



Baldwinsville

Central School District

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STAFF IT Needs Survey

December 2021/January 2022



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BALDWINSVILLE
CENTRAL SCHOOL DISTRICT

- ❖ In the fall of 2021, Baldwinsville Central School District (BCSD) partnered with Research and Marketing Strategies, Inc. (RMS) to conduct an information technology needs assessment. BCSD wanted to better understand from key stakeholders, their needs for IT hardware, software, and professional development. Additionally, the market research sought to determine current IT perceptions and identify areas of interest/need for additional products and/or services.
- ❖ The two stakeholder groups that were targeted for the online survey included the BCSD staff as well as BCSD students from first to twelfth grade.
- ❖ RMS worked with the BCSD team to develop two 5-minute online surveys – one which was distributed to staff, and one which was provided to students. Fieldwork lasted from **December 14th, 2021 to January 8th, 2022**.
- ❖ The online student survey resulted in **558 aggregate completions** (*from elementary and middle school students*) and the online staff survey resulted in **309 completions**. Both response figures from the target markets are strong. However, it is important to note that no student survey responses from students in eighth grade or higher were received. Typically, RMS seeks to obtain about 350 completions among sampled groups to help ensure good statistical reliability and a relatively low margin of error.
- ❖ It is important to note that RMS managed the distribution of the survey to BCSD staff and the District managed the student surveying effort. A similar study was conducted by the RMS research team in 2018.
- ❖ Any questions or comments regarding this market research study can be directed to Michael Fiore, Research Analyst for Research & Marketing Strategies (RMS) at 315-635-9802 or email at MichaelF@RMSresults.com.

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Staff Survey

- Most staff respondents are **satisfied with the current educational technology offerings** at BCSD with 73% providing a mean rating of 7.31 on a 1-to-10-point scale. Staff respondents feel they are **basic** (17%) or **proficient** (69%) in their **expertise with technology**.
- Overall **staff is satisfied with the school's current educational technology equipment** providing a mean satisfaction rating of **7.31** on a 1- to 10-point rating scale.
- The **vast majority of staff (85%) use educational technology tools** in their classroom.
- Over a forty percent (41%) of respondents **use educational technology in their classroom for most of the day**, while 44% use it every period. Several respondents said "Yes" (38%) **when asked whether they often encounter issues accessing educational technology tools**. The educational technology which teachers have the **most trouble accessing** when needed are **iPads, Chromebooks, and Wi-Fi/internet access**.
- The majority (72%) of staff feel that their classroom needs faster internet speeds. A slight majority (53%) agree that the technology where they work is reliable. However, a significant minority (35%) feel that technology is NOT reliable.
- Most staff respondents (86%) feel they have **adequate access to technology outside of the classroom (for planning, preparation etc.)**, while 14% indicated they **do not have adequate access**. Suggestions include availability of desktops that use smart notebook as well as improve wifi. Almost all (94%) **believe BCSD students have adequate access to technology**.
- The **most commonly used** educational technology tools (hardware) are **Chromebooks (83%), Desktop PCs (81%), Smart Boards (72%), and Document Cameras (35%)**. The **educational technology programs utilized most for teaching** are **Google Classroom (78%), Google Apps (72%), Chrome Extensions (55%), and Smart Notebook/Lumio (50%)**. Among respondents

Staff Survey (Continued)

who use Google Apps, 94% found this resource valuable. 84% of those using Google Classroom found it to be valuable.

- Staff is split on whether or not the BCSD expects staff to learn new technologies without formal training. Forty-one percent (41%) felt that this expectation exists while thirty percent (30%) disagreed. Further when combined those who were indifferent, 68% indicate that more could be done by BCSD with providing formal training.
- **Chromebooks, laptops, iPads, and educational technology training** were the programs, tools, and resources most requested from educational staff. The **most desired educational technology training topics** are **effective utilization of devices for teaching** (iPads, Chromebooks, SMART Boards), and **how to use the Google Classroom apps**. **Group training** (72%) and **Video Tutorials** (50%) are the preferred ways to **receive technology tips/training**.
- A number of staff (42%) have **technology-related problems when assisting students**. 85% of respondents have **contacted the IT Help Desk since the school year started** with 83% contacting the Help Desk up to 5 times this year.
- Many staff respondents (36%) **would like additional training or professional development for educational technology** in the areas of Clear Touch, Google Apps, iPads, and teaching students educational technology tools.
- When asked to consider a **one-to-one device program**, most respondents (87%) felt the **program is impactful on students' educational achievement**.
- The majority of staff (**94%**) **feel that the BCSD has adequate access to technology**. They do not believe that there is additional technology that students need that they do not have easy access to.
- Overall, the **staff is quite satisfied with the IT Help Desk's ability to solve technology-related issues**. Ninety percent (90%) of the staff rated their satisfaction at a 7 or higher. The **mean rating was 8.60**.

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Q1: On a scale of 1 to 10, with 1 being “not at all satisfied” and 10 being “extremely satisfied,” please rate your overall satisfaction with the current Information Technology (IT) Services provided at BCSD.

n309; Single Response

Category	n	%
10 – extremely satisfied	43	14%
9	52	17%
8	69	22%
7	61	20%
6	23	7%
5	34	11%
4	7	2%
3	11	4%
2	5	2%
1 – not at all satisfied	4	1%

❖ Overall, staff is satisfied with the school’s current technology. The mean satisfaction rating is 7.31

MEAN Rating: 7.31

73%

Years of Service Range	#	Mean
0-4	44	7.00
5-9	32	7.16
10-14	55	7.38
15-19	79	7.34
20-24	53	7.45
25-29	34	7.38
30-34	9	7.67
35-40	3	7.33
Total	309	7.31

Q2: Using the same scale, please rate your overall satisfaction with the current offering of educational technology equipment at BCSD.

n309; Single Response

Category	n	%
10 – extremely satisfied	36	12%
9	63	20%
8	71	24%
7	54	17%
6	25	8%
5	29	9%
4	12	4%
3	8	3%
2	7	2%
1 – not at all satisfied	4	1%

73%

❖ Overall, staff is satisfied with the school’s current of educational technology equipment. The mean satisfaction rating is 7.31

MEAN Rating: 7.31

Q3: In a typical day, how frequently do you use educational technology tools in your classroom?

n309; Single Response

Category	n	%
Not at all	3	1%
For one or two periods/subjects	41	13%
Most of the day	116	38%
Every period/subject	123	40%
Not applicable	26	8%

❖ The vast majority (85%) of staff use educational technology tools in their classroom

} 78% adjusted to 85%

- The crosstabs align with overall findings, that most subjects are using technology most of the day.
- However, Science and Math responses suggest these subjects use technology in nearly every period/subject.

Position Code	Every period / subject		Most of the day		For one or two periods / subjects		Not applicable		Not at all	
	#	%	#	%	#	%	#	%	#	%
Grade 1	2	14%	8	57%	4	29%	0	0%	0	0%
Grade 3	4	31%	5	38%	4	31%	0	0%	0	0%
Grade 4	2	17%	7	58%	3	25%	0	0%	0	0%
Grade 5	3	21%	10	71%	1	7%	0	0%	0	0%
Grade 6	8	67%	3	25%	1	8%	0	0%	0	0%
English	10	77%	2	15%	1	8%	0	0%	0	0%
Kindergarten	4	27%	9	60%	2	13%	0	0%	0	0%
Mathematics	12	80%	3	20%	0	0%	0	0%	0	0%
Science	14	82%	2	12%	1	6%	0	0%	0	0%
Social Studies	11	69%	4	25%	1	6%	0	0%	0	0%
Special Education	11	44%	12	48%	2	8%	0	0%	0	0%
Teaching Assistant	11	23%	13	28%	12	26%	10	21%	1	2%

Note: For any position code with less than 10 employees, they were removed from the crosstabulation to protect individuals' identity. All administrative positions were also removed from this calculation.

Q4: On a scale of 1 to 10, with 1 being “not at all” and 10 being “very much,” to what degree do you incorporate technology into your teaching?

n277; Single Response

Category	n	%
10 – very much	99	36%
9	50	18%
8	51	18%
7	36	14%
6	15	5%
5	13	5%
4	4	1%
3	2	1%
2	3	1%
1 – not at all	4	1%

❖ Overall, staff incorporate technology very much into their teaching lesson. The mean rating was 8.26

MEAN Rating: 8.26

Q5: Do you feel you have adequate access to technology outside of the classroom / your workspace? (i.e. for planning, preparation, etc.)

n309; Single Response

Category	n	%
Yes	267	86%
No	42	14%

[IF Q5=NO] Q6: What is missing?

n44; Open-ended

- A laptop with smart notebook, not a slow chromebook.
- A lot of random sites have been blocked that could be used for educational services
- a space to work
- A teachers room with a bank of desktops and chromebook chargers. An actual place for teachers to plan and work. We have nowhere to go at Durgee to collaborate, plan, work.
- Access to reliable wifi for personal devices because it is difficult to access information remotely
- Access to smart notebook
- Access to specific specialty software outside of the building
- Being able to access smartnotebook from other computers. I am not in my room during planning so I don't have access.
- Can not use SmartNotebook on the Chromebook provided.
- During Planning I do not have access to my room because it is being used, so I cannot test out using devices.
- Frequent connectivity issues with personal devices. For example, this survey did not load halfway through and I needed to complete this form again.
- I cannot access Smart Notebook on my Chromebook and i do not have anywhere consistent to work where I can.
- I cannot get service around the building to use devices. My room is a "dead zone" .
- I cannot print from my district chrome book. I cannot access my drive on my chromebook. This makes it difficult when I am not in my classroom for planning and PLC times. (Due to covid the past two years, there are many planning periods where I cannot access my classroom computer).
- I don't have a planning time to use technology.
- I have a chromebook but cannot print to more than one printer in the building which is the farthest from where I usually plan. I travel so I need to be able to print from multiple areas.
- I need a teacher ipad to use for teaching remote students. We need better color printers.
- Internet Connection
- It would greatly be beneficial if we had access to touch screen devices for recording video lessons. Also have access to smart notebook technology or classroom boards that allowed us to prepare lessons outside of our classroom. Google slides are not always the most efficient delivery method especially when you want to involve students in writing on the content during class lessons.
- More computers, printers
- My smartboard does not work adequately and I have asked for a camera to show what I am doing on the smartboard but they don't have any that I can use.
- No smart board in teaching space at Elden. Finale music software not available on chromebooks
- Often does not work or is slow when I have the time to do prep/planning or finish up a task. Often a big difference in access and speed between network and wifi.
- Printer rarely works or out of toner in staff room
- Reliable internet access for my personal computer. Guest WiFi is perpetually unusable.

[IF Q5=NO] Q6: What is missing?

n44; Open-ended

- Reliable internet on personal laptop/devices when chromebooks are not suitable.
- Seems difficult to get tech to work. No signal, poor wifi, blockages etc.
- Smartboard software clunky on Chromebooks or devices at home. Not able to save files to Smart Notebook unless on desktop computer which makes planning with the Smart Technology limited. We're not guaranteed substitutes will have access to same technology as we plan with, so if we're unexpectedly out, emergency plans or plans we create to continue with the instructional timeline must be paper/pencil ... or digital only for students, which is hard on a substitute. Limited copiers/printers in building: while the Printshop is an incredible resource, copiers are necessary in a pinch. A variety of paper sizes isn't available in copy room. Software is plentiful but time to become familiar is limited: more time over summer to explore and equal time to prepare with that technology.
- Smartboards to use outside of your classroom and we are never in our classroom.
- Software that is accessible to students and staff at home (Adobe Creative Suite)
- Staff access to chromebook Teaching Assistants do not which is hard in planning for a student you may work with also we are supposed to check email and unless we use our own personal phone we have no way of checking
- The Chromebook I have is very slow and doesn't record video very well. It is also not easy for the kids to hear when I am live meeting in the classroom and using my chromebook for that purpose.
- The time to do it.
- There is limited Technology available for use outside of the classroom.
- There is simply no time built into my day
- There seem to be several blocks on websites that the school district does not appear to accept.
- There's no way for me to print things outside of my workspace if I was prepping after school.
- Time
- Time to learn new applications specific to the content that could be useful in the classroom.
- very innocent sites used for special education student is continuously blocked. The special ed students becomes upset when he can't do his work online as required by the classroom teacher .
- WiFi access to plan when not in my classroom (due to someone else teaching in the space)
- work spaces for teachers during planning when their classrooms are in use. While Chromebooks can handle some of that work, they cannot use all the programs that we need, and the network often makes working on them in the building difficult. Having a lab with wired internet connections for teacher planning would be very helpful for staff to do all the tasks we are required to perform.

