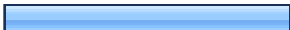








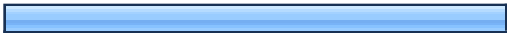



1. In what grade level are you home-based?

		Response Percent	Response Count
Elementary Grade Level		42.8%	188
Junior High Grade Level		16.2%	71
Secondary Grade Level		30.3%	133
LRC and/or Operations		10.7%	47
answered question			439
skipped question			0






2. What is your position?

		Response Percent	Response Count
Certified Staff		65.3%	286
Support Staff		29.0%	127
Administration		5.7%	25
answered question			438
skipped question			1






3. When members of the district technology department visit my building, they are courteous and treat the staff and students with respect.

		Response Percent	Response Count
Strongly Agree		75.3%	330
Agree		21.2%	93
Disagree		0.0%	0
Strongly Disagree		0.5%	2
Don't Know		3.0%	13
answered question			438
skipped question			1






4. District technology employees communicate effectively with staff members.

		Response Percent	Response Count
Strongly Agree		65.7%	287
Agree		29.3%	128
Disagree		0.2%	1
Strongly Disagree		0.7%	3
Don't Know		4.1%	18
answered question			437
skipped question			2






5. As a district employee, I have appropriate access to technology that I need in order to do my job.

		Response Percent	Response Count
Strongly Agree		59.4%	259
Agree		36.5%	159
Disagree		2.3%	10
Strongly Disagree		1.4%	6
I don't know		0.5%	2
answered question			436
skipped question			3






6. The district technology department updates me on the "big picture" of what the priorities are across the district.

		Response Percent	Response Count
Strongly Agree		60.5%	263
Agree		33.1%	144
Disagree		1.8%	8
Strongly Disagree		0.5%	2
Don't Know		4.1%	18
answered question			435
skipped question			4





7. The district technology department responds to work order requests in a timely fashion.

		Response Percent	Response Count
Strongly Agree		67.2%	291
Agree		21.5%	93
Disagree		0.5%	2
Strongly Disagree		0.9%	4
Don't Know		9.9%	43
answered question			433
skipped question			6

8. After requests are addressed, I feel that I am properly notified regarding the status of the request and whether it was resolved or not.

		Response Percent	Response Count
Strongly Agree		58.2%	253
Agree		27.4%	119
Disagree		2.1%	9
Strongly Disagree		0.9%	4
Don't Know		11.5%	50
answered question			435
skipped question			4

9. The district technology department focuses on the needs of our students when making decisions.

		Response Percent	Response Count
Strongly Agree		47.2%	206
Agree		34.9%	152
Disagree		2.3%	10
Strongly Disagree		0.0%	0
Don't Know		15.6%	68
answered question			436
skipped question			3

10. What technology services are we doing well?

	Response Count
	187
answered question	187
skipped question	252

11. What suggestions do you have for improving district technology services?

	Response Count
	132
answered question	132
skipped question	307

Q10. What technology services are we doing well?

1	Providing training on new services.	Mar 6, 2012 9:53 AM
2	Keepinf up on new technology.	Mar 1, 2012 11:30 AM
3	I have always gotten fast, efficient help when needed.	Feb 28, 2012 9:06 PM
4	They are always friendly and willing to fix any problem, and tell us what they think happened.	Feb 28, 2012 11:43 AM
5	Providing access to laptops and computers for student use.	Feb 27, 2012 5:53 PM
6	Carl Sunderman is 'da Bomb. But I have a hard time remembering his birth date.	Feb 27, 2012 9:53 AM
7	Nearly everything	Feb 27, 2012 9:31 AM
8	In all areas,	Feb 27, 2012 8:56 AM
9	I'd like to say thanks to our technology dept. You are very easy to work with, and always willing to help!	Feb 26, 2012 5:26 PM
10	everything	Feb 26, 2012 5:21 PM
11	I love the iPads! Great response from technicians when we have a problem with technology.	Feb 26, 2012 5:07 PM
12	Great response to technology work orders. We enjoy brainstorming with you on next steps with technology and input from technhology staff. Technology department often asks for input when making decisions and stays consistent between buildings.	Feb 26, 2012 10:48 AM
13	You are doing well in all technology.	Feb 26, 2012 9:39 AM
14	Everything	Feb 25, 2012 8:39 PM
15	Communicating about programs available and giving examples of their use.	Feb 25, 2012 12:10 PM
16	Keeping up to date with new technology and training opportunities.	Feb 25, 2012 10:08 AM
17	Everything! our WDM Techies are incredible! We also have many options for using technology in our classrooms and providing students with the opportunity to use the various types of technology for learning. We are VERY lucky in WDM to have the technology and the amazing support that we have!	Feb 24, 2012 12:32 PM
18	I am very impressed with the speed with which work orders are addressed. I've never had to wait more than an hour, and I think that's phenominal!	Feb 24, 2012 12:27 PM
19	I really don't have any contact with the technology department.	Feb 24, 2012 12:12 PM
20	I appreciate your efforts to keep our schools equipment updated and provide access to all our wireless demands.	Feb 23, 2012 9:54 PM
21	Training!	Feb 23, 2012 4:51 PM

Q10. What technology services are we doing well?

