20, 2012 9:28 AM
17	more smart classrooms.	Apr 20, 2012 9:23 AM
18	Less fancy but inl all/more accounting classes classrooms	Apr 20, 2012 8:44 AM
19	Computers are too slow	Apr 20, 2012 8:00 AM
20	The wireless connection is embarrassingly slow. I utilize the hotspot from my droid instead of slogging through the wireless connection	Apr 19, 2012 9:06 PM
21	all of the above	Apr 19, 2012 9:01 PM
22	Internet is extremely slow & takes forever for a youtube clip to buffer. Often times the clip I want to present is too high a resolution to show because internet is	Apr 19, 2012 6:20 PM

**Page 4, Q3. In your opinion, what is the MOST important improvement you would like to see made with media technologies/smart classrooms?**

slow1

23	have wireless access in all classrooms	Apr 19, 2012 5:20 PM
24	Make the PET stations more cooperative!	Apr 19, 2012 4:18 PM
25	Make sure the technology there works.	Apr 19, 2012 4:15 PM
26	Have at least a computer, internet, andLCD in every classroom	Apr 19, 2012 4:12 PM
27	Increased Internet bandwidth for streaming media	Apr 19, 2012 3:51 PM





**Page 4, Q4. Please feel free to make any comments/criticisms/suggestions regarding instructional technology in smart classrooms using the following space.**

1	I would not call them smart rooms and I don't know why everything is so antiquated!!!!	May 8, 2012 8:00 AM
2	Give us equipment that works.	May 2, 2012 5:45 PM
3	Work to reconfigure classrooms to accommodate new technologies (i.e. Echo 360)	May 1, 2012 1:47 PM
4	You guys are doing a great job!!	May 1, 2012 11:23 AM
5	Tech support is always available & helpful either by talking me thru a problem or visiting the classroom quickly.	Apr 30, 2012 5:22 PM
6	Matt is great, Clone him. He always fixes all my computer problems.....Amy Ceconi	Apr 30, 2012 3:17 PM
7	again, use less technology- more hands on, back to basics- anyone can push a button- students don't know how to write, spell, and think on their own two feet!	Apr 30, 2012 1:56 PM
8	Personal computer sometimes shut down on itself while teaching. Had to restart it again to start my PowerPoint presentation slides to teach.	Apr 30, 2012 11:02 AM
9	Don't wait until vacation to replace equipment.	Apr 30, 2012 10:27 AM
10	I believe that all classrooms should be smart classrooms and that the transparency projectors should be removed. I think that all classrooms should have overhead light panels that would allow the front half of the room where the screen is to be off while the part where the students are remain on (for notetaking). All smart classrooms should be routinely checked to make sure they are properly working. There have been too many incidents where the equipment has not been working properly or where an instructor has pulled cords or fiddled with the machines and they don't work	Apr 30, 2012 8:35 AM
11	All smart classroom equipment should be checked at the end of the day to eliminate calls to the help desk when classes are in session.	Apr 29, 2012 8:05 PM
12	Make certain that all equipment is the same. Some roomshave PCs others Macs	Apr 29, 2012 4:22 PM
13	I have never called for help since once I'm in the room trying to use the smart technology I'm basically ready to start lecturing and don't have time for someone to come and fix problems. I did call during spring break to ask for someone to fix the problem, but since I wasn't there, they wouldn't/couldn't do anything. I am adjunct and don't have time in my schedule for getting these problems fixed, specifically in room S-320.	Apr 29, 2012 10:32 AM
14	I find that often these equipments do not work properly and I have to change the lesson plan at the last minute. Once the light bulb went out and students had to wait 20 minutes until I went to get a pet station.	Apr 28, 2012 10:06 PM
15	More rooms need to have this technology. This semester I was given a couple of once-per-week meeting classes in rooms that were not smart. Rather than wrestle with a PET each week, I changed my teaching plan. But, it was a real	Apr 28, 2012 9:08 PM

**Page 4, Q4. Please feel free to make any comments/criticisms/suggestions regarding instructional technology in smart classrooms using the following space.**

drawback, in retrospect.