Please rate how strongly you agree or disagree with the following statement.

Q7: The technology where I work is reliable. n309; Single Response		
Category	n	%
Strongly disagree	20	7%
Disagree	87	28%
Neither agree nor disagree	40	13%
Agree	124	40%
Strongly agree	38	12%
Not applicable	-	-

35% (Strongly disagree + Disagree)

52% (Agree + Strongly agree)

- ❖ A slight majority agree that the technology where they work is reliable.
- ❖ A significant minority feel the opposite – that the technology where they work is NOT reliable.

Please rate how strongly you agree or disagree with the following statement.

Q8: I feel confident in my ability to integrate multiple technologies into my instruction. n309; Single Response		
Category	n	%
Strongly disagree	3	1%
Disagree	23	7%
Neither agree nor disagree	45	15%
Agree	132	43%
Strongly agree	78	25%
Not applicable	28	9%

} 68%

❖ Overall, the majority of staff are confident in their ability to incorporate technology into their instruction.

Please rate how strongly you agree or disagree with the following statement.

Q9: BCSD expects us to learn new technologies without formal training.		
n309; Single Response		
Category	n	%
Strongly disagree	15	5%
Disagree	79	25%
Neither agree nor disagree	82	27%
Agree	88	28%
Strongly agree	40	13%
Not applicable	5	2%

30% (bracketed around Disagree, Neither agree nor disagree, and Strongly disagree)

41% (bracketed around Agree and Strongly agree)

❖ Staff is split on whether or not the BCSD expects staff to learn new technologies without formal training. There is an opportunity to provide more formal training.

Please rate how strongly you agree or disagree with the following statement.

Q10: I need more technical support to keep computers and applications running.		
n309; Single Response		
Category	n	%
Strongly disagree	19	6%
Disagree	92	30%
Neither agree nor disagree	79	26%
Agree	91	29%
Strongly agree	20	6%
Not applicable	8	3%

} 36%

} 35%

❖ Staff is split on whether or not more technical support is needed to keep computers and applications running.

Crosstab by Grade: Please rate how strongly you agree or disagree with the following statement: I need more technical support to keep computers and applications running.

- Across all grade levels, most individuals disagree they need more technical support.
- One exception is Kindergarten, where 87% of respondents agree with the statement.

Grade	Strongly Disagree		Disagree		Neither agree nor disagree		Agree		Strongly Agree		Not Applicable		Total
	#	%	#	%	#	%	#	%	#	%	#	%	
Grade 1	1	7%	4	29%	1	7%	4	29%	3	21%	1	7%	14
Grade 3	0	0%	6	46%	6	46%	1	8%	0	0%	0	0%	13
Grade 4	1	8%	4	33%	3	25%	3	25%	1	8%	0	0%	12
Grade 5	2	14%	5	36%	3	21%	4	29%	0	0%	0	0%	14
Grade 6	2	17%	2	17%	5	42%	3	25%	0	0%	0	0%	12
English	1	8%	6	46%	1	8%	5	38%	0	0%	0	0%	13
Kindergarten	0	0%	0	0%	0	0%	13	87%	2	13%	0	0%	15
Mathematics	2	13%	9	60%	1	7%	2	13%	1	7%	0	0%	15
Science	1	6%	5	29%	5	29%	5	29%	1	6%	0	0%	17
Social Studies	0	0%	4	25%	5	31%	4	25%	3	19%	0	0%	16
Special Education	0	0%	8	32%	8	32%	7	28%	2	8%	0	0%	25
Teaching Assistant	2	4%	8	17%	11	23%	20	43%	2	4%	4	9%	47

Note: For any position code with less than 10 employees, they were removed from the crosstabulation to protect individuals' identity. All administrative positions were also removed from this calculation.

Please rate how strongly you agree or disagree with the following statement.

Q11: My classroom needs faster internet speeds. n309; Single Response		
Category	n	%
Strongly disagree	3	1%
Disagree	27	9%
Neither agree nor disagree	51	16%
Agree	89	29%
Strongly agree	115	37%
Not applicable	24	8%

66% adjusted to 72%

❖ The majority of staff feel that their respective classroom needs faster internet speeds. With 37% strongly agreeing this is a pertinent need

Please rate how strongly you agree or disagree with the following statement.

Q12: I need more options for professional development in the areas of technology. n309; Single Response		
Category	n	%
Strongly disagree	8	3%
Disagree	45	14%
Neither agree nor disagree	79	26%
Agree	129	42%
Strongly agree	45	14%
Not applicable	3	1%

} 56% adjusted to 57%

❖ The majority of staff (57%) feel they need more options for professional development in the areas of technology.

Please rate how strongly you agree or disagree with the following statement.

Q13: I am aware of the resources available through the District that can help me learn how to integrate technology.

n309; Single Response

Category	n	%
Strongly disagree	7	2%
Disagree	56	18%
Neither agree nor disagree	70	22%
Agree	138	45%
Strongly agree	33	11%
Not applicable	5	2%

} 56%

- ❖ Slight majority of staff (56%) are aware of the resources available through the district that can help me learn how to integrate technology.
- ❖ About 20% are not aware of available district resources

Please rate how strongly you agree or disagree with the following statement.

Q14: I am familiar with what technology is available to my students and me in our building.

n309; Single Response

Category	n	%
Strongly disagree	2	1%
Disagree	38	12%
Neither agree nor disagree	45	15%
Agree	178	57%
Strongly agree	40	13%
Not applicable	6	2%

} 70%

❖ About 70% of staff are aware of the resources available within their building.

Please rate how strongly you agree or disagree with the following statement.

Q15: The Wi-Fi connection is reliable and satisfactory.		
n309; Single Response		
Category	n	%
Strongly disagree	77	25%
Disagree	121	39%
Neither agree nor disagree	58	19%
Agree	44	14%
Strongly agree	9	3%
Not applicable	-	-

} 64%

❖ Over 6 in 10 staff believe that their wifi connection is NOT reliable and satisfactory.

Q16: Which of the following educational technology tools (hardware) do you use most often for your job?

n309; Multiple Response

Category	n	%
Chromebooks	257	83%
Desktop PC	249	81%
Laptop PC	29	9%
iPads	61	20%
Smart Board/Interactive Touch-Panels	224	72%
Web cameras/Document cameras	108	35%
Other	6	2%

[IF Q16=OTHER] Q16a: Please Specify:

n6; Open-ended

- Calculator
- Nspire Calculators
- Sympodium
- Sympodium with a screen. I love it. I never want it to go away.
- TI Navigator System
- Utilize recording equipment to read tests and access voice to text accessibility features

Q17: Do you often encounter issues being able to access educational technology tools when needed?

n309; Single Response

Category	n	%
Yes	117	38%
No	192	62%

[IF Q17=YES] Q18: What educational technology do you have the most trouble accessing when needed?

n117; Open-ended

- A printer. There is a minimal number of printers available to access which impedes our ability to print materials easily, especially during class with a room full of students.
- Accessing apps
- Accessing internet and apps staying logged in, ready to be used.
- additional monitors. Some teachers need two monitors to assist with IEP writing.
- Aims web plus
- Anytime a whole class of students is trying to access anything webrelated on the internet, we wait typically about 10 minutes of the spinning wheel waiting for everyone to be all at the same spot.
- Apps on ipads
- Apps on the Ipad and wifi
- Apps on the students iPads
- As a special education teacher, it would be really beneficial to have access to ipads for some of my students (and not just for communication purposes). These can often be easier for students to navigate when they struggle with fine motor or vision.
- Being a social studies teacher, it is very hard to show students images or videos depicting the world wars (or others areas of study like that), or find websites that won't be blocked by our district.
- Blocked sites or portions of sites, wifi that works the same for every student regardless of device.
- Broken chromebooks: I do not have enough 'mice' for students to use when keypads no longer work. Over 50% of student Chromebook keypads are currently not working; turn around for repair is long. Have been told lightbulbs for Smartboard projectors are not available.
- Camera on my desktop for meetings
- Chromebooks
- Chromebooks and Smart Board
- Chromebooks and Wifi
- Chromebooks and Wifi access
- Currently I pads
- Desktop computer speed, reliable internet, Schooltool takes 15-20 seconds to refresh after I hit save. I've timed it!
- Educational you tube videos
- I am currently using my own personal web camera for streaming virtual students into the classroom
- I don't have iPads in my classroom, students have to bring their own devices or I have to borrow from library
- I recently got the interactive Touch panel. The physical positioning of it on its stand is not ideal. Also it doesn't often respond to my finger or stylus touch which ties me more to my desktop. Student often have difficulties logging in onto quizlet live or Blookets making a quick activity a burden or forcing student to pair up or me not to use it.

[IF Q17=YES] Q18: What educational technology do you have the most trouble accessing when needed?

n117; Open-ended

- I think this is a tough question to answer. The technology goes through phases. I won't have any issues for a while and then there is a time period where the internet connectivity will be frequently spotty (like the beginning of this schoolyear). Currently things are okay (the internet was out for 15 minutes this morning, but that hasn't happened in a while).
- I use my smart board daily and have issue with being able to write on it from time to time. I have to close out my computer (which is quite a few notebooks and tabs) and shut down the computer. The smart board usually works upon a restart.
- I'm often losing connection on my desktop.
- Internet (x5)
- Internet access by chromebook can be difficult in Counseling Office
- Internet access on Ipads causing failure with student apps.
- Internet and wifi
- internet connection in my room
- Internet connection is often slow or not reliable.
- internet connections
- Internet speed and connection
- Internet with iPads
- Ipad apps
- iPad apps and internet connection
- iPads (x5)
- iPads - WiFi connection is unreliable Internet is constantly changing and websites we use get blocked (YouTube)
- iPads have been struggling to get on the right network and work
- iPads- they either need to be shut down and refreshed in order for apps to work properly or they can't connect to an app due to wifi issues. It makes it difficult to plan to use these tools because a classroom full of young children whose iPads aren't working won't allow you to work with small groups as needed.
- Ipads- wifi never works
- iPads, Apple TV , apps that run on ipads
- Issues with Google, wifi connection
- It is mostly internet related.
- It would be helpful to have a smartboard or similar available at the area I meet with students; it would be helpful if my students (math lab) had chromebooks to work on in my group (not brought from classroom).
- Kids come down to ask questions regarding their college applications and the often cannot get things to load on their cell phones due to the poor wifi in the career resource center and counseling office.
- My new ClearTouch board has a range of features that I cannot access.
- My PC will shut off randomly.
- My SmartBoard is old and has issues. The District connectivity issue is difficult with young students.
- Online websites

[IF Q17=YES] Q18: What educational technology do you have the most trouble accessing when needed?

n117; Open-ended

- Our Smartboard stops working almost every day, and only one marker works. We were told in October that we're getting a new one soon, so we're looking forward to that.
- Our students are unable to access curriculum materials on the iPads given the current firewall. Alex Bateman and RJ DeLisle have been amazing at helping us trouble shoot this issue, however, it is an ongoing issue. Depending on where students are located in my classroom, they struggle accessing a reliable internet connection.
- Personal devices, sometimes Chromebooks (has improved).
- Printer, doc camera, extra monitor when teaching in person and remote students, ipad for teacher to use, proper technology furniture
- Reliable internet
- Reliable iPad WiFi and applicable apps, SMART boards are unreliable and outdated
- School tool bogging down at the end of the marking period. Software, printer, and login difficulties experienced at the beginning of every school year making it impossible to ready our classes for the 1st day of school.
- SchoolTool takes a long time to load, especially around progress & report card times.
- Simply the Wi-Fi. I was planning on going all digital at the beginning of the year and was set back a lot when the internet was not reliable. I had never experienced the kind of unreliable internet connection at any school I've been at and ended up ditching going 100% digital as a result, as behavioral issues resulted from not being able to access the internet at the beginning of the year. Since the firewall switch, things have been much, much, much better.
- However, my yearly plan of going all digital to help students stay organized has gone by the wayside as a result of this. I am considering trying to go digital again to help my students keep track of their assignments, but the beginning of the year internet situation was a huge setback.
- Slow internet and sometimes we have a very hard time logging in.. My students are bumped off from the internet often or the Chromebook keep spinning. Some of the Chromebooks freeze and the students have to shut down and start all over.
- Smart Board (x9)
 - Smartboard is often not working properly.
 - smartboards and desktops
 - Smartboards are becoming very worn and have many glitches throughout the day. Alignment, not freezing and unfreezing. Pens for the smartboard disconnecting and needing to be fiddled with during classes.
 - Smartboards. They mirror computer but audio and touch screen/writing capability may not work. Wifi to have students use phones/chromebooks
 - Some websites
- Sometimes I need a desktop computer to access things and I do not have easy access to one in a good work environment. My desk is in a classroom where I have no time to work outside of class.
- Sometimes the wifi connection on the ipads leads to buffering when I am using it for students to have access to curriculum that needs to be modified