22	response to work orders is fantastic like the special classes where a classroom teacher can get multiple ipads, cameras with training	Feb 23, 2012 3:43 PM
23	Training on new items. I wish it were presented to us in classes faster.	Feb 23, 2012 3:29 PM
24	Enrollment of i-pads and document cameras	Feb 23, 2012 2:09 PM
25	The Ipads are a big hit! I wasn't sure how I would use them in my room and did not sign up for them. Now that our library has them I check out one a day. When kids ask random questions its great to have at their disposal to quickly look up the answer. They feel involved in the learning and it opens up great discussion. I think every room should have at least one for that reason alone. I think teachers just need idea how to use them. Some teachers, even though they are not using them, are not very willing to share so that might be something to keep in mind. Should we just have a school set that people check out two or three at a time? Overall I think they are a great addition to our classrooms. The new laptops for each team has also been extremely helpful. It used to be very difficult to be able to get computer access. Now you only have to fight 4 or 5 people instead of the entire staff.	Feb 23, 2012 1:53 PM
26	Patient with those of us that are not as literate in technology! Very helpful!	Feb 23, 2012 1:27 PM
27	quick response to problems. regular notifications about decisions.	Feb 23, 2012 1:16 PM
28	iPads Updating laptop cart	Feb 23, 2012 12:50 PM
29	Fixing problems quickly and effectively. Thank you so much.	Feb 23, 2012 12:48 PM
30	I think that people are really excited about getting iPads into the hands of our students.	Feb 23, 2012 12:28 PM
31	Karl is great at communicating with all of us what is going on and is extremely helpful and prompt whenever we have a problem that needs to be resolved.	Feb 23, 2012 11:45 AM
32	Communication and teaching about new technology are so well done! We have added so many great new devices to our teaching and the kids love it!	Feb 23, 2012 11:35 AM
33	response to questions and problems	Feb 23, 2012 11:29 AM
34	Everything you are doing is great - thank you for all of your hard work!!! Bryan Gray was here at Valley working a while back and he was so very helpful. He really knows what he is doing as does Carl Sunderman - he is also always helpful to us who do not know computers. Plus, your emails to us updating us on different "goings on" is also so helpful.	Feb 23, 2012 11:22 AM
35	Upgrading	Feb 23, 2012 10:30 AM
36	Response time to classroom issues	Feb 23, 2012 10:23 AM
37	I feel you are doing a great job providing a lot of options for us to enhance classroom teaching using a variety of sources (Laptops, Ipads, presenters, LCD projectors,etc).	Feb 23, 2012 10:20 AM
38	prompt response, courteous and accomodating service, keeping staff informed	Feb 23, 2012 10:13 AM

Q10. What technology services are we doing well?

	of tech activity	
39	I appreciate the timely manner that technology issues are resolved in my building. As a teacher who teaches in a building that uses technology often, I appreciate the effort by the tech support team. They are always willing to help and also give suggestions on how to avoid similar problems later on. Keep up the great work!	Feb 23, 2012 10:05 AM
40	Everything is going really well with our technology.	Feb 23, 2012 10:00 AM
41	When I have a problem, Carl is right there.	Feb 23, 2012 9:57 AM
42	All services that I am aware of.	Feb 23, 2012 9:50 AM
43	I am glad that we receive the technology updates as NEEDED - I do not feel like I am overwhelmed with unimportant information but I do feel that I am in the loop!	Feb 23, 2012 9:46 AM
44	response time.	Feb 23, 2012 9:44 AM
45	Prompt attention to service request	Feb 23, 2012 9:41 AM
46	Work orders are done in a timely fashion. I do not think the change over to new computers could have gone smoother. Kuddos to the team for their work. I LOVE the laptop and iPad initiatives. I feel supported by the technology staff that is outside of my building. I also love the question answer format of the updates that Brian sends out.	Feb 23, 2012 9:36 AM
47	Providing training opportunities to further our knowledge and use of technology in our classrooms.	Feb 23, 2012 9:32 AM
48	Everything!!	Feb 23, 2012 9:32 AM
49	I feel that our district has many technology products for students and teachers to use during instruction.	Feb 23, 2012 9:32 AM
50	The inservice classes are great and very professionally run. As well as the opportunities given to certified staff to integrate technology into their classroom instruction, most recently the iPads and iPods. This is great!	Feb 23, 2012 9:31 AM
51	emails updating us when service is down.	Feb 23, 2012 9:25 AM
52	Explaining technical issues and just being available. The staff is fantastic and approachable!	Feb 23, 2012 9:19 AM
53	Keeping BTL up and running. Servicing it quickly. I truly believe it helps us achieve our reading and writing goals more than anything else we have in our curriculum.	Feb 23, 2012 9:11 AM
54	Respond to work orders Techs are knowledgeable, courteous, and work well with technology chairs and administration	Feb 23, 2012 9:04 AM
55	workorders	Feb 23, 2012 9:02 AM

Q10. What technology services are we doing well?

56	the response time to a technology problem is amazing, and always very patient in explaining questions, concerns etc.....	Feb 23, 2012 8:57 AM
57	really appreciate Carl in our bldg and how cheerfully he communicates with us, and how willing and able he is to help!	Feb 23, 2012 8:55 AM
58	All. Things are being fixed in timely manners and to satisfaction of person in charge. Slow draining "drain" @ CV elem. Can't keep up with out flooding all over the floor and making a mess.	Feb 23, 2012 8:05 AM
59	* bringing new technology to the classrooms that will benefit our students * educating the staff on new technology	Feb 23, 2012 8:03 AM
60	I truly feel like i have the technology to be able to not only have teacher tools to make my teaching more effective, but enough tools for the students for them to use the techonology effectively as well. The technology staff is always friendly and patient when they are in my part of the world. :)	Feb 23, 2012 7:33 AM
61	Tech tips and quick turnaround on service requests. I also like that Carl Sunderman is usually always available and willing to help.	Feb 22, 2012 10:07 PM
62	They are prompt & effective, friendly, courteous & knowledgeable.	Feb 22, 2012 8:47 PM
63	I like the work order system and the feed back it provides.	Feb 22, 2012 3:51 PM
64	Great customer service from all of the tech people we work with!	Feb 22, 2012 3:46 PM
65	Keeping us informed. Keeping our technology up-to-date.	Feb 22, 2012 3:40 PM
66	prompt service	Feb 22, 2012 2:28 PM
67	Good pushing out of new technology through the train the trainer model and making people take a class to be able to be independent, trained users. Would be great to see follow up classes to deepen the use once they are out and being used.	Feb 22, 2012 2:05 PM
68	Keeping up with advancing technology and equipment and keeping everyone informed about projects and new resources.	Feb 22, 2012 1:54 PM
69	offering opportunities to bring technology into the classroom. Would really like to see the tech conference ideas expanded and be a bigger deal.	Feb 22, 2012 11:46 AM
70	Carl is doing a nice job.	Feb 22, 2012 11:45 AM
71	Big picture notifications. Repairs.	Feb 22, 2012 11:42 AM
72	You are always prompt and polite with work order requests, and communication from the department is awesome! I really enjoy reading Brian's emails and blogs.	Feb 22, 2012 11:23 AM
73	updates on changes being made or why computers/network are acting up, providing access to many different types of technology to use in and out of our classrooms, prompt service when something is requested	Feb 22, 2012 11:19 AM

