

## Tech Support Survey Questions

1. I am easily able to export and verify my grades using GradeQuick.
  - a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
2. GradeQuick reports the correct grades for my courses without my having to make manual changes.
  - a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
3. I am easily able to proofread the printouts of my students' comments when I verify my grades.
  - a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
4. Compared with other schools where I have worked (if applicable), I find the process for recording, reporting, and verifying grades
  - a. Much easier
  - b. Easier
  - c. About the same
  - d. More difficult
  - e. Much more difficult
5. I believe that my tech support requests are handled in a timely manner.
  - a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
6. I feel supported in learning how to use new technology.
  - a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
7. I feel I receive appropriate training when we adopt new software (e.g. Microsoft Office upgrades, Edline, GradeQuick, etc.).
  - a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree

- d. Disagree
  - e. Strongly disagree
8. I feel comfortable asking for tech support when I am having technology problems.
- a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
9. I feel my tech support training includes clear directions with demonstrations and/or examples.
- a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
10. The content of tech support training is useful to me as a classroom teacher.
- a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
11. Instructions I receive for using technology (e.g. Outlook, SMARTBoard, projector, DVD, etc.) are easy to follow and implement.
- a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
12. I am able to use what I learn in technology training to support the learning needs of my students.
- a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
13. Technology training sessions at Weber are well-planned and executed lessons in learning how to use the particular technology/tools/software/hardware/etc. that is the focus of the training.
- a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
14. I feel my technology learning and questions are supported in a positive climate of professional development.
- a. Strongly agree

- b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
15. I receive an amount of technology professional development that enables me to integrate technology successfully into my classes and to engage my students with cutting edge tools.
- a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
16. After technology training, I feel I can complete the tasks I learned about or use the tools without assistance from tech support.
- a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
17. I feel that technology training at my school is appropriate for learners at a variety of levels, from beginners to experts.
- a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
18. The Weber School is a “tech positive” environment that encourages teachers and students to integrate technology into their teaching and learning.
- a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
19. Compared with other schools, I feel that the Weber School is on the leading edge of technology integration.
- a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree
  - d. Disagree
  - e. Strongly disagree
20. Weber provides technology leadership for me, suggesting new tools I can use, working with me on specific lesson plans, and providing me with new ideas on how to incorporate technology into my classroom.
- a. Strongly agree
  - b. Agree
  - c. Neither agree nor disagree

- d. Disagree
- e. Strongly disagree

Please use this space to elaborate on any of your answers or add additional comments regarding tech support and training at the Weber School.

(text box)