[IF Q17=YES] Q18: What educational technology do you have the most trouble accessing when needed?

n117; Open-ended

- Sometimes when components are moved (for cleaning, etc.), they are not connected back properly and things (like smartboard display) do not function as expected.
- Stable internet connection and inadequate processing speeds for Google Meets and Zoom videoconferencnes.
- Student iPads
- Technology to support children with specialized services
- The camera that projects on the smartboard what I am doing.
- The Google Suite - Internet connectivity issues in general.
- The internet and slow chromebooks
- The internet is not reliable. It is difficult to teach 6 year olds how to try to connect to different wifi's (private vs. public on iPads). We have something called Clever but I have never heard of it and district technology told me to use it for kids a-z.
- The internet is unreliable
- The ipads and applications for student use are consistently unreliable.
- The network is very unreliable.
- The smart board does not always work perfectly
- The smart board in some of the classrooms consistently do not work and kids keep getting knocked out of the computers while they are working on assignments.
- The wifi (x3)
- The wifi is terrible. I used to be able to use my phone to access Drive and Docs while kids were working. I could walk around while monitoring thier group work. I cannot do this anymore. I cannot even check my email on my phone.
- The wireless internet often struggles to load content that staff and student need for instruction, required trainings, and planning.
- There are times in the morning when the internet is not opening quickly when I need to input information into our SchoolTool attendance. There are times when I am working with students remotely that Zoom does not work on the Chromebook and I don't feel that the Google Meet works as well as Zoom did for me with my students.
- Varies. Screencastify, pearDeck....I've had issues with all applications at some point....even everyday issues with desktop...
- various music and educational video content.
- Videos for demonstrations that I make take at least 20 plus minutes to upload.
- Web Cams
- Webcam
- Websites blocked and lagging time for students to connect, however, it has improved since the beginning of the year.
- Wifi connection impacts things working on student iPads
- WiFi when using chromebooks and ipads. Very inconsistent in access and speed.

[IF Q17=YES] Q18: What educational technology do you have the most trouble accessing when needed?

n117; Open-ended

- YouTube, amazon prime video, netflix...I feel it is ridiculous that as an educator I am not deemed trust worthy enough to manage educational content on a platform that may also contain inappropriate content. Now as a student I can understand limiting access to platforms such as youtube or prime video or tic toc, but as an educator it is very demoralizing to forbid access to those platforms when we could be using them for remote instruction, video directions, or choice boards. It seems like the district is very selective about who has permission to these types of sites. It's not a one size fits all strategy. Also some teachers are rewarded for their creativity in using social media as way to engage students and others are literally condemned and disciplined for it. Favoritism runs rampant.
- YouTube
- YouTube is blocked, needed for Jack Hartmann on delayed students
- Zearn

Q19: Which of the following educational technology programs and resources do you currently use for your job?

n309; Multiple Response

Category	n	%
Google Apps	221	72%
Google Classroom	240	78%
Chrome Extensions (Screencastify, Kami, etc.)	170	55%
Smart Notebook/Lumio	156	50%
iPad Apps	67	22%
Seesaw	60	19%
Pear Deck	70	23%
Raz-Plus	71	23%
Other	62	20%
None of these	8	3%

[IF Q19=OTHER] Q19a: Please Specify:

n62; Open-ended

- Administrative applications
- Adobe Creative Suite
- Adobe, Google Suite
- Aimsweb STAR
- Aristotle, Navigator, Deltamath, Desmos
- Audacity
- blooket
- Boom Cards
- Boom cards, epic, zearn, lalilo, prodigy
- Boom cards, Everyday Speech, News 2 You, Hearbuilder Apps, etc.
- Borderless Classroom, Quia, Kahoot, Gizmos, SchoolTool, eDoctrina, ReadWorks, Scope Magazine, Quill, BIMAS
- Castle Learning, Explore Learning
- Delta Math, Castle Learning, Desmos
- Delta Math, Desmos
- DeltaMath
- deltamath and graphing calculator program
- DeltaMath, Blooket, NearPod, EdPuzzle
- edpuzzle
- edpuzzle and sites like kahoot, quizlet gimkit and blooket
- edpuzzle, castle learning, explorer learning gizmos
- Edpuzzle, Kahoot, MS Word, MS Paint
- edpuzzle, pearson easy bridge
- edpuzzle, youtube. desmos
- eSpark, Nearpod, Khan Academy, Zearn, Prodigy, Legends of Learning, Readworks, Flocabulary, Spotify, You Tube
- explore learning, quia, jeopardy labs,
- Finale
- Flip Grid
- Fountas & Pinnell LLI Reading program--but cannot acces digital books anymore.
- Gimkit, and other specific websites/platforms
- Gimkit, Kahoot
- Gimkit, Wordwall, Blooket, Decktoys, Quizizz, Quizlet
- iMovie to make our video announcements (on my personal device), Ensemble to story the video announcements
- iPad software and apps for special needs
- iXL, Prodigy, SCOPE, Flipgrid
- Kahoot
- Kahoot, Carolina online
- Kahoot, Gimkit, Quizizz, Blooket, Desmos
- Kahoot, Nearpod, Castle Learning, and others.
- Kahoot, Quia, edpuzzle, gizmos, Kesler science, carolina science, clever
- Kami, JavaLab simulations, Phet simulations, Concord Consortium resources
- Naviance
- Newsela, xtramath, Readworks, - a subscription to National Geographic for Kids would be valuable
- Parlay
- PearDeck, CK12, teachchemistry.org simulations, Flip Grid, Castle Learning,

[IF Q19=OTHER] Q19a: Please Specify:

n62; Open-ended

- Prodigy Math Game, Zearn, Khan Academy,
- Prodigy, Epic, Xtra math
- Quizizz, Padlet, Edpuzzle, ReadWorks, CommonLit, Discovery Ed, BrainPop
- Quizlet, Gimkit, Padlet
- Quizlet/Kahoot
- Snap & read
- Splash Learn, ABC Mouse, IRead, Zearn
- TpT
- Unique/News2You online curriculum and Everyday Speech
- VEX VR, Cricut Design Space, Laptops, VEX Code V5, TinkerCAD, Adobe suite, Autodesk, SCAL, Youtube
- WeVideo YouTube
- Xtra Math, Zearn, Prodigy, ReadWorks, NewsELA, Epic
- You tube
- Youtube
- YouTube, Edpuzzle, Quizizz, Blooket
- Zearn, brainpop
- Zearn, Epic, Padlet
- Zearn, Trueflix

Q20a: Using a 5-point scale where 1 is “not at all valuable” and 5 is “very valuable,” please rate how valuable each of the educational technology programs and resources you currently use: **GOOGLE APPS.**

n221; Single Response

Category	n	%
1 – Not at all	-	-
2	1	<1%
3	13	6%
4	53	24%
5 – Very valuable	154	70%

Mean Rating: 4.63

Q20b: Using a 5-point scale where 1 is “not at all valuable” and 5 is “very valuable,” please rate how valuable each of the educational technology programs and resources you currently use: **GOOGLE CLASSROOM.**

n240; Single Response

Category	n	%
1 – Not at all	2	<1%
2	4	2%
3	16	7%
4	48	20%
5 – Very valuable	170	71%

Mean Rating: 4.59

Q20c: Using a 5-point scale where 1 is “not at all valuable” and 5 is “very valuable,” please rate how valuable each of the educational technology programs and resources you currently use: GOOGLE EXTENSIONS (SCREENCASSTIF, KAMI, ETC.).

n170; Single Response

Category	n	%
1 – Not at all	2	1%
2	1	1%
3	28	16%
4	49	29%
5 – Very valuable	90	53%

Mean Rating: 4.32

Q20d: Using a 5-point scale where 1 is “not at all valuable” and 5 is “very valuable,” please rate how valuable each of the educational technology programs and resources you currently use: SMART NOTEBOOK/LUMIO.

n156; Single Response

Category	n	%
1 – Not at all	-	-
2	2	1%
3	21	14%
4	36	23%
5 – Very valuable	97	62%

Mean Rating: 4.46

Q20e: Using a 5-point scale where 1 is “not at all valuable” and 5 is “very valuable,” please rate how valuable each of the educational technology programs and resources you currently use: IPAD APPS.

n72; Single Response

Category	n	%
1 – Not at all	-	-
2	1	1%
3	7	10%
4	21	29%
5 – Very valuable	43	60%

Mean Rating: 4.47

Q20f: Using a 5-point scale where 1 is “not at all valuable” and 5 is “very valuable,” please rate how valuable each of the educational technology programs and resources you currently use: SEESAW.

n61; Single Response

Category	n	%
1 – Not at all	1	2%
2	-	-
3	5	8%
4	19	31%
5 – Very valuable	36	59%

Mean Rating: 4.46

Q20g: Using a 5-point scale where 1 is “not at all valuable” and 5 is “very valuable,” please rate how valuable each of the educational technology programs and resources you currently use: PEAR DECK.

n72; Single Response

Category	n	%
1 – Not at all	-	-
2	8	11%
3	22	31%
4	22	31%
5 – Very valuable	20	27%

Mean Rating: 3.75

Q20h: Using a 5-point scale where 1 is “not at all valuable” and 5 is “very valuable,” please rate how valuable each of the educational technology programs and resources you currently use: RAZ-PLUS.

n69; Single Response

Category	n	%
1 – Not at all	-	-
2	-	-
3	13	19%
4	21	30%
5 – Very valuable	35	51%

Mean Rating: 4.32

Q21: Is there hardware in your classroom or workspace that you never or rarely utilize?

n309; Single Response

Category	n	%
Yes	28	9%
No	281	91%

[IF Q21=YES] Q22: Please specify:

n28; Open-ended

- Apple TV (x7)
- Aristotle. There are many features on my PC but I only use google suite and word.
- Camera
- Desktop
- Desktop computers
- Desktop, old Smartboard
- Guess so
- I am no longer using my desktop computer. I only am using the Google Chromebook at work and my laptop at home to do Medicaid reporting, planning and accessing educational sites.
- I don't use the chromebooks or google classroom very much anymore with in-person learning.
- I have 3 classroom PC's that never get used now that students have been issued Chromebooks
- I have a document projector that does not get used often, but it very useful for certain activities. I would probably use it more if it was not so large/ space consuming.
- I have hardwired speakers in my classroom (Music) that don't work and I would love it if they did.
- Primary grades don't need all the apps on our iPads, it takes up space and it is frustrating having to re-organize 23 iPads every September into folders.
- rarely use the smartboard other than to present information, still use on occasion for student use/participation
- Smartboard
- Smartboard is only used as a projector/screen/audio platform. I have no use for the special features of the smartboard. The Smartboard in my room has not been functional for many years
- Some applications.
- some of the ipad apps are more for older grades who do not really use ipads they use cromebooks. Everything is always geared for the older grades and k-1 is often forgotten about
- Speakers in the room that are not hooked up to anything
- The empty chromebook is taking up a portion of my classroom and I would rather not have it in here.
- The teacher computer in the rear of the room, chromebook cart
- There is currently a PC on my desk that has no video camera and as of my return from Thanksgiving break I am no longer allowed access to
- Triumph Board-put in request to have it removed in September.