Q10. What technology services are we doing well?

74	All techs are fabulous when working in the buildings!	Feb 22, 2012 11:04 AM
75	We have access to great technology in this district (good computers, digital projectors, document cameras, etc.) and the IT department does a great job keeping the system working. It is rare that my teaching is negatively impacted by technology issues.	Feb 22, 2012 10:56 AM
76	Keeping student machines functioning properly.	Feb 22, 2012 9:28 AM
77	Service to problems Technology availability Assistance in using that technology	Feb 22, 2012 8:11 AM
78	The response time for correcting problems is very timely.	Feb 22, 2012 5:04 AM
79	Love the projection systems and teacher laptops.	Feb 21, 2012 9:56 PM
80	Not sure if this counts, but thanks a ton for suggesting Edmodo. I'm now able to upload video's with my iPad of my students working in our inquiry centers and other classroom work. This is an invaluable tool that my student are able to have access to. It helps me guide my instruction based on the quizzes I apply. This also is a great site to organize my reading groups, so that the students are able to respond on their comprehension of the text that they are reading. Thank you for responding quickly to any problems that are going on in the district, building, or personal accounts.	Feb 21, 2012 9:46 PM
81	Web. Wireless. Training. Innovation.	Feb 21, 2012 9:08 PM
82	Everything and anything.	Feb 21, 2012 6:15 PM
83	Brian's and Carl's updates are wonderful. Carl is always helpful and eager to explain thoroughly to rectify any situation.	Feb 21, 2012 5:22 PM
84	I only have ever had Carl do repairs. He has done them instantly and efficiently. Brian's communications via email this year have been really informative	Feb 21, 2012 3:45 PM
85	Keeping us ahead of the curve. I felt our October in-service was the best one we've ever had.	Feb 21, 2012 3:41 PM
86	Informing us about events that will effect our work with students has gotten much better this year.	Feb 21, 2012 3:35 PM
87	Implementing microphones, Elmos and lap tops have been great.	Feb 21, 2012 3:29 PM
88	Providing oportunity for new technologies and then coordinating training.	Feb 21, 2012 3:15 PM
89	I'm always impressed with the service and level of responsiveness. I also appreciate all of the communication efforts.	Feb 21, 2012 3:11 PM
90	Come out in a timely manner when a work order s sent in	Feb 21, 2012 2:54 PM
91	Carl does an AMAZING job at Valley!	Feb 21, 2012 2:53 PM
92	I am impressed with the level of transparency that the technology department has with district employees. I feel that we are kept in the loop with decisions and why they are made. I also feel that the department is doing an excellent job of	Feb 21, 2012 2:28 PM

Q10. What technology services are we doing well?

	deploying new technology to schools.	
93	Doing well!	Feb 21, 2012 2:17 PM
94	-Quick response to tech problems -Love the class options that are available	Feb 21, 2012 2:01 PM
95	quick response to concerns/equipment problems frequent upgrades to equipment; enough computers for all students to have reasonable access	Feb 21, 2012 1:59 PM
96	Prompt service	Feb 21, 2012 1:48 PM
97	We finally have an adequate number of computers for our students. No more fighting for computers!	Feb 21, 2012 1:45 PM
98	I like the opportuniites to recieve laptops and IPads, along with training are their use are available to teachers.	Feb 21, 2012 1:42 PM
99	I think that the department does a great job of making sure equipment is operating correctly. In addition, I have noticed that the when a department member comes for a repair in the room, he is very friendly and responds to questions or statements made by the students.	Feb 21, 2012 1:40 PM
100	easy access to computers and printing; service of problems when they occur	Feb 21, 2012 1:38 PM
101	Love the new laptops and desktops. Having a cart for each team does help make computers more accessible.	Feb 21, 2012 1:30 PM
102	fixing my computers	Feb 21, 2012 1:17 PM
103	Communicating and answering questions promptly in an understanding manner	Feb 21, 2012 1:08 PM
104	ALL	Feb 21, 2012 12:58 PM
105	keeping things "new" and updated. you guys are good.	Feb 21, 2012 12:49 PM
106	Being accessible in helping us. I will e-mail Jackie Neuberger for help and she replies quickly and solves my problems - she's awesome!	Feb 21, 2012 12:49 PM
107	Prompt support and repairs	Feb 21, 2012 12:17 PM
108	Everything is going well.	Feb 21, 2012 12:11 PM
109	repairs and updates	Feb 21, 2012 12:11 PM
110	Communication and updates	Feb 21, 2012 11:48 AM
111	Repair and availability	Feb 21, 2012 11:44 AM
112	they are working on cuttting edge items for student learning	Feb 21, 2012 11:30 AM
113	My computer is always up to date, up to speed, junk mail and virus free	Feb 21, 2012 11:30 AM
114	I really like how the people are so kind and easy to work with. I never feel stupid asking questions.	Feb 21, 2012 11:29 AM

Q10. What technology services are we doing well?