16	S-117 last fall had the projector in the ceiling facing the front of the room and the power screen was on the side of the classroom.	Apr 28, 2012 5:07 PM
17	Love the staff. They try their best but the equipment is unreliable. For weeks they came to fix the same printers, wall mount, projection cameras to the point that I had to change rooms. We need newer, healthoer equipment. What we have is tired and old. Also please make it a one step process to get to the BCC Homepage. Thanks for looking into all this.	Apr 28, 2012 5:02 PM
18	Sometimes frustrating to be able to teach, use computer monitor to confirm what's on screen and NOT have my back to my students. This is why I rarely use a PET unless my smart room is broken somehow.	Apr 28, 2012 11:06 AM
19	There should be a way to delay automatic updates for the computers. One time one took place during my class, and it was very disruptive. I understand the need for updates, but it would be much better to delay them until class is not in session.	Apr 28, 2012 10:44 AM
20	Unfortunately, the equipment is not reliable. There are often parts that don't work and an entire lesson is ruined. they say that it's budget constraints that keeps things from being repaired, I don't know. But the quality of the overheads, which I use often, as well as the poor quality of the resolution are very frustrating. Also, the volume controls don't work well in a lot of rooms. And some of the people who come to show up are very slow and/or don't seem to know what they're doing.	Apr 28, 2012 10:30 AM
21	I would definitely like it more center, especially for classes of 30 something people, I get frustrated that a certain portion don't see it well	Apr 27, 2012 9:20 PM
22	Why not put the teacher station in the BACK of the classroom? This way late students don't disrupt the class.	Apr 27, 2012 8:00 PM
23	While most of the time problems are fixed quickly, I've had to wait months to get projectors and screens fixed. These are integral in my lectures and it was silly to be forced to use a PET station on a smart classroom for over a month.	Apr 27, 2012 4:55 PM
24	Post step by step instructions on how to use equipment in each room, including volume. I sometimes teach in 10 different classrooms. Remembering 10 different volume controllers, or which document reader is sensitive, is time-wasting. Room W 110 (or 116?) has different software. Even my students have trouble using their flash drives, or connecting their laptops, to this computer.	Apr 27, 2012 4:50 PM
25	please see my comments in above box	Apr 27, 2012 4:38 PM
26	It is very frustrating that the equipment is so unpredictable. If I plan to use a CD to play breath or heart sounds, I often have a problem with the volume controls and the sounds are not audible. If I try to play a video clip from the internet, it might not play or the sound might not work. I am not computer savy, but it seems that the equipment is not in good repair. When I try to do the same things at home, I don't have the problems that occur in the classroom	Apr 24, 2012 1:02 PM

**Page 4, Q4. Please feel free to make any comments/criticisms/suggestions regarding instructional technology in smart classrooms using the following space.**

27	The older, converted classrooms are the ones where the control panel is often 'messed up.'	Apr 23, 2012 2:11 PM
28	Need more training on how to use various equipment. Equipment often nonfunctional or difficult to use correctly. Each smart classroom appears to have a different format, making it more difficult to adapt. Better to keep format the same for all classrooms. One of the smart classrooms (C336) had computer that crashed (blue screen of death) several times during lesson, which is disruptive.	Apr 23, 2012 11:25 AM
29	Please see my previous note regarding DVD players.	Apr 23, 2012 10:21 AM
30	BCC needs more smart classrooms. Every semester it is difficult to get one. Also someone needs to do a better maintenance to the stations. In Ender Hall, the computers are buried in dust and do not work correctly. Some do not have an updated program.	Apr 21, 2012 8:48 AM
31	Placement -- front facing students but not in the center. The existing placement on the side forces you to talk to the wall while you teach! Monitors and keyboards should be placed in a way that permits you to use the computer while speaking and looking at students.	Apr 20, 2012 2:46 PM
32	The wires should be hidden, so that the students can't play with them. The system should be clean out daily; for exemple, internet related stuff. Show teachers how to save their documents in their own site instead of occupying local computer space. Intenet should be connected to BERGEN COMMUNITY COLLEGE.	Apr 20, 2012 12:32 PM
33	All classrooms should have a computer and "smart" technology. Would love smart boards in every class!	Apr 20, 2012 12:11 PM
34	You guys do a GREAT job trying to keep up the equipment. I commend you - particularly under the budgetary constraints. My opinion is to make it simple - don't include all kinds of extra stuff - it only complicates it. Thanks, Skip	Apr 20, 2012 10:25 AM
35	Level of support from Media Technologies has been excellent. The only major issue (perhaps not an issue that Media Technologies can resolve on its own) is the replacement life-cycle for overhead LCD projector equipment. Units are sometimes allowed to go a bit too long needing replacement (we had this issue a couple of semesters ago in C-304 and C-305) - a similar issue may be arising in E-114 now. I know the units are terribly expensive, so this isn't always a simple matter to resolve.	Apr 20, 2012 9:30 AM
36	lag in download of video for in-class use need more white board space should be able to project onto white board so we can write over projection (S3rd floor forces screen down) sound quality poor can we disable copy and paste ? Is there s/w installed that allows instructor view of each display in the room ? Would love to have smart boards	Apr 20, 2012 9:28 AM
37	I find that the systems are pretty easy to use; I would just like to see more of them so I don't have to change rooms when I get my schedule. RE: this survey... I am not sure what the "new technology" in the S-wing is referring to. Maybe I teach in an unaffected room? I am in S-250 this semester, which has	Apr 20, 2012 9:23 AM