Q23: What additional technology equipment, programs, or tools do you have a need for now, or in the coming years, that would help you with your job?

n309; Open-ended

- A better projector/Smartboard
- a better speaker so I can use PC to screencast & such
- A camera that projects what I am doing onto the smartboard
- A CD/DVD player for use with the new Clear Touch board
- A document camera and possibly touch screen chromebooks/laptops
- A document camera that integrates with the smart board, a smart board that works well and isn't glitchy. Smart Technology TV's should be standard. Other touch boards just aren't as good as Smart Technologies. A teacher laptop would be preferred over a chromebook that lacks software and is very slow.
- A document camera, especially during Covid protocols.
- A few iPads for a small group for math and reading (5-6) would be helpful
- A few iPads would be extremely helpful, as we have none in the classroom
- a help desk that actually helps when you have a problem and call. A call from the help desk instead of an email where you feel like they didn't even read what you wrote and was a waste of my time.
- a laptop would be preferable to a Chromebook
- A laptop, rather than a Chromebook, for all teachers. Chromebooks are nice but they do not allow us to fully plan or prepare lessons. We cannot create SMART Notebook lessons on them, and if the internet goes out they are completely unusable.
- A more reliable smart board that does not quit during a lesson or need software reloaded because smart stopped supporting it throughout the day. This happens at least 5-10 times a week.
- A new, updated, Smart Board.
- A place to work where there is appropriate technology to get my work done.
- A real Smartboard or similar technology.
- A reliable printer
- A remote pad for controlling smart board from other places in the room, wireless printer in classroom that chromebooks can print to, document camera, smart device similar to an echo or google home which can take voice commands (things like timers, skills, music, etc)
- a smaller, more efficient document camera. A clicker for the projector (mine is currently broken)
- A smartboard in the gym
- Ability to easily connect Chromebook to Smartboard with HDMI or other cable
- Ability to record and upload lessons to Google Classroom
- Access to computers, printers
- Access to drive at home
- access to hands on training of different software programs and other technologies that can assist support staff
- Access to more iPad apps, headphones for all students that fit kindergarten heads and don't break easily, charging stations for ALL ipads so iPads are not randomly plugged in all over the classroom, iPad cases that fit the headphone jacks, reliable WIFI!

Q23: What additional technology equipment, programs, or tools do you have a need for now, or in the coming years, that would help you with your job?

n309; Open-ended

- Access to technology support staff as needed in the building
- Adaptive technologies to support students with physical needs in accessing classroom materials
- Additional Chromebooks and chargers within the classroom; to help when students leave them in their locker or at home. SMART Notebook software at home; as it is at school.
- additional doc cameras, wireless headphones with a mic, dual monitor for teachers teaching remote and in person students at the same time, proper furniture/teacher workspace for teacher computer connected to the smart board
- An extra monitor
- An ipad to have easier access to student data while moving around the classroom. *Attendance*, homework checks, and monitoring students' needs and progress would be much easier if I had a portable tool rather than running back and forth to the desktop.
- An updated smart board
- Another smart board. With two teachers in the room both having to teach different content at the same time it is hard only having one option available. Most of the teaching that we do is small groups work where we teach at the same time so two smart boards would allow us both to teach these lessons in a more accessible way.
- Apps for podcasting and videomaking
- As previously stated, smartboard or similar, and chromebooks or ipads for my small groups in math lab.
- At this point, I just would like our iPads to work when selecting apps to use.
- Being able to have access to update iPads for our individual classrooms so we can control what apps are on the iPads and how they are setup
- Being able to run Google Earth Pro,
- Being the student council advisor, I am recording the video announcements. I would love if I could have a new district owned iPad with iMovie installed, so I could make them more efficiently. My personal iPad is old and slow and makes the video process very time consuming.
- Better access and less limitations to iPad apps, iPads that consistently work
- Better chromebook, not a used one
- Better Chromebooks and a better smart board.
- Better connectivity
- Better internet connection
- better quality chromebook for teachers...
- Better Smartboards. More updated laptops for teachers.
- Better wifi and a place for teachers to work.
- Better wifi connection/iPads that work better Reliable headphones for each student
- Camera
- camera for desk top. was told you were out when requested one. had to resort to a Chromebook for online learning.
- Camera on my desktop needed

Q23: What additional technology equipment, programs, or tools do you have a need for now, or in the coming years, that would help you with your job?

n309; Open-ended

- Camera that connects to microscope, a mac instead of Chromebook
- Chrome books for Teaching Assistants
- Chromebooks for RtI classrooms
- Chromebooks for TAs. Also would love access to printing on chromebook. As a TA, I don't have access to desktops So I cannot print documents needed at work
- Chromebooks that work, smartboard that works properly
- Chromebooks/webcam
- Class set of iPads
- Color printer
- Consistent Wi-Fi and reliable iPad apps.
- Constant wifi in the gym to stream workout videos
- Currently have a symposium. A smart board would be more conducive for co-teaching.
- Currently using chromebooks - things seem to be working out ok however the students I work with are entry level- not sure how to support your question with current student grade level
- DeltaMath, Desmos
- Desktops with webcams, a mouse and headset for each child, along with their chromebooks,
- Document Camera (x10)
- The students need a mouse for their Chromebooks
- Each student needs to have a chromebook with an external mouse, as the trackpads are very inefficient and sometimes exhibit problems or do not function at all.
- elmo
- For my AP review, I would love to use an online review program via Stats Medic that uses current content and questions and updates each year. One of the cofounders works with AP so is very familiar with the test and it's content/questions. Our current review books are outdated.
- Formal training on the ClearTouch boards and information for how to best utilize them/the range of tools they have.
- Having my own desk top
- Having two smart boards in co teaching classrooms would make parallel teaching much, much easier
- Headphones and mice for the kids to use.
- Headphones and other websites to help in the language classroom
- Headphones for every student to use with their Chromebook. Portable Smartboards (?) for special educators to use when taking a small group. It is challenging to teach some of the upper level elementary Math on a whiteboard while.
- I am a school counselor so the biggest issue is the Chromebooks that we are issued. We are asked to hold multiple video meetings via Zoom or Google Meet each week with parents, absent students, college reps and other service providers and the processing speeds of the current chromebooks do not seem adequate to hold these without lagging video issues.

Q23: What additional technology equipment, programs, or tools do you have a need for now, or in the coming years, that would help you with your job?

n309; Open-ended

- I am not sure (x5)
- I am satisfied with current options.
- I can't really think of anything specific at the moment.
- I can't think of any right now (x3)
- I could really use a new smartboard.
- I don't know (x4)
- I have a writing tab that plugs into the USB so I can write from the computer with the special stylus instead of standing in front of the board when there is a day of a lot of writing.
- I have everything I need, but my students need additional items. Many of the ChromeBooks need repair - track pads don't work. We have been told to provide the child with a mouse, but there is a limited supply in our school. I need a document camera.
- I need a printer that consistently works. I am printing my materials at home for my students and have been since September.
- I pads in my classroom
- I use the interactive screen daily and enjoy having a chromebook to take to my hall duty or conferences. I use the clicker often when using slides as well so that I have freedom to move around the room.
- I will always need Adobe Creative Suite (Photoshop, Illustrator, Lightroom, InDesign, etc.). Computers, internet, updated camera equipment, etc.
- I wish that Seesaw was offered to 3rd grade and higher. I also think there are times when ipads were purposeful for learning in 3rd grade.
- I would like access to Fountas and Pinnell's LLI reading program digital books and the ability to print to multiple printers in the building.
- I would like an ELMO to be able to hand draw - complete a task and have it projected for all to see.
- I would like dual monitor and a remote that I could control the movement of slides or boards to walk around the room when I am presenting. I would LOVE for the phones to be back next to the door so you can have a private conversation without students being able to hear.
- I would like to see iPads put BACK into the RTI departments. It is very useful and productive for student's to have access to them in RTI.
- I would love a printer. The rest of my department has one. There used to be one in my room, and there is not now.
- I would love a subscription to Seesaw
- I would love to be able to cast something from my phone/laptop to the smartboard
- I would love to have a budget for certain educational websites/apps that I currently pay for.
- If students will continue to be streamed in, then a web camera.
- I'm not aware of what is available so I don't know what is "missing" from my teaching
- Ink for my printer. I've had it on order for a few months now. The brightness on my Smartboard is a bit faded. More clarity would be ideal for the students to see the board.

Q23: What additional technology equipment, programs, or tools do you have a need for now, or in the coming years, that would help you with your job?

n309; Open-ended

- ipad apps need to be looked at, we have no say in apps, when asked what apps we want we share our ideas yet that information seems to go no where and the wifi never works
- IPAD APPS THAT TEACHERS CHOOSE.... Touchscreen chromebooks for younger grades , an interactive table,
- iPad with protective case for small group instruction
- Ipads (x7)
- iPads in addition to chrome books for some specials needs kiddos
- Ipads that are updated for the RTI reading room
- iPads, document camera,
- ipads, subscriptions for online sites for students (such as Boom Learning, www.IKnowIt.com, or www.lalilo.com. Many of these would be beneficial for struggling students.
- Ipevo- document camera x2)
- Is there something that can save passwords? Is there something that can sync the apps on iPads we use daily so students can just enter one password? More math enrichment apps that are free for the iPad?
- It is hard to teach remotely, or include students remotely, as the only "camera" I have is through the doc camera hooked up to the desktop and displayed through the Smartboard. Aristotle is a huge benefit, but can only log in from Desktop if we're looking to monitor while a lesson is being presented on Smartboard. We have tools, but they feel cobbled together and I wonder if there is a more efficient way to utilize the tools we have ... perhaps "more" isn't the answer, but looking at how we're using what we have... I'd LOVE a better set up for communicating with students remotely.
- It was promising to see the new interactive whiteboards at Van Buren.
- It would be great to have a laptop instead of a chromebook, something that is faster, more efficient, and has more memory.
- It would be helpful if the Chromebooks that are assigned to teaching assistants had access to a printer.
- It would be helpful to have new charging cords for the ipads, as many of the ones we currently have are wearing out and breaking.
- It would be very helpful for students to be able to print from their Chromebook to the classroom printer. They are only able to print to the library, and that printer is often offline or broken. Sharing with teachers to print is very time consuming.
- Just the ability to use my personal MacBook with reliable internet
- Kami, Edpuzzle
- Keeping desktop computers for teacher use. Chromebooks are extremely slow to load.
- Laptop
- Large screen quality projector to work with a Smart Sympodium.
- Letter school
- Listening Station (CD player with multiple headphones for students to listen to audio books)
- Love the option of Adobe Creative Cloud.
- Macbook with touch screen technology would be my preferred tool.

Q23: What additional technology equipment, programs, or tools do you have a need for now, or in the coming years, that would help you with your job?

n309; Open-ended

- Maybe a webcam for if we have remote days.
- mice and headphones for all students
- More apps for the ipad at a kindergarten level
- More chargers for in the room for students who have low battery on their chromebook.
- More chromebooks
- More durable headphones!
- More equipment similar to the clear screen. Digital clocks with timer
- more mice because the touch pads on the student chrome books do not last very long.
- More printers
- More reliable internet
- More training
- More training and more reliable technology equipment.
- Music Notation software accessible for all students and teaching computers NOT CHROMEBOOKS (not enough processing capability). Sound recording technologies (protocols, garageband, etc...).
- Music system in gym
- My own chromebook/laptop so I don't have to borrow
- My Smartboard has become very difficult to use. The middle of the board is not usable for writing and I have to constantly reset the board to have it interact correctly.
- N/A (x23)
- Need the symposium replaced with an actual smart board in 522
- New Laptop
- New Smart Board (x2)
- None (x36)
- Not sure (x14)
- Online lab work. Data driven for students
- Osmosis- drawing, steam activities
- Other apps that would collect data for Tier 1 interventions like Boom cards or Hearbuilder
- Padlet Premium
- Paid apps for math practice such as Happy Numbers
- Parlay Ideas - we do not have a subscription so I can't use it as much as I would like to since only a certain number of classes and discussions are free.
- PC Laptop
- Plotters, printers,
- Printer
- Printer in staff room
- Printer with up-to-date drivers so all my documents will print properly. Computer cart/table so that I can face classroom while working on my PC
- printers and computers with upgraded software and or memory
- Printing has been challenging. When printing something to the office copier, most of the time it doesn't print when I walk upstairs to get it. Being able to access Smart Notebook on a chromebook would be incredibly helpful when planning lessons (but I'm not sure if it's an option?)