115	Brian's updates are wonderful. I also appreciate his humor!! All techs that come to Phenix are great. They are always happy to help however they can, even when you catch them walking down the hall, and they tell us what we need to know. Emails are answered quickly, and Jackie's classes are the best! Thank you!	Feb 21, 2012 11:23 AM
116	I finally feel as though the number of available computers allows me to be flexible in my lesson plans. If I need an extra teaching day before we move to a lab, I can shift my lab day without a problem. I can now make decisions about when to use technology based on students' needs instead of having tech availability dictate the schedule.	Feb 21, 2012 11:22 AM
117	Communication is timely--from workorders to if we are having technology problems in the district, such as internet problems.	Feb 21, 2012 11:20 AM
118	You do a fabulous job keeping us updated on tech plans - long term as well as short term. Impressive job on that!!!! I also feel like the techs fill workorders quickly and thoroughly.	Feb 21, 2012 11:15 AM
119	all that I work with	Feb 21, 2012 11:15 AM
120	I have a great deal of admiration for the way Carl stepped into this position and immediately was off and running. What a super job he's done and is so responsive to all needs and requests! He does a fantastic job.	Feb 21, 2012 11:08 AM
121	Our building just got new computers. They are much faster than the old. Log in still takes a long time though.	Feb 21, 2012 11:01 AM
122	Everything that i see them doing!!!	Feb 21, 2012 10:50 AM
123	Computer labs - thank you for more of them! (Even if they're mobile labs, they're better than nothing!)	Feb 21, 2012 10:43 AM
124	Very fast on responding to work orders. Are able to fix things quickly.	Feb 21, 2012 10:39 AM
125	Taking care of problems in a timely manner.	Feb 21, 2012 10:38 AM
126	They respond promptly to problems/work orders AND they are gracious when explaining what I need to do to work on my technology problems. They don't make me feel dumb. :)	Feb 21, 2012 10:35 AM
127	Attending to work orders very quickly so that our planned curriculum can be taught in a timely manner.	Feb 21, 2012 10:34 AM
128	I love the Workorder system implemented by Carl.	Feb 21, 2012 10:21 AM
129	ALL!!!!	Feb 21, 2012 10:19 AM
130	Responding to last minute requests for help - I really appreciate that! Emails are informative and also humorous	Feb 21, 2012 10:16 AM
131	Upkeep	Feb 21, 2012 10:14 AM
132	They never treat us disrespectfully, even when our questions seem simple or	Feb 21, 2012 10:14 AM

Q10. What technology services are we doing well?

dumb. Assistance is always just a call away. Susan is always helpful with infinite campus questions or suggestions. Brian keeps us up on issues of changes or problems. Jackie is an excellent teacher and can "dumb it down" for those of us who are not very computer savvy.

133	Service etc.	Feb 21, 2012 10:14 AM
134	N/A	Feb 21, 2012 10:09 AM
135	Carl is great in getting things done and answering questions.	Feb 21, 2012 10:07 AM
136	I have been with the district 6 years and I see them continuing to improve. Service has been the best in any district I have worked in.	Feb 21, 2012 10:05 AM
137	Introduction and supply of I pads...incredible! Communication via Q/A is invaluable Also love the updates on real teachers using real technology in their rooms..makes everything seem "doable"	Feb 21, 2012 10:02 AM
138	Great customer service. Always get things done in a timely manner! I never have to wait long at all.	Feb 21, 2012 9:55 AM
139	Incredibly responsive.	Feb 21, 2012 9:48 AM
140	Support of the programs and technology the district utilizes. Actively seeking ways to keep our district current with technology in education.	Feb 21, 2012 9:45 AM
141	I love the "Technology Updates" / Frequently Asked Questions that Brian Abeling writes. They are very informative and useful!	Feb 21, 2012 9:44 AM
142	I haven't needed technology services this year, so that shows things are running well in our special education classroom. Carl Sunderman has been helpful when I've had questions. Thank you for technology updates and information through email!	Feb 21, 2012 9:39 AM
143	Allowing access to computers/labs for classroom use.	Feb 21, 2012 9:35 AM
144	Implementing and service...whenever I call or email about something it is taken care of immediately. We are fortunate to have such expertise and prompt service.	Feb 21, 2012 9:32 AM
145	Responding to problems.	Feb 21, 2012 9:30 AM
146	maintaining PCs	Feb 21, 2012 9:26 AM
147	Carl is a wonderful addition to our building. He ALWAYS takes care of issues and problems in a timely fashion and addresses concerns in a professional manner. Programs he has implemented have been a huge benefit to our building and our district, saving us thousands of dollars. LET'S GET HIM A RAISE!!!	Feb 21, 2012 9:26 AM
148	The addition of iPads has been wonderful for small group instruction. Continuing the Teacher Laptop programs has also been a great move for the district. Finally, I really enjoy Brian's tech update emails. The question answer format is so easy to read and lets me pick and choose the information I want to	Feb 21, 2012 9:25 AM

Q10. What technology services are we doing well?