**Page 4, Q4. Please feel free to make any comments/criticisms/suggestions regarding instructional technology in smart classrooms using the following space.**

(and has had) its own kind of unique set-up for a few years.

38	I'd like there to be more rooms available in Ender Hall with smart rooms. Also, the teacher station is usually on the other side of the room from the phone, which makes it hard to talk to tech support and then implement what they say; it would be easier if I could stay on the phone with them while attempting the steps they suggest so that the flow of information is faster.	Apr 20, 2012 8:46 AM
39	Equipment is old, projection oftentimes not true to color, computers are ancient, workstations are often filthy with dust and lack of maintenance. More smart rooms and better utilization of these facilities.	Apr 20, 2012 8:17 AM
40	The computers are too slow and a lot of the software is outdated. I teach C++, and use the DevShed C++ IDE, I'd prefer to use another IDE like MS Visual Studio, and provide a student copy for the students to work on it at home. I also find the projector in S344 to not turn on sometimes, and I have to shut it off, and then turn it back on again.	Apr 20, 2012 8:00 AM
41	Please increase the speed of the wireless connection.	Apr 19, 2012 9:06 PM
42	incorporate audio and video capture in the design of smart classrooms; adjust teacher's station to better be able to utilize audio and video capture, fix TEC-117, W-116, and C-324 setups; create more smart classrooms	Apr 19, 2012 9:01 PM
43	I would love to be able to play music without having the white screen to come down and cover the white board. As a music teacher it's important to play a lot of music clips to supplement my discussions, but covering the white board is not helpful. Additionally, I cannot use the computer to play sound clips for a test because the screen comes down and the students can see exactly what I'm playing!	Apr 19, 2012 6:20 PM
44	More Bandwidth!	Apr 19, 2012 5:32 PM
45	Computers in TEC-101/101A are often neglected for upgrade because they are part of a low-profile program. While we have made significant improvements in this area and media technologies response has been excellent when there is a problem, computer speed and access to the control panel to configure specific parameters in our software is still an issue. I'm sure this is something that can be worked out in the future.	Apr 19, 2012 4:38 PM
46	Not enough classrooms have the needed technology. I frequently need to ask for another room for student presentations because my assigned classrooms are not "smart". The large lecture halls in S wing have terrible "Smart" technology. I end up teaching chemistry with chalk and blackboard because the technology is not very good even for overheads.	Apr 19, 2012 4:24 PM
47	It would probably be best if every classroom could be a smart classroom. Technology is becoming more and more widespread.	Apr 19, 2012 4:18 PM
48	The new equipment in the 3rd floor of the S-wing has been very problematic. The computers do not always boot-up and there have been problems with the computers communicating with the projectors.	Apr 19, 2012 4:15 PM

**Page 4, Q4. Please feel free to make any comments/criticisms/suggestions regarding instructional technology in smart classrooms using the following space.**

49 At the very least, every room should have an Internet connection that works.

Apr 19, 2012 4:12 PM