Q23: What additional technology equipment, programs, or tools do you have a need for now, or in the coming years, that would help you with your job?

n309; Open-ended

- Reliable internet for personal devices.
- Reliable internet, updated smartboard
- reliable wifi, iPads and Chromebooks
- routine maintenance checks on tech carts to organize/detangle chargers, updated SmartBoard, wireless keypad for desktop, subscriptions for programs that use historical documents from U.S. national archive - to support history and geography standards K-12
- scanner for scanning
- Scanner for the classroom, digital microscope, updated SmartBoard, VR Goggles that work, paid subscriptions for Gizmos for all instead of sharing accounts
- Since I teach Art it would be helpful to have some sort of tablet that could interface with the smartboard to facilitate drawing demos. Precision is not a great feature with my current smartboard.
- Since students have some form of ipads or Chromebooks that they use, I mostly need access to books or activities that are decodable. With these programs, the students can continue to revisit the materials on their own.
- Smartboard
- Smartboard and elmo
- Some sort of device with touch screen capabilities for recording and writing out lessons for students.
- Something that I can walk around the room with to use to write on my smartboard while away from the board.
- Stability of internet is probably the most important.
- Students need mice. They struggle to manipulate mouse pad on Chromebooks.
- Students would benefit from Chromebooks that also include touch screens.
- Subscriptions for Wordwall, Gimkit, Quizizz, Blooket, Quizlet, Extempore (have right now through the district)
- SymbolStix
- Sympodium (Smart Podium?)
- tablets
- That all staff would have a chromebook.
- The cool little tablet that allows you to write on the smartboard from anywhere in the room!
- The instrumental music rooms at Reynolds & McNamara Elementary need projectors/Smart boards. Instrumental rooms at other schools in the district are equipped with projectors and boards and those teachers use them frequently, we would too.
- The Smartboard is glitchy and the light is no longer bright. Apps/Resources I would like to look into include for teachers to have full access to are SCOPE, NewsELA, My Student Life, Flocabulary, and NoRedInk
- There are specific programs that I have requested for certain classes.
- Training on google classroom apps.
- Tripods, green screens, ring lights for short video production
- Two monitors for my teacher desktop; Bluetooth wireless speakers
- Unsure (x7)

Q23: What additional technology equipment, programs, or tools do you have a need for now, or in the coming years, that would help you with your job?

n309; Open-ended

- Update the Chromebooks
- Updated document camera
- updated interactive boards
- Updated SmartBoard (or whatever the district is shifting to), TWO of them in my classroom (Co teach room where we parallel a lot of our instruction and use the workshop model).
- Updated Smartboard/technology....Apple?
- Updated technology that works.
- Updates to current technology, maintenance to current technology
- Upgraded wifi in our office area so cell phones are faster for student use
- Upgraded. Smart board,
- We are set on hardware in the classroom currently.
- We had ipads in our RTI room, but they were removed.
- Webcam - purchased on own
- Would like to have a smart board in my therapy room
- YouTube

Q24: When considering the impact of the one-to-one device program (issuing each student a device in order to access internet and digital educational materials), on a scale of 1 to 10, with 1 being “not at all” and 10 being “highly,” how impactful has this program been to students’ educational achievement?

n309; Single Response

Category	n	%
10 – highly	129	42%
9	52	17%
8	56	18%
7	31	10%
6	13	4%
5	18	6%
4	3	1%
3	3	1%
2	2	<1%
1 – not at all	2	<1%

} 87%

- ❖ The vast majority of staff feel that BCSD one-to-one device programs has been highly impactful (in a positive way) to a student’s educational achievement.

Mean Rating: 8.47

Q25: In general, do you believe Baldwinsville Central School District students have adequate access to technology?

n309; Single Response

Category	n	%
Yes	292	94%
No	17	6%

Grade	Yes	No	n	% Responding Yes
Grade 1	11	3	14	79%
Grade 3	13	0	13	100%
Grade 4	12	0	12	100%
Grade 5	14	0	14	100%
Grade 6	12	0	12	100%
English	13	0	13	100%
Kindergarten	14	1	15	93%
Mathematics	14	1	15	93%
Science	16	1	17	94%
Social Studies	16	0	16	100%
Special Education	23	2	25	92%
Teaching Assistant	44	3	47	94%

Note: For any position code with less than 10 employees, they were removed from the crosstabulation to protect individuals' identity. All administrative positions were also removed from this calculation.

[IF Q25=NO] Q26: Why not?

n17; Open-ended

- Are all buildings experiencing this lack of connection and unreliable iPads?
- Chrome books are beneficial, but some learners would be better serviced by iPads in the classroom.
- Continuous blocking of innocent websites
- I feel students who take art and technology classes should have access to Adobe Creative Suite at home or have financial assistance in using apps on other devices that may cost money in order to complete creative work at home with technical and financial assistance from school.
- issues up at Baker that wifi doesn't work when students are suppose to scan where sitting.
- Many times the WiFi will not allow students to use the programs we are trying to use and it is directly effecting their educational experience.
- May not have internet services at home
- My students have a device to use at school but many times this year they have not been able to use the device because of internet issues.
- Outdated devices
- Reliable wifi outside of school
- The internet is unreliable, therefore teacher lessons that have been planned and assigned are unable to be accessed and completed.
- The technology we have access to doesn't work efficiently. Chromebooks are broken and not repaired adequately, the wifi is spotty at best, students don't have headphones and mice to use the chromebooks for certain programs. So while we have some of the tech, it's not exactly and accurate statement to say they students have adequate access.
- The WiFi is much improved this year but could still be bettered throughout the building
- They may have adequate technology, but when it never works, or are being told the tools you use can't work, is it really adequate?
- We need training for students. It is often the job of the classroom teacher to train students how to use technology.
- While the iPads are great many families do not have proper WiFi to access the apps while at home
- Wifi is not reliable

Q27: Is there additional technology (hardware, software) that students need that they don't have easy access to today?

n309; Single Response

Category	n	%
Yes	55	18%
No	254	82%

[IF Q27=YES] Q28: Please specify:

n55; Open-ended

- A few iPads in the classroom to utilize for centers
- A mouse and headphones - we ask that parents supply these but not all kids have access. I then have to purchase these on my own.
- Ability to print to classroom printer from Chromebooks.
- Access to a mouse would be really helpful for many kids.
- additional chargers to be left in the classrooms for students that constantly forget theirs at home and their chromebooks run out of charge
- Adobe Creative Suite access at home.
- Better iPad apps or start using touchscreen chrome books
- Chromebooks are VERY hard for 6 and 7 year-olds. I would like to have a class set of iPads instead.
- chromebooks with working keypads; parents should not have to purchase mice as an alternative
- Chromebooks with working trackpads Each child needs a working mouse
- C-Pens
- Each student should be given a mouse.
- External mouse
- headphones and mice (wireless would be best, but wired would be fine)
- headphones for their Chromebooks
- Headphones, optional mice
- I pad
- I think supplying classrooms with 2-3 extra charging chords would be helpful.
- I wanted the option of not sure, but it wasn't available.
- I would love to have a few iPads back in my room
- iPads (x4)
- just quality apps that support what we are teaching
- Many of our students were in need of hotspots for their homes (mainly in apartment complexes) while learning remotely, so I expect that they would be useful if they are trying to do homework at home. It would also be beneficial for all students to have a mouse to accompany their Chromebook. Many of them struggle with the touchpads. It would also be nice if the Chromebooks came with covers or carriers to protect them.
- math apps or programs for reinforcement of concepts and enrichment (something similar to iread but for math?)
- math practice app
- Mice (x6)
- More Chargers and mice for chrombooks
- More educational iPad apps for K-1
- More iPad apps (x2)
- More reliable wifi
- Mouse instead of touchpad
- Music notation software for student and staff computers. Finale and Sibelius can not run on chromebooks. There is no access to computer lab for music

[IF Q27=YES] Q28: Please specify:
n55; Open-ended

- Now that 2nd and 3rd grade students have chromebooks, and not iPads, when we are working with a Tier 3 student, an iPad is much more user friendly. We had great apps that we can't use on a chromebook for RTI reading. It's disappointing and a loss for some of our lowest students.
- Reliable internet
- Reliable wireless. Mouses for students who struggle with touchpads. Headphones so they can more easily access auditory/video learning resources.
- Some educational sites (dictionaries, foreign language sites) might be blocked for students
- Some kiddos can benefit from iPads in addition to chromebook
- Some students lack reliable internet at home.
- The ability to use technology for students who do not speak
- The mouse pads on their Chromebooks glitch and we do not have enough plug in devices to support their need. Students become frustrated with this as 1/2 the class has a glitched mouse pad.
- There are many ipad apps that could help students, especially when looking for target interventions.
- touch screen chromebooks
- Wi-fi at home
- Wired/wireless mouse for chromebooks, headphones for chromebooks
- YouTube

Q29: Using a 10-point scale where 1 is “not at all valuable” and 10 is “very valuable,” how valuable are the technology-related communications and training content you receive today?

n309; Single Response

Category	n	%
10 – highly	50	16%
9	34	11%
8	97	31%
7	40	13%
6	29	9%
5	39	13%
4	5	2%
3	7	2%
2	8	3%
1 – not at all	-	-

❖ The majority of staff feel that the technology-related communications and training content received today is very valuable. The mean rating is 7.40 on a scale for 1 to 10.

84%

Mean Rating: 7.40

[IF Q29 RATING IS <8] Q30: What would make it more valuable for you?

n128; Open-ended

- Access to training before launching new technology
- Adequate
- Assistance with trouble shooting internet issues.
- Better set up in my classroom
- Brief descriptions of new apps/websites that can be used for instruction along with links and ideas for using.
- Content specific Apps- Allowing time to explore and try before allowing students to work with
- content specific technology
- Department based technology training like specific resources and interactive websites for each specific department
- Direct instruction related to content
- Easier access
- Faster wifi
- Getting adequate training for it.
- Have more offerings at different times of the year. It seems like our trainings are mostly offered in the summertime only.
- Having coaches that could teach how to make technology enrich instruction rather than replace instruction.
- Having opportunities to access training updates.
- Having time to work on new training.
- I am not sure
- I am not sure what training is being referred to
- I don't really understand the question "training content you receive today"
- I don't even know what or when we receive technology training content
- I don't know. I am usually already familiar with the information that is shared.
- I don't recall getting training content today. ?
- I don't receive nearly enough training in technology as I believe I should in order to do my job effectively. Technology has changed since I went to school. More PD should be provided by the district on specific apps. Especially if the district is buying or subscribing to the apps and downloading them to classroom iPads.
- I have not received much yet
- I have trained myself in using the technology that I utilize. I am not sure of the content that is being asked.
- I just don't always have time to read through all the communication we receive about technology. It often gets pushed to the back burner.
- I need help with learning new technology
- I often hear about resources via word of mouth.
- I take PD independently. I don't know if there's a way to make this a training I wouldn't have to do on my own.
- I would like more information on using technology in the classroom. I rarely read the technology communication so perhaps I should start there. I am unaware of any training opportunities except for those offered on PD days.
- If I had more time to plan and implement the tech.
- If it could be tailored to be more subject specific.
- If it were geared toward my specific grade level – what can I use that is new and appropriate for 1st graders.