	know more about.	
149	All of the above!	Feb 21, 2012 9:24 AM
150	iPads	Feb 21, 2012 9:22 AM
151	I appreciate the technology updates sent via e-mail. Work orders are always completed in a timely fashion with friendly service from the guys.	Feb 21, 2012 9:20 AM
152	Carl Sundermann provides quick responses to any needs, is always pleasant and upbeat, and always gives a clear explanation of the issue.	Feb 21, 2012 9:20 AM
153	Keeping us well informed. I learned about the Century Link Grant through Brian Abeling. All staff members are professional and know what they are doing. We are lucky to have them all working for WDM schools!	Feb 21, 2012 9:18 AM
154	The techs are always very helpful, when in the building and always willing to answer questions. Jackie is also very willing to help when I call. Thanks to all of you.	Feb 21, 2012 9:17 AM
155	The timeliness of completing workorders is awesome! The emails of updates coming/happening in the district is very helpful! Everyone is super helpful and friendly!	Feb 21, 2012 9:17 AM
156	I think everything is done well. When we have planned outages of service, we're notified well in advance. Unplanned outages are handled very quickly. Emails and work orders get almost immediate attention. Frankly, I couldn't be happier with our amazing tech staff.	Feb 21, 2012 9:17 AM
157	Helpful for immediate needs in a very timely manner.	Feb 21, 2012 9:16 AM
158	Prompt and effective response to questions and other requests for assistance. Thank you!	Feb 21, 2012 9:15 AM
159	Getting appropriate technology in the hands of students and staff. Usually we have plenty of training opportunities.	Feb 21, 2012 9:15 AM
160	Technicians are great and very competent	Feb 21, 2012 9:14 AM
161	Carl is awesome!!!	Feb 21, 2012 9:10 AM
162	They have done well with my computer that i need for my job. Also explaining things about the teck stuff.	Feb 21, 2012 9:06 AM
163	Carl is a godsend	Feb 21, 2012 9:06 AM
164	Updating computers, fixing bugs quickly, providing training opportunities, responding to e-mail requests	Feb 21, 2012 9:05 AM
165	we always get very fast service.	Feb 21, 2012 9:01 AM
166	Everyone is very helpful and timely!	Feb 21, 2012 9:00 AM
167	I always appreciate the email updates that Brian sends out keeping everyone up	Feb 21, 2012 8:58 AM

Q10. What technology services are we doing well?

to speed on what is happening. I also like the new additions of how district staff is using technologies within their classrooms. It's helpful to see how I can expand on different uses with what I currently have. I also appreciate how promptly any technology issues I have are handled.

168	Carl Sundermann is a terrific asset to the building. He is always kind, helpful and timely.	Feb 21, 2012 8:58 AM
169	bringing in new things, listening to staff, completing work orders. Carl is awesome and so open to helping staff fix issues and offer suggestions to us	Feb 21, 2012 8:56 AM
170	I have been pleased with work order responses - very quick and timely! Also good communication with new initiatives and updates.	Feb 21, 2012 8:56 AM
171	Carl has done an outstanding job at VHS. His communications skills are excellent. He teaches teachers, not just fixes things. He understands his role & does it very well!!!!!! Brian is another great communicator! His blogs and e-mail updates help me feel connected to district initiatives even if I am not participating. His timely & thoughtful responses are very much appreciated by all.	Feb 21, 2012 8:53 AM
172	Friendly employees and meets my needs for any questions	Feb 21, 2012 8:53 AM
173	The computer updates at CV were very well done. Brian Abeling's emails to update the staff are very helpful.	Feb 21, 2012 8:52 AM
174	Work orders are done in a timely manner. When the techs are in the building, they will look at issues before a work order is written.	Feb 21, 2012 8:52 AM
175	Follow up with work orders	Feb 21, 2012 8:51 AM
176	The technicians are the probably the best example of this. The teacher really appreciate them. The forward vision of the whole department, bringing in iPads, ceiling mounted projectors, etc. has been great too.	Feb 21, 2012 8:51 AM
177	They are doing a great job. I appreciate the push to keep us informed with the blogs and emails. Love the move to ipads.	Feb 21, 2012 8:50 AM
178	I feel the technology is great about solving technology problems and responding to work orders. They are more than kind and courteous.	Feb 21, 2012 8:48 AM
179	Prompt repair service. Email updates about technology.	Feb 21, 2012 8:48 AM
180	Responding to problems is good.	Feb 21, 2012 8:48 AM
181	Updating us on technology in the district and problem-solving.	Feb 21, 2012 8:47 AM
182	coming to the building and working on a work request in a very timely manner!	Feb 21, 2012 8:45 AM
183	Prompt service when requested. Multiple training options.	Feb 21, 2012 8:45 AM
184	Replacing old computers with new ones.	Feb 21, 2012 8:43 AM
185	The level of service and knowledge are excellant.	Feb 21, 2012 8:43 AM

Q10. What technology services are we doing well?

186	Everything!	Feb 21, 2012 8:43 AM
187	They are all doing a great job.	Feb 21, 2012 8:41 AM

Q11. What suggestions do you have for improving district technology services?

1	Givunf support staff more training like on iPads.	Mar 1, 2012 11:30 AM
2	Please provide training on different forms of technology that can be used in the classroom. Provide guidelines for what technology is expected to be taught at varying grade levels. For example, what grade level should be providing instruction on how to use Microsoft Word? PowerPoint? blogging? moodle? etc. Not all students have access to computers at home or to the variety of software, so what are the expectations for instruction for each grade level?	Feb 27, 2012 5:53 PM
3	I know that district funding is, of course, an issue, but 3 ipads is not really enough.	Feb 27, 2012 9:31 AM
4	They are doing a wonderful job	Feb 27, 2012 8:56 AM
5	I think West Des Moines Schools should have a technology teacher in the elementary buildings. Instead of taking another period out of the students day, the tech teacher could go into the classroom and teach the students ways to to use technology to do reports they are doing in science an socialstudies.	Feb 26, 2012 5:26 PM
6	none	Feb 26, 2012 5:21 PM
7	Brian, I enjoy receiving your e-mail communication updates and technology website.	Feb 26, 2012 5:07 PM
8	None	Feb 26, 2012 10:48 AM
9	Nothing	Feb 25, 2012 8:39 PM
10	Access to technology isn't dependent upon being a classroom teacher. Updating technology in the gym.	Feb 25, 2012 12:10 PM
11	This may not be something that you can fix, but one frustration kindergarten/1st grade teachers have is with the Everyday Math site. It is not user friendly for young children. There are usually 2 to 3 different screens for them to navigate through before they can play and if they open too many screens accidently it freezes. I don't know if there is a way to make it less frustrating for young children. I know someone who has the same program in a district in Minnesota and they just have an icon on the desk top the kids can open and start playing the games.	Feb 25, 2012 10:08 AM
12	Keep up the good work! Thanks!	Feb 24, 2012 12:27 PM
13	This is going to sound weird, but I think we should be less liberal about allowing so many private wireless devices onto our network.	Feb 23, 2012 9:54 PM
14	More training!	Feb 23, 2012 4:51 PM
15	Their needs to be a service for taking attendance on either Ipads or some handheld device for Physical Education and we are in need of more overhead projectors/big screens or even large tvs to improve our curriculum	Feb 23, 2012 3:07 PM
16	Mobi's in the classroom, especially for elementaries.	Feb 23, 2012 2:09 PM
17	It takes FOREVER to log on to the new computers...is there any hope in sight for	Feb 23, 2012 1:53 PM

Q11. What suggestions do you have for improving district technology services?

	this? It waste about 15 minutes of a class period.	
18	Make access more even across grade levels--IPads, computers for children, CD players	Feb 23, 2012 1:38 PM
19	Network issues continue, I'd benefit from additional training opportunities during ALT, or aligned before/after ALT meetings.	Feb 23, 2012 1:34 PM
20	Maybe more mini training sessions on specific programs like Edmodo and dropbox.	Feb 23, 2012 12:50 PM
21	Non - keep up the superior work!	Feb 23, 2012 12:48 PM
22	Keep up with the great work, guys!	Feb 23, 2012 12:28 PM
23	Fix my label maker, please	Feb 23, 2012 12:17 PM
24	Can't think of any in our area.	Feb 23, 2012 11:45 AM
25	Keep providing staff development so all teachers are using technology as effectively as possible!	Feb 23, 2012 11:35 AM
26	?	Feb 23, 2012 11:29 AM
27	1:1 iPad for students	Feb 23, 2012 10:51 AM
28	I still can't hear my phone messages via computer. I get the email notice, but will not let me hear.	Feb 23, 2012 10:45 AM
29	Distributing lpads more fairly and evenly throughout buildings/departments/etc.	Feb 23, 2012 10:30 AM
30	None at this time	Feb 23, 2012 10:23 AM
31	Maybe this exists already and I don't know about it. But, I would like an easy way to create a web page and link it to our building website....i realize we have moodle.....etc but many of those seem too complicated and time intensive to maintain....a drag and drop option would be nice.	Feb 23, 2012 10:20 AM
32	My experience with technology service at our school is totally positive. Bryan, Marc, Mark, and Spencer are so quick to respond and always ready to tackle whatever the technology request might be. They all represent the district in an extremely postitive way, we couldn't ask for better service.	Feb 23, 2012 10:13 AM
33	None	Feb 23, 2012 10:05 AM
34	None right now.	Feb 23, 2012 10:00 AM
35	No suggestions.	Feb 23, 2012 9:50 AM
36	None at this time, you are doing a great job!	Feb 23, 2012 9:46 AM
37	improve links between home and school. ie: registration.	Feb 23, 2012 9:44 AM
38	No suggestions. Keep doing what you are doing.	Feb 23, 2012 9:36 AM

Q11. What suggestions do you have for improving district technology services?

39	More technology training for secretaries Continue to look for ways to ensure access to technology for ALL students regardless of parent groups ability to fund Look at delivery of training--are trainers knowledgeable, do they communicate well, do they focus on how the technology will benefit students	Feb 23, 2012 9:04 AM
40	Offer the Apple Ipad to everybody not just a select few.	Feb 23, 2012 9:04 AM
41	keep up the good work!	Feb 23, 2012 8:55 AM
42	I need practical application training for my classroom and students. When our building's tech person was eliminated 6 (?) years ago, I feel like my learning was stunted. I know there are so many cool features, activities, and resources "out there" that could really benefit our students and their learning. I just have no idea what they are.	Feb 23, 2012 8:51 AM
43	It would be wonderful if the district could look into a math program that is developmentally appropriate for younger learners. Everyday Math Online is okay but there are too many problems with the windows popping up behind each other. The students can't find the appropriate window in order for them to play the game. There are also multiple pop-up questions that the students have to click on in order to go to a different game or to allow the game to load. The students then become frustrated and are not engaged learners. Riverdeep was a wonderful program that engaged the students. The students were learning and enjoying math without becoming frustrated. I hope the district is looking to find a compatible program like Riverdeep for our new upgraded computers.	Feb 23, 2012 8:27 AM
44	Letting the person the reported the problem know that it is completed. Example: plug to steam table changed.	Feb 23, 2012 8:05 AM
45	none	Feb 23, 2012 8:03 AM
46	None right now.	Feb 23, 2012 7:33 AM
47	Some curricular areas could benefit from Apple computer systems and programs.	Feb 22, 2012 10:07 PM
48	None. They are doing a bang-up job! Applause.	Feb 22, 2012 8:47 PM
49	I don't understand why the district is offering iPad classes with a limited number of iPads. We are creating inequality among classrooms and buildings. I am very frustrated by this.	Feb 22, 2012 6:55 PM
50	You're doing a good job. Don't mess with it!	Feb 22, 2012 3:51 PM
51	None at present.	Feb 22, 2012 3:46 PM
52	Would be great to see follow up classes to deepen the use once they are out and being used. Spread out the "trainer" roll to more people rather than using the same people each time.	Feb 22, 2012 2:05 PM
53	Continuing to address the ever-difficult issue of maintaining enough bandwidth for everyone in the district - dividing up needs for students and directly-classroom-related work, office/business and administrative needs, and other teacher needs. How burdensome would it be to have teachers notify in	Feb 22, 2012 1:54 PM

Q11. What suggestions do you have for improving district technology services?

advance, when their lesson plans will require additional online access to try to avoid bottlenecks of multiple extra needs all at once? Admittedly, this has been MUCH better than at times in the past.