[IF Q29 RATING IS <8] Q30: What would make it more valuable for you?

n128; Open-ended

- If it were realistic and pertinent to my job.
- If this question is referring to the emails we receive....I need to have time to actually read through the emails.
- I'm not sure.
- Information that is relevant to my teaching and utilizing it within the classroom
- It is hard to follow screen shot instructions for new technology awareness.
- It would be beneficial to have some training. I usually have to just figure it out myself. I know I could probably be doing more.
- It would be great to have more professional development opportunities to learn new and updated software programs. Programs change and have new tools regularly. It can be difficult to find resources and time to complete additional training.
- It would be helpful to have training for new applications that the district purchases (ie- Peardeck).
- It would be more valuable to have training on technology prior to a change in technology we are expected to use (such as Clever), rather than emails that come after we should have started learning about something.
- It would be nice to use September PD or over the summer PD to learn items like clever and other apps per grade level.
- just more of it!
- Make trainings more engaging.
- Many don't apply to what we use
- Maybe refresher emails/training's throughout the year.
- More accessible and applicable to my content
- more choice in levels of content (beginner - proficient), sharing of resources and ideas for advanced users
- More grade specific
- More hands on
- more individualized support for questions that come up
- More offerings (x3)
- More practice
- More time available for training.
- More training opportunities (x6)
- More training for new equipment.
- More training on apps I use
- More training on basic technology usage
- More training on new touch screen boards and new apps/technology like Pear Deck, EdPuzzle.
- More training using technology
- More training with curriculum based software.
- More updates on what is working and not working. I spend a lot of time trying to things to work, that are down. Then there are things I could be using, but am not because I don't know that they are back up.
- N/A (x19)

[IF Q29 RATING IS <8] Q30: What would make it more valuable for you?

n128; Open-ended

- Offering new technology training to more staff than just the coaches. Having some of these offerings on PDC days so staff has time to learn and practice. Making resources more easily accessible to staff- when my new board was installed, I was not provided with the tutorials on how to use it until a few months later when I reached out. It would also be helpful to have time in my room to accept the learning coaches' offers to show us how to use our new boards. Unfortunately, my room is used every period of the day, so there is not a time that I can arrange to be shown how to use the features.
- One on one instruction
- Our days are so busy!!! One 40 minute planning is when we communicate with parents, plan for the next day, and organize classroom materials.... There is not time set aside in our school day for training.
- Professional development for staff who are unfamiliar with programs that are available and tricks/tools that can help with instruction
- Real training and not emails on how to complete an update or a "fix. Teachers do not have time to configure ipads to networks, sign each young student into google meet, find all of the student passwords and usernames, record student ipad numbers on schooltool, and "clean up" ipads at the end of the year. Hire more tech people to do this in each building. Teachers already do so much on their free time. We don't have time to maintain tech during the year. Lengthy emails about how to fix ipad connectivity should not be coming to us. Help desk tickets are often answered with directions as to how to "fix" a problem. When putting in a helpdesk ticket, I have already tried multiple problem solving solutions. I need someone with the know how to come and look at the problem.
- Regular refreshers or updates to current technology
- Related to my position
- Reliable devices and WiFi to be able to use the tech
- Seem to get repetitive reminders about the same scams out there.
- Some are repetitive
- Sometimes it would be nice to get information on how to help students with their technology (troubleshooting certain common issues the students face to reduce interruptions to class when students are having Chromebook issues). I know we got training on how to use technology apps when the pandemic was starting, but it was a lot of information that was slightly overwhelming at the time. I focused on becoming good at a few of those things that were the most valuable, but now that I know how to use those, a refresher type training on other stuff might be helpful.
- Spend more time on fixing the issues previously stated
- Stop sending lengthy newsletters full of technology information. Provide clear, concise, professional development slides or presentations. Sitting through 3 hours of info training that everybody starts and ignores as it runs in the background is just not productive.
- Teaching assistants have inquired about more training for technology that's used within the classroom.
- The last training I attended was a snap shot of MANY programs. I would like a more detailed demonstration of these at a much slower pace.
- The most valuable training is from colleagues on software/platforms that they recommend like at the recent professional development day.

[IF Q29 RATING IS <8] Q30: What would make it more valuable for you?

n128; Open-ended

- The technology communication is fine, but it doesn't really impact my job.
- There are sometimes optional PD's during the summer, however, there could be more of an effort made to make trainings and pilot programs available to more teachers.
- There haven't been a lot of music offerings.
- There's not a lot of training available for tech... space is limited and PDs aren't repeated often.
- Time to collaborate/share tech-related tips with horizontal grade levels across district/teammates.
- Time to go to workshops and plan to use the technology.
- Time to implement them, not just learn about them.
- Time to learn the new technology and practice using it. Emails are not helpful.
- Time to practice what we are taught with a trainer their to help. Too often the trainings are 'lecture' style that explain how to use a program but we never have time to practice with it. I would rather watch a webinar of how to use the product and then get together with the trainer to use it to create something I can use in my class.
- Training
- training and after school workshops on technology integration, hands on practice
- Training content that is in person or being able to submit an email or talk to a person if you don't understand the training content and get an answer in a timely manner not days later. Get answer when you are actually trying to use it!
- Training in apps/programs we can utilize in the classroom
- Training in some of the sites
- Training that happens in person = not here is an email watch it and figure it out
- Trainings when given new equipment
- Unsure-they add in mandated technology assessments but limited training and many students of all ages are not comfortable with online assessments.
- Updated
- We need to develop a fluency with technology
- We seldom receive training. When I put in a help desk ticket the "fix" is typically something ridiculous. It's like they don't take my ticket seriously.
- You can't give teachers technology and "expect" them to learn on their own. There is so much training on other pieces of curriculum and diversity, SEL, etc without having the skills to use technology to support those things, it's useless.
- YouTube back on ipads

Q31: Would you like additional training or professional development for educational technology?

n309; Single Response

Category	n	%
Yes	111	36%
No	61	20%
Unsure	137	44%

[IF Q31=YES] Q32: What areas of training or professional development would you be most interested in?

n111; Open-ended

- Age appropriate apps and what other teachers are using in their classrooms (ie: idea sharing)
- All of them.
- Any (x6)
- Anything having to do with google classroom and it's apps. EdPuzzle, or other apps, as well.
- Anything thats new and useful. I'm always looking for new ideas.
- Application platforms
- Applications, extensions, etc that I are new and may be valuable in a secondary English classroom.
- Apps
- Apps that would be appropriate for students with moderate to severe disabilities to access modified curriculum materials for Math. This would be helpful to differentiate instruction.
- Apps/Resources that would enhance instruction, engagement, and meet students where they are at.
- As updates in Google Classroom surface, we should also have refresher/updated courses.
- Being able to navigate the technology effectively...BCSD assumes too much from using the drives, saving things and where to save etc.
- Best practices for teaching students in the classroom with remote at the same time (there probably isn't training on this topic), How to organize google drive and Seesaw assignments, encourage others to share seesaw assignments, how to use ALL apps on the ipads. There are many apps on the district ipads that we do not have student passwords for. Some of them are not on the approved list on the district website. Why are they on there? Does the district subscribe to them all? How do we get passwords for them? We need paid time to set up ipads before the students start school.
- Chrome extensions
- Chromebook training
- Clear Touch
- Clear touch boards
- Clear touch boards, Peardeck, Google Sites, other relevant technology that can be used in the classroom.
- Clear Touch Panel
- Clear touch training. more on peardeck
- ClearTouch board features/apps
- Clever - no idea what it is
- continuing to learn and evaluate new materials as they become available
- different instructional tools - the basics that most staff are probably well versed in, but some are very unfamiliar with
- Educational programs. I don't know what's out there, I only use the familiar programs. It comes down to, "I don't know, what I don't know..."
- Extensions like screencastify and edpuzzle
- Gather all primary or by grade level. List the apps/programs used and why. Rate the apps programs for desired use. Learn the highest rated apps/programs.
- Google Apps (x8)
- Google Classroom (x5)

[IF Q31=YES] Q32: What areas of training or professional development would you be most interested in?

n111; Open-ended

- Helping students learn to utilize the accessibility features imbedded in their Apps.
- How to use an ipad, available apps
- How to use First in Math
- How to use more tools that are available. Screencastify is still difficult to navigate. How to use more of the google apps.
- How to use new programs and how to fix issues when they arise.
- How to use other software packaged for presenting etc.
- How to use the Clear Touch board.
- How to use the new apps, such as clever. It would be very helpful to have the training and information about what types of programs we will be using before school starts, so that I can integrate in from the beginning, instead of starting one way and then changing after the year gets started.
- I am always interested in learning more about the current tools we have. I use all of the methods below to increase my knowledge.
- I don't know (x2)
- I need more training on all aspects of technology.
- iPads
- I would always welcome any training to any technology program. I most frequently use Photoshop, Lightroom and Illustrator. I've always wanted to learn more about Adobe Premiere. I'm sure there are other programs out there as well. As a media art teacher, it is important to have these opportunities.
- I would like to learn about Mote and other tools for the language classroom
- I would like training on ways to incorporate new and existing technology into instruction, including ways teachers are having success using technology today.
- I'm not sure what is avail.
- integrating technology
- Integration of technology in music classrooms.
- Kami, smartboard, Graphing Calculator
- Keeping up with all technology that is used in our buildings would be a plus. At present there is no time to practice anything which makes it difficult to support students. We use google classroom for the most part
- More in platforms that give students instant feedback
- More information on helpful extensions that are able to be downloaded through the district internet.
- More movie making/editing for student projects
- Music specific (notation and sound recording/editing)
- New programs and resources.
- New SMART boards, Pear Deck,
- New technology available
- New touch screen technology and ways to instruct student using EdPuzzle, PearDeck.
- Not sure (x2)
- Nspire Navigator
- Online assessments Would like other grade levels that are expected to use google classroom to use it instead of seesaw-this then forces us to spend more time teaching classroom to our students and families.

[IF Q31=YES] Q32: What areas of training or professional development would you be most interested in?

n111; Open-ended

- Online programs to utilize
- Our new "one touch" screen that replaced the smartboard
- Pear deck, eDoctrina, Lumio
- Peardeck
- Programing to use within the math classroom.
- Programs for teaching
- Programs that would benefit struggling learners.
- Regularly available trainings for new apps/sites/resources.
- Repeats of the instructional tech PDs offered in the past that show you how to use tech in your instruction.
- Research backed learning apps for students
- social media, what is acceptable use, what will the district support, who will the district support a defined set of guidelines regarding what is deemed appropriate and not, i see people post on twitter all the time, when I post I rarely see a single person "support" my post, example Likes, retweets, comments. It's only the favorites who get their stuff shown on the district web page etc. Your teachers know who is supported and who is vilified.
- Sometimes the district puts out general information about things we should be doing/using, but we don't get formal 1:1 training on it. Any kind of training would be helpful when new things are introduced.
- Specific for special areas
- Student collaboration, video making (for my own lesson), slide deck, pear deck, google classroom, etc.
- Technology in general
- Technology that is pertinent to providing remote services.
- The new smartboard equipment
- They are replacing smartboards with interactive screens. I did not get my hands on one until it appeared in my classroom one day.
- Time to explore and test new programs and software applications.
- Training aimed at K-2 teachers.
- Training for the various platforms used to support students with disabilities
- Training of tool for non-verbal autistic children
- Training provided by teachers/colleagues in my content area
- Unsure
- Using folders better How to share easier
- Using new platforms
- Using platforms
- variety of educational material
- Ways for students to have discussions through technology
- Ways to use the tools I do have more efficiently; time to prepare lessons/units with the technology we do have.

Q33: What is the best way for you to receive technology tips/training?

n309; Multiple Response

Category	n	%
Group training	224	72%
One-on-one training	88	28%
Video tutorials	156	50%
Email Newsletters	50	16%
Other	6	2%

[IF Q33=OTHER] Q33a: Please specify:

n6; Open-ended

- All of the above work for me.
- Asynchronous courses
- Asynchronous on-line work
- Asynchronous training so it can be done at a time that is convenient for all.
- PD offerings
- There is not time in the day for one-to-one training. If doing video tutorials be able to ask question through a format for questions you may have.