54	Infinite Campus Feel like we cannot use all the functions we should be able to like filtering, missing assignments, and student individualized information.	Feb 22, 2012 11:46 AM
55	I have yet to complete a laptop class because of scheduling conflicts. Is there anyway one can be offered during collaboration time on Wednesdays?	Feb 22, 2012 11:45 AM
56	None	Feb 22, 2012 11:23 AM
57	unlimited funds :)	Feb 22, 2012 11:19 AM
58	We need some more training in our building to tap the full potential of what we can do with technology. We often hear, "We are only scratching the surface of", yet we don't get further training in some areas (like Infinite Campus, Google Docs, etc.) Also, we need to think about moving to a 1:1 Laptop initiative for students!!	Feb 22, 2012 11:04 AM
59	Due to the size of the system and cost of things, it is sometimes frustrating as new versions of software take a while to reach the computers in our building.	Feb 22, 2012 10:56 AM
60	Keep up the great work & thanks so much for your excellent service and communication!!	Feb 22, 2012 8:47 AM
61	Adding technology (computers) to the Level 3 program.	Feb 22, 2012 8:11 AM
62	The projector light was dim in my classroom and the repair technician came soon to "replace" the bulb. Or so I thought. The same dimness and out of focus issues happened two weeks later and he returned. I was there and he told me he did not replace the bulb, just turned it on "high." This is procedure that directly affects classroom learning. Teaching methods have changed to integrate technology into the classroom but the delay completely interrupted my student teacher's lesson schedule and delayed what she could do to teach her lessons. Either we have the projector readily available or teacher's will not use it as effectively. It is a great tool...if it works.	Feb 22, 2012 5:04 AM
63	The student e-mail system seems a little confusing.	Feb 21, 2012 9:08 PM
64	None at this time.	Feb 21, 2012 6:15 PM
65	Make Carl Sundermann king and increase his salary so we do not lose him. He is gold to Valley. We could use some solid references how to navigate infinite campus and outlook--there are resources we are not utilizing correctly and don't know where to find direction.	Feb 21, 2012 5:22 PM
66	I hate filling out the work order for something like "the copier needs toner". It is so much simpler to just email Carl. I understand if something is broken how that would be desirable, but for regular service items, I would think a phone call or email is sufficient.	Feb 21, 2012 3:45 PM
67	I think perhaps more Wednesday staff development from tech services would help many staff members.	Feb 21, 2012 3:41 PM

Q11. What suggestions do you have for improving district technology services?

68	Education for teacher who want to learn about programs. We need to be able to attend classes out of state because we are ahead in some ways and classes are not in Iowa.	Feb 21, 2012 3:35 PM
69	N/A	Feb 21, 2012 3:29 PM
70	None at this time - keep up the great work!	Feb 21, 2012 3:11 PM
71	none	Feb 21, 2012 2:54 PM
72	Hire more people like Carl.	Feb 21, 2012 2:53 PM
73	I am very interested in the digital camera classes. I would love an update on when those classes are going to happen.	Feb 21, 2012 2:01 PM
74	Hard to be critical of our tech dept. They do a very nice job and are proactive in their approach to all things related to technology.	Feb 21, 2012 1:45 PM
75	Keep doing what you are doing! Thanks for your hard work.	Feb 21, 2012 1:40 PM
76	I have heard some teachers concerned that newer technologies (i.e. iPad) are only made available to those who take a class. Teachers unable to take these weekend classes therefore are limited in their abilities to augment their curriculum with the latest technology. Is there a way to make these available without requiring weekend training sessions?	Feb 21, 2012 1:38 PM
77	It's still a struggle at times to get kids access to computers/computer labs. The new laptops and desktops also take a LONG time to boot up, which wastes a lot of class time waiting for computers to start up. Kids are not patient, and many times start working before all the icons load, which causes even more problems.	Feb 21, 2012 1:30 PM
78	Explain in greater detail on the availability, terms and conditions for purchasing individual software and or hardware.. Perhaps have a contact person available for questions for individual purchasing of software and or hardware.	Feb 21, 2012 1:30 PM
79	Don't get so angry when I don't remember what was said in one of the many emails you send to keep me up-dated. You have to remember that there are a few of us who don't get computers. I really try to stay out of your way.	Feb 21, 2012 1:17 PM
80	GREAT JOB IN ALL AREAS	Feb 21, 2012 12:58 PM
81	if it ain't broke, don't fix it.	Feb 21, 2012 12:49 PM
82	Now that I've heard several colleagues talk about the ipad and its uses, I am strongly interested in this tool. I would be thrilled if that opportunity was offered again next fall.	Feb 21, 2012 12:49 PM
83	none	Feb 21, 2012 12:17 PM
84	NA	Feb 21, 2012 12:11 PM
85	The Lumens projectors (?) we have now are not very clear. My room has to be pitch dark in order to see any details.	Feb 21, 2012 11:44 AM

Q11. What suggestions do you have for improving district technology services?

86	KEEP UP THE GOOD WORK!	Feb 21, 2012 11:30 AM
87	none	Feb 21, 2012 11:30 AM
88	I would still like to see a one-on-one initiative for high school students. That would allow even more flexibility for how I use technology in the classroom.	Feb 21, 2012 11:22 AM
89	Is there anything teachers can do/have the rights to do that will be like tune-ups for their own teacher workstations to ensure they are running as efficiently as possible?	Feb 21, 2012 11:20 AM
90	My concern is that we are creating haves and havenots in access to technology for students. (lpads)	Feb 21, 2012 11:18 AM
91	Training on use as well as integration are the key to systemic use of technology. As a district, we do pretty well at providing training, but I feel strongly that we should have integration coaches available to make sure that we are getting the full benefit for our technology money.	Feb 21, 2012 11:15 AM
92	If people take classes and receive equipment such as cameras and ipads, make sure they help others in the building	Feb 21, 2012 11:15 AM
93	None	Feb 21, 2012 11:08 AM
94	Not sure if ipads are the way to go, or if something like a tablet set to check out from the library is better. ipads are so "individual" you cant push out software, whereas a tablet might be able to do so	Feb 21, 2012 10:43 AM
95	Helping the tech team in the building with easy fix things. Train us how to do them so we don't always have to send in a work order for those easy fix things.	Feb 21, 2012 10:39 AM
96	The people are great. The technology itself is frustrating sometimes (i.e. iPads and the VPN telling me documents are locked for editing when I try to work on things at home--I don't know if this is the time or place to mention that, but there it is)	Feb 21, 2012 10:35 AM
97	More IPADS for a classroom. I could do a lot of differentiation with 5 IPADS.	Feb 21, 2012 10:23 AM
98	Can't think of anything	Feb 21, 2012 10:16 AM
99	Need to be cutting edge on technology	Feb 21, 2012 10:14 AM
100	Keep doing what you are doing! You all are appreciated!!!	Feb 21, 2012 10:14 AM
101	Just would like further implementation of offering I Pad classes to additional teachers.	Feb 21, 2012 10:14 AM
102	N/A	Feb 21, 2012 10:09 AM
103	Keep increasing and updating availability.	Feb 21, 2012 10:07 AM
104	Keep it up.	Feb 21, 2012 10:05 AM
105	Somehow create some time for teachers to investigate some of what is being	Feb 21, 2012 10:02 AM

Q11. What suggestions do you have for improving district technology services?

	introduced. Ha	
106	Since we have switched to Office 2010, think teachers need some professional development / training on using the new interface. (This might be more of a professional development suggestion.) Thanks.	Feb 21, 2012 9:44 AM
107	Speed up our computers/ internet would be nice.	Feb 21, 2012 9:35 AM
108	Keep doing what you are doing...you are wonderful!!!	Feb 21, 2012 9:32 AM
109	Just continue to keep us on the forefront of technology advances!	Feb 21, 2012 9:25 AM
110	Hoping there will be more money set aside for ipads	Feb 21, 2012 9:24 AM
111	None:)	Feb 21, 2012 9:18 AM
112	None.	Feb 21, 2012 9:17 AM
113	I wish there had been more discussion before deciding to implement the weekly parental notification of missing work. This is either forcing teachers into updating their gradebooks on the district's schedule weekly (when every other week had always been the communicated expectation) or will result in sending parents lots of bad data. Also, I would like to see training offered on Edmodo.	Feb 21, 2012 9:15 AM
114	3rd party software updates, some hardware issues seem to go unfunded. Rethink where some funds are spent. Hundreds of thousands spent on computers and then software is incompatativle or type of hardware purchased is incompatible.	Feb 21, 2012 9:14 AM
115	None at this time.	Feb 21, 2012 9:06 AM
116	A better FAQ/Support page for district tech. issues. It's buried on the wdmcs.org website and for those who are technologically deficient, they'll struggle finding the support they need before calling or e-mailing you. ...and they're the ones who you're trying to help.	Feb 21, 2012 9:05 AM
117	Anything to stop students from hacking and overcoming programs. Ex.- Lanschool- I have a student that knows how to turn it off!	Feb 21, 2012 9:05 AM
118	We need more computers in the building so each teacher has reasonable access for their students. Plus, we need more computers for students to access on their own time instead of them interrupting other classes looking for a computer to use.	Feb 21, 2012 8:58 AM
119	have more staff dev classes that would allow us to create lesson plans using all of the new cool technology that is out there with help of the experts as they teach us the new stuff	Feb 21, 2012 8:56 AM
120	More in-service / staff development opportunities to learn new technology, similar to the tech day at VSW last fall.	Feb 21, 2012 8:56 AM
121	I really wish that the librarian in the building (VHS) was more of a media specialist and was able to help and assist with media related items - not just librarian issues. I think that as there is turnover in this position it is something	Feb 21, 2012 8:53 AM

Q11. What suggestions do you have for improving district technology services?

that needs to be considered. Instructional technology background would be nice. In order to increase teachers' use of technology tools, it would be nice to have someone in the building that was searching for new tools & ideas for teachers & then available to help them implement them and/ or co-teach with them. This is often times one of the roles of a media specialist in schools.

122	More iPads	Feb 21, 2012 8:53 AM
123	Print groove is not user friendly. I like the idea of sending things electronically, but it is very time consuming. You can only send one document at a time. Often the program does not open properly, not allowing the user to see the full screen and thusly, not able to select "Print" because it is off the screen - same with Login or Logout.	Feb 21, 2012 8:51 AM
124	I would like to see more classes offered regarding technology that is being implemented in the district (Microsoft word 2010, I Pads, etc.).	Feb 21, 2012 8:48 AM
125	Placement of technology in the classroom should be the decision of the teacher who best assesses how it is best used with students, not simply what's convenient for tech staff.	Feb 21, 2012 8:48 AM
126	Give students with special needs the access they need. Also, hold laptop and iPad trainings throughout the year so coaches will be able to attend.	Feb 21, 2012 8:48 AM
127	Proper prior notification before campus updates - proper training of campus updates	Feb 21, 2012 8:45 AM
128	None, they do an amazing job!	Feb 21, 2012 8:45 AM
129	Nothing at this time.	Feb 21, 2012 8:45 AM
130	Continue to download old software to new computers. I still do not have some software on my new computer that I had on my old one.	Feb 21, 2012 8:43 AM
131	I can't think of anything at this time. Thank you for all you do!	Feb 21, 2012 8:43 AM
132	None really that I can think of.	Feb 21, 2012 8:41 AM