Q34: Do you often encounter technology-related challenges or difficulties when assisting students?

n309; Single Response

Category	n	%
Yes	129	42%
No	152	49%
Not Applicable	28	9%

[IF Q34=YES] Q35: What challenges or difficulties do you frequently encounter?

n129; Open-ended

- Access
- Access apps or programs to assist the students
- Access to websites blocked when it is available on my chromebook
- Accessing apps
- accessing youtube content
- Again, it is better now, but the internet going down often has been a major hinderance to my instruction in the past
- Again, it is much improved but the consistency and integrity of the WIFI and hard wired connections are critical.
- An app stops working and I do not know how to get it back to normal. More training on RAZ kids so I can help the kids problem solve. I do not know all of the "ins and outs" and features of Google Meet. When a student has a problem or a question about Google Meet setting, I often can't help them.
- Anything having to do with the chromebooks.
- Apps not working on iPads, not enough good apps for the kiddos to use
- apps not working or freezing, sound not working
- at times the internet interferes with using specific technology
- Blocked educational sites or videos
- blocked web pages and sometimes slow internet
- Blocking websites
- Broken computers, missing links
- Certain websites blocked by District. Having to email or call for each website to be accessible for educational use is difficult and time consuming.
- chrome book issues
- Chromebook broken or not charged
- Chromebook issues! broken keys, the trackpad doesn't work, freezes, Internet issues, etc.
- Chromebook malfunctioning - mouse issues, internet connection issues, disappearance of their google drive
- Chromebook trackpads do not work and there aren't enough mice for each student.
- Chromebooks breaking
- Chromebooks don't work. Wifi doesn't work.
- Chromebooks that lock - have to call the help desk to unlock
- Trackpads that stop working
- Connecting
- Connections issues
- Connectivity
- Connectivity issues, issues with apps
- different with each class and student.
- Equipment issues (broken headphones, headphones not fitting in iPad case, etc.), lack of wifi connection
- Ex. 20% of students completing a mandatory online STAR assessment were 'closed out' of program in middle of assessment. Interrupts mojo and following instructions until time is found to retake or finish.
- Having technology as a special would be helpful in order to train students in how to log onto devices, utilize programs, etc. Glitches within apps themselves can also be a problem.

[IF Q34=YES] Q35: What challenges or difficulties do you frequently encounter?

n129; Open-ended

- Having the opportunity to navigate their platforms from their view point.
- Having the software or apps work correctly
- I am not sure how to navigate certain apps and sites
- I do not know what the students see so a lot of time I don't know how to help them navigate things because it looks different on my screen.
- I have difficulty learning what settings will work best for recording/playback of media files for the students as well as how to help students utilize speech to text for testing purposes.
- Inconsistent access to the internet. Students scrolling to different sites during instructional time. It is very apparent in all of the classes that I work in. The students are abusing the access they have to the internet while teachers are teaching.
- Inconsistent WiFi, apps that aren't updated, limited access to apps we actually want. Forcing each building to use the same apps is archaic
- Internet issues (x18)
- Using Google username and password is difficult for primary students because they are long and complicated (mix of upper and lowercase letters, symbols and numbers)
- internet or site down
- Internet reliability
- Internet reliability issues. Chromebook loading issues. Not enough chargers to keep devices powered on (especially when students forget to charge them at home).
- iPad apps
- Ipad apps not working
- iPad issues
- iPads don't connect. Specific apps or websites won't work. Updates happen in the middle of the day. Some ipads work and some don't. Very difficult when you are trying to be a tech person for 23 students and trying to teach and maintain some sort of routine at the same time.
- iPads not connecting to the apps imwe are trying to use, especially ABC mouse or iread.
- Issues with iPad apps working on some iPads but not others
- kicked off apps or need help logging in.
- Lack of internet; kids are not able to utilize apps or websites when needed.
- Lack of knowledge of technology, bad Wifi.
- Lack of technology Knowledge
- Lost work (student error usually but not always an easy fix) , frozen screens, glitchy touch pads.
- Microphone doesn't work, there is a lag when meeting with students on google meets.
- Mostly related to connectivity.
- mouse pads on chromebooks, internet speed/connection
- My SmartBoard is inconsistent.
- N/A
- Navigating through lessons
- Not enough training

[IF Q34=YES] Q35: What challenges or difficulties do you frequently encounter?

n129; Open-ended

slowed down

- Only when trying to run simulations or animations that may need software not compatible with chrome.
- Password issues, network connectivity, wifi connection issues, slow Chromebooks
- problems with their Chromebooks
- Related to faulty equipment
- Reliable wifi
- since k-1 has ipads the biggest issues are the internet not being reliable or unable to access.
- sites are blocked and I don't know it until the students tell me. internet is slower and it takes more class time than I anticipate to use the sites I had planned
- slow internet sometimes programs not opening
- slow internet, mouse track doesn't work
- slow network, inability to access sites
- Slow wifi.
- Slowness of wifi - students cannot get things to load on their phone.
- Smart board not working properly, chromebooks that don't work
- Smartboard and printing issues several times per week.
- SmartBoard doesn't work often.
- Spotty internet, blocked sites
- Students "losing" documents and the ability to retrieve them.
- Students cannot access the technology in a timely fashion. Many times students cannot connect and receive what we are using at all during the lesson.
- Students cannot load on to a site or open a test in Google Forms, slow wifi or being so to get on a website because the internet suddenly
- Students don't know how to work with Google slides (for example, importing a picture from the internet).
- Students would benefit from a computer class in elementary school to teach the basics. The biggest challenges are when using Google Docs to type essays. Students end up with major formatting issues that I struggle to fix for them.
- The guest network is inconsistent now that all iPads are on it.
- the internet being funky
- The internet is very spotty
- The kids know more than I do about the technology.
- The trackpads on our chromebooks do not work. They have to have mice, but do not have any.
- The wifi doesn't work, the sites you have unblocked become blocked throughout the day, something works on the piece of technology you test, then nothing else. Some things work one day, then the next they don't.
- Their Chromebook is not working properly in some shape or form.
- Their chromebooks aren't charged
- Their mousepads stop working all the time. Many of them do not have chargers. I think a lot of students do not take care of the Chromebooks. I wish the district put more responsibility on the students or gave them more training on how to care for them. Also, when we came back this school year and had to pass out the Chromebooks, it looked like they had never been cleaned or had maintenance from last year.

[IF Q34=YES] Q35: What challenges or difficulties do you frequently encounter?

n129; Open-ended

- Things being blocked
- things not loading, glitching, signing students out, etc.
- Though not "often," I still do occasionally encounter slow login times and inconsistent access to network on student chromebooks
- Touch pads not working
- understanding technology--like Kami
- Unfriendly user for special needs students
- Unreliable internet, slow internet when doing virtual classes
- Usually, it is about the performance of their Chromebooks. I can usually find another tech-savvy student to help, but it feels like many kids/parents are directed to contact District Tech. with their problems.
- uUnreliable internet access, students are interrupting small group time because they are unable to complete independent activities assigned on the iPad.
- Waiting for them to log in every period, they don't clear out their emails (which are bogged down), they are sick of technology
- Wifi connection - iPads not working correctly
- WIFI doesn't work, website is blocked, login info isn't saved
- wifi issues
- Wi-fi issues and Chromebook issues
- WiFi not working
- Wifi not working; students are often not able to access apps or programs on their ipads, most recently Zearn. Seesaw has also been unreliable because students are not able to upload work they have done.
- Wifi or apps will not work when needed
- WiFi out, or not strong, slow speeds
- Wifi, glitching track pads
- Youtube gets blocked frequently even with safe searches

Q36: Have you had to contact the IT Help Desk since the school year started?

n309; Single Response

Category	n	%
Yes	264	85%
No	45	15%

Q37: Approximately how many times have you contacted the IT Help Desk so far this year? n264; Single Response		
Category	n	%
1 or 2 times	99	38%
3 – 5 times	120	45%
6 – 9 times	27	10%
10 or more times	18	7%

} 83%

Q38: Overall, how satisfied are you with the IT Help Desk’s ability to solve technology-related issues using a 10-point scale where 1 is “not at all satisfied” and 10 is “very satisfied”?

n264; Single Response

Category	n	%
10 – very satisfied	119	45%
9	44	17%
8	57	22%
7	16	6%
6	8	3%
5	9	3%
4	1	<1%
3	4	1%
2	1	<1%
1 – not at all satisfied	5	2%

❖ Overall, the staff is quite satisfied with the IT Help Desk’s ability to solve technology-related issues. The mean rating is 8.60 on a scale for 1 to 10.

} 90 %

Mean Rating: 8.60

[IF Q38 RATING IS <8] Q39: What could the IT Help Desk do to improve your rating?

n45; Open-ended

- A few tickets placed were never resolved with no communication with me in regards to why they were not able to be resolved.
- a tech person in each building
- Access....sometimes you can't get an answer right away--and actually--you need the answer/help to perform the task
- Actually listen and fix the issue. Typically they respond with something ridiculous. For instance, when the speaker did not work for Meet they sent directions on how to unmute my microphone. Mind you, I taught 100% remote last year. I was well versed in using Meet. I had to ask my husband for help, as he is in IT also. Together we figured out there was a setting within Smart we had to change. The last time I put in a ticket because my Google Meet quality was significantly reduced in the pm as compared to the am. So bad that I was freezing, glitching, the kids couldn't hear me, etc. The solution was the computer was unplugged and plugged back in.
- Address issues in a timely manner, where the issue is actually resolved.
- better communication as to when they are coming to help solve the issue
- Better follow up
- Communicate and let us know if the issue is being worked on or is solved.... and if it is solved on their end, be sure it actually is on our end as well!
- Communicate known problems with WIFI/internet outages ahead of time would be helpful so that we can plan accordingly and not be surprised when we are in the thick of an activity that requires the use of internet. Sending a person to the classroom to problem solve rather than an email message (try this...then try that...) would be helpful. This does not always happen and teachers do not always have time to spend before/after school to figure things out. Since switching over to a web filter on the ipads, it has been asking children to log in on Google, but these usernames and passwords are very long and complicated for 5-7 year olds to enter on their own.
- Depended on the issue. There are still a couple of issues that are still being looked into. While I know it takes time and effort and the tech is doing the best they can, it still causes frustration when teaching students and I am unable to use resources to help that process.
- Faster turnaround
- Faster turnaround for connectivity issues.
- Feel like they don't read what you write in the help desk ticket because what they write back doesn't answer the questions you have. Answer in a timely manner...like same day as the problem.
- Find the answers to fix the problem, no more excuses or hire someone who can. Get the educational tools needed for students to succeed in the students hands. Stop blocking sites and making it harder, multiple steps for little students to get onto sites that they get frustrated on and then we don't use technology anymore.

[IF Q38 RATING IS <8] Q39: What could the IT Help Desk do to improve your rating?

n45; Open-ended

- Fix the computers' mouse tracks instead of sending them back unfixed.
- Have known issues sorted out BEFORE the start of the school year. Make sure that classroom/student technology hardware and applications are working before the start of school.
- I didn't receive a response.
- I don't always get a response when I call/email
- I needed a new light for my smartboard and they did not have any.
- Issues are with the software and pieces of technology, not the staff
- IT seems to be overloaded from my perspective. Response times lag occasionally.
- It's great if you can get right through and they can help you while the student is with you.
- Linda Moeringer is NOT friendly, she is curt and short with requests and makes you feel inferior. Does she realize she is in a "customer service" position? I wonder how many meetings with HR she has had? probably none.
- Listen to staff. Have one person in each building for tech support.
- Make the helpdesk site easier to use without having to do the email to "set up browser" every time.
- Managing iPads for 21 kinders is not easy, they need the simplicity and consistency of apps
- More direct communication with a person instead of a ticket.
- N/A (x2)
- Not sure. I am told the problem is with BOCES, out-of-district server, etc.
- Nothing. It wasn't their fault. We were trying a new program and had to iron out the kinks.
- Provide more support than just power it off and try again.
- Still can not get the phone in the orchestra office at Baker setup correctly
- Stop emailing us back with suggestions as to how to solve the problem and just come over to see and possibly correct the problem. Coordinate with RJ so there are real answers to questions.
- The IT Help Desk always does their best to resolve the issues. The issues with the networks and the iPads have been ongoing this year and has caused lots of frustration for my students and myself.
- The IT Help Desk's help is a 10+ They are very helpful and responsive and I know are working extremely hard and I am so very grateful for everything they do. Unfortunately, at this point in time, the iPads in the room are not enhancing learning but taking away from it. The time I am spending trying to figure things out is time taking from teaching students.
- The IT Staff are very helpful and friendly - but they can't control the wifi connection issues in our building and are having difficulty working around firewall issues. Alex and RJ have both been very responsive and helpful.
- They are very helpful, it's our outdated devices and capabilities that limit us

[IF Q38 RATING IS <8] Q39: What could the IT Help Desk do to improve your rating?

n45; Open-ended

- They close our your tickets before the problem is fixed (turn computer off and turn on) closed ticket when they is often a step we have already attempted. Put in tickets and they stay open for months yet no one fixes issues.
- They could actually fix the issue. I'm still plagued with a printer that can't print all of my documents. I have to save my bordered and large print documents as a PDF so they will print properly.
- They could help instead of everything being "do it yourself". If I'm asking for help, it's because I need help and don't know how to troubleshoot.
- They do a great job, but it's not necessarily done in a timely matter (hire additional help to assist with the workload)
- They do a nice job!
- Waited on cords for board to be working at start of year

Q40: Approximately how many years have you been employed at BCSD?
n309; Single Response

Category	n	%
0-4	56	18%
5-9	56	18%
10-14	47	15%
15-19	80	26%
20+	70	23%

Q41: How would you rate your overall level of expertise with technology?

n309; Single Response

Category	n	%
Below basic	3	1%
Basic	53	17%
Proficient	212	69%
Advanced	41	13%

- For individuals with 0-4 years of service, 50% said their expertise with technology was “basic.”
- Few individuals shared their skills were below basic.
- Many individuals with over 25 years of experience shared they are proficient with technology.

	Years of Service															
	0-4		5-9		10-14		15-19		20-24		25-29		30-34		35-40	
	n	%	n	%	n	%	n	%	n	%	n	%	n	%	n	%
Below basic	0	0%	0	0%	0	0%	1	1%	1	2%	0	0%	1	11%	0	0%
Basic	22	50%	3	7%	2	4%	11	14%	8	15%	4	12%	3	33%	0	0%
Proficient	20	45%	19	43%	45	82%	54	68%	39	74%	28	82%	4	44%	3	100%
Advanced	2	5%	10	23%	8	15%	13	16%	5	9%	2	6%	1	11%	0	0%
Total	44	-	32	-	55	-	79	-	53	-	34	-	9	-	3	-

Grade Level: How would you rate your overall level of expertise with technology?

- Most grades rate their overall level of expertise with technology as proficient.

Grade	Below Basic		Basic		Proficient		Advanced		Total
	n	%	n	%	n	%	n	%	
Grade 1	0	0%	2	14%	9	64%	3	21%	14
Grade 3	0	0%	1	8%	9	69%	3	23%	13
Grade 4	0	0%	1	8%	9	75%	2	17%	12
Grade 5	0	0%	1	7%	11	79%	2	14%	14
Grade 6	0	0%	0	0%	9	75%	3	25%	12
English	1	8%	0	0%	8	62%	4	31%	13
Kindergarten	0	0%	4	27%	10	67%	1	7%	15
Mathematics	0	0%	0	0%	12	80%	3	20%	15
Science	0	0%	0	0%	14	82%	3	18%	17
Social Studies	0	0%	1	6%	14	88%	1	6%	16
Special Education	0	0%	5	20%	19	76%	1	4%	25
Teaching Assistant	1	2%	23	49%	23	49%	0	0%	47

Note: For any position code with less than 10 employees, they were removed from the crosstabulation to protect individuals' identity. All administrative positions were also removed from this calculation.

Objective and Methodology
Executive Summary
Online Survey Results
Appendix

Baldwinsville Central School District

BCSD STAFF - IT Needs Assessment Survey

December 9, 2021 – FINAL

EMAIL #1: SAMPLE LANGUAGE - NOTIFICATION FROM BCSD TO DISTRICT EMPLOYEES

From: TBD

Subject Line: 2021-22 Staff Technology Survey

Body:

The Baldwinsville Central School District (BCSD) has partnered with Research & Marketing Strategies (RMS), a third-party, area market research firm, to conduct a survey to better understand your needs and satisfaction related to technology hardware, software, and related professional development. RMS will ensure that the survey is conducted independently and help ensure employee confidentiality/anonymity.

The survey will take about 5-7 minutes to complete, and results will be used to inform the broad-based IT plan for the District.

An email from RMS will be sent to you within the next couple days with a link to take the survey. PLEASE BE SURE TO RESPOND. Should you have any questions about the survey, please connect with the research team by emailing Research@RMSResults.com and reference Baldwinsville Central School District IT Project. Thank you in advance for your time!

Your thoughts and feedback are very important to us.

EMAIL #2: SAMPLE LANGUAGE – NOTIFICATION FROM RMS TO BCSD EMPLOYEES WITH SURVEY LINK

Subject: 2021-22 Staff Technology Survey – We Need Your Feedback!

From: The RMS Team

Body:

The Baldwinsville Central School District Board has partnered with us, Research & Marketing Strategies, Inc. (RMS) to conduct an Information Technology (IT) needs assessment survey. Your feedback is important and will help to create an effective IT plan for the district. The survey should take about 5 to 7 minutes to complete.

To take the survey click here: [INSERT SURVEY LINK]

Your responses will be sent directly to our secure electronic mailbox and will be kept anonymous and confidential. BCSD will receive a report summarizing all the feedback and comments; and will not see individual respondent names. If you have any questions or comments about the IT Survey, please contact us at Research@RMSResults.com.

OPENING SCREEN OF SURVEY

Welcome to the Baldwinsville Central School District IT (Information Technology) Survey! Before you begin...

Note: Please use the back and next buttons on the screen shown below to navigate through the survey. Do not use the back or forward arrows of your internet browser or you will be forced to restart your survey.

Your responses will be sent directly to us (RMS) and will be kept anonymous and confidential. BCSD will receive a report summarizing all the feedback we receive; and will not see individual respondent names correlated with any response.

If you have any questions or concerns while taking this survey, please contact us at Research@RMSResults.com.

Click the 'Next' button to begin the survey!

SURVEY

EDUCATIONAL TECHNOLOGY

1. On a scale of 1 to 10, with 1 being "not at all satisfied" and 10 being "extremely satisfied," please rate your overall satisfaction with the current Information Technology (IT) Services provided at BCSD.

1 2 3 4 5 6 7 8 9 10

2. Using the same scale, please rate your overall satisfaction with the current offering of educational technology equipment at BCSD.

1 2 3 4 5 6 7 8 9 10

3. In a typical day, how frequently do you use educational technology tools in your classroom? SELECT ONE.

- 1) Not at all
2) For one or two periods/subjects
3) Most of the day
4) Every period/subject
5) Not applicable

4. On a scale of 1 to 10, with 1 being "not at all" and 10 being "very much," to what degree do you incorporate technology into your teaching?

1 2 3 4 5 6 7 8 9 10 NA

5. Do you feel you have adequate access to technology outside of the classroom / your workspace? (i.e. for planning, preparation, etc.) SELECT ONE.

- 1) Yes
2) No

6. [IF Q5 = NO] What is missing?

Please rate how strongly you agree or disagree with the following statements:

1 2 3 4 5 N/A

7. The technology where I work is reliable
8. I feel confident in my ability to integrate multiple technologies into my instruction
9. BCSD expects us to learn new technologies without formal training
10. I need more technical support to keep computers and applications running
11. My classroom needs faster internet speeds
12. I need more options for professional development in the areas of technology
13. I am aware of the resources available through the District that can help me learn how to integrate technology.
14. I am familiar with what technology is available to my students and me in our building.
15. The Wi-Fi connection is reliable and satisfactory

HARDWARE/SOFTWARE ASSESSMENT

16. Which of the following educational technology tools (hardware) do you use most often for **teaching your job**? SELECT ALL THAT APPLY.

- 1) Chromebooks
- 2) Desktop PC
- 3) Laptop PC
- 4) iPads
- 5) Smart Board / Interactive Touch-Panels
- 6) Web cameras / Document cameras
- 7) Other (please specify)

17. Do you often encounter issues being able to access educational technology tools when needed? SELECT ONE.

- 1) Yes
- 2) No

18. (IF YES) What educational technology do you have the most trouble accessing when needed?

19. Which of the following educational technology programs and resources do you currently use for **teaching your job**? SELECT ALL THAT APPLY.

- 1) Google Apps
- 2) Google Classroom
- 3) Chrome Extensions (Screencastify, Kami, etc.)
- 4) Smart Notebook / Lumio
- 5) iPad Apps
- 6) Seesaw
- 7) Pear Deck
- 8) Raz-Plus
- 9) Other (please specify)
- 10) None of these (mutually exclusive)

20. Using a 5-point scale where 1 is "not at all valuable" and 5 is "very valuable," please rate how valuable each of the educational technology programs and resources you currently use.

[ASK ONLY IF SELECTED IN Q19]

	Not at all			Very valuable	
	1	2	3	4	5
1) Google Apps					
2) Google Classroom	1	2	3	4	5
3) Chrome Extensions (Screencastify, Kami, etc.)	1	2	3	4	5
4) Smart Notebook / Lumio	1	2	3	4	5
5) iPad Apps	1	2	3	4	5
6) Seesaw	1	2	3	4	5
7) Pear Deck	1	2	3	4	5
8) Raz-Plus	1	2	3	4	5

21. Is there hardware in your classroom or workspace that you **never or rarely** utilize? SELECT ONE.

- 1) Yes
- 2) No

22. (IF Yes) Please specify:

23. What additional technology equipment, programs, or tools do you have a need for now, or in the coming years, that would help you with your job?

24. When considering the impact of the one-to-one device program (issuing each student a device in order to access internet and digital educational materials), on a scale of 1 to 10 with 1 being "not at all" and 10 being "highly," how impactful has this program been to students' educational achievement?

1 2 3 4 5 6 7 8 9 10

25. In general, do you believe Baldwinville Central School District **students** have adequate access to technology? SELECT ONE.

- 1) Yes
- 2) No

26. (IF NO) Why not?

27. Is there additional technology (hardware, software) that **students** need that they don't have easy access to today? SELECT ONE.

- 1) Yes
- 2) No

28. (IF Yes) Please specify:

PROFESSIONAL DEVELOPMENT

29. Using a 10-point scale where 1 is "not at all valuable" and 10 is "very valuable," how valuable are the technology-related communications and training content you receive today?

1 2 3 4 5 6 7 8 9 10

30. [IF RATING IS <8] What would make it more valuable for you?

31. Would you like additional training or professional development for educational technology? SELECT ONE.

- 1) Yes
- 2) No
- 3) Unsure

32. (IF YES) What areas of training or professional development would you be most interested in?

33. What is the best way for you to receive technology tips/training? SELECT ALL THAT APPLY.

- 1) Group training
- 2) One-on-one training
- 3) Video tutorials
- 4) Email Newsletters
- 5) Other (Please specify)

34. Do you often encounter technology-related challenges or difficulties when assisting students?
SELECT ONE.

- 1) Yes
- 2) No
- 3) ~~Unsure~~ Not Applicable

35. (IF YES) What challenges or difficulties do you frequently encounter?

HELP DESK

36. Have you had to contact the IT Help Desk since the school year started? Select one.

- 1) Yes
- 2) No

37. Approximately how many times have you contacted the IT Help Desk so far this year? Select one.

- 1) 1 or 2 times
- 2) 3 – 5 times
- 3) 6 – 9 times
- 4) 10 or more times

38. Overall, how satisfied are you with the IT Help Desk's ability to solve your technology-related issues using a 10-point scale where 1 is "not at all satisfied" and 10 is "very satisfied"?

1 2 3 4 5 6 7 8 9 10

39. [IF RATING IS <8] What could the IT Help Desk do to improve your rating?

DEMOGRAPHICS (Note: Primary location/School, Position Code Description, and Total YOS will be included in sample and appended to survey responses)

40. Approximately how many years have you been employed at BCSD?

41. How would you rate your overall level of expertise with technology? SELECT ONE.

- 1) Below basic
- 2) Basic
- 3) Proficient
- 4) Advanced

The information contained in this study has been obtained from primary sources and/or was furnished directly from the clients listed in this report. All source materials and information so gathered and presented herein are assumed to be accurate, but no implicit or expressed guarantee of data reliability can be assumed. This study has been prepared in the interest of a fair and accurate report, and therefore all of the information contained herein, and upon which opinions have been based, have been gathered from sources that Research & Marketing Strategies, Inc. (RMS) considers reliable.

RMS staff has reviewed and inspected the primary data results obtained from the surveyed individuals from the client. RMS has no undisclosed interests in the subject for which this analysis was prepared, nor does RMS have a financial interest in the client other than as a contracted vendor for this research. RMS' employment and compensation for rendering this research is not contingent upon the values found or upon anything other than the delivery of this report for a pre-determined fee.

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