
MEETING OF THE ACADEMIC TECHNOLOGY COMMITTEE

Thursday, October 9, 2014

2:00 – 3:30 p.m.

Room LL 104

A G E N D A

I. CALL TO ORDER

II. ACTION

A. Approve minutes

B. New Business

1. DIL
2. Other

Bartulis, Mike
Canon, Terrie
Donovan, Karen
Eighmey, James
Fernandez, José
Forney, Marlene
Goldsmith, Sherry
Hiro, Erin
Lupica, Pat
Martin-Klement, Jackie
McGurk, Karen
Mendoza, Paulino
Payn, Lillian
Thuleen, Nancy

III. INFORMATION

- A. Blackboard Conference 10/2/14
- B. POET/Blackboard Status
- C. Distance Education Workgroup
- D. Course Transfer update
- E. Interpreter access to Blackboard
- F. Other

IV. ANNOUNCEMENTS

V. MEETINGS: (LL 104) 2:00 – 3:30 pm / 2nd, 4th Thursdays

10/23

11/13

VI. ADJOURNMENT

DIGITAL INFORMATION LITERACY ASSESSMENT

Proposed RECOMMENDATION TO THE SENATE

September 25, 2014

- I. **PROBLEM:** Palomar College has no assessment instrument or procedure in place to identify incoming students' digital information literacy skill levels. Such assessment is one way to predict success in college-level coursework.
- II. **NEED:** The Academic Technology Committee conducted a study to address Digital Information Skills; as a result, the committee identified a number of issues that impact student success: Digital Divide, At-Risk Students, Set Entry Standards for High Schools, and Meeting Accreditation Standards. The Committee also listed the necessary technical skills required to complete classes successfully, which included basic computer, Microsoft Office, and Internet skills. The committee determined that Palomar College needs to be proactive in assessing incoming students for technology skills as well as providing remediation. Various workgroups on campus have been designing in-house assessment instruments in recent years. The Committee felt it was more realistic to adopt an existing validated assessment tool rather than producing our own. As a result of a meta-analysis of existing published tests, Northstar was selected as the best assessment tool.
- III. **ALTERNATIVES:** Various options have been explored:
 - A. Produce an instrument in-house (approximately \$100,000 and 1 year development time).
 - B. Hire an instructional designer or similar consultant to develop an instrument (approximately \$100,000 and 1 year development time).
 - C. License an existing software product (Fees vary). Reliable options are:
 - i. Northstar (<https://www.digitalliteracyassessment.org/>)
 - ii. Certiport IC3
(<http://www.certiport.com/PORTAL/desktopdefault.aspx?tabid=669&roleid=101>)
- IV. **SOLUTION:** The Committee voted to approve the Northstar solution (<https://www.digitalliteracyassessment.org/>).
 - A. **Rationale:** Northstar is national, grant-funded, modular, and scalable. Northstar processes 4 – 8,000 tests per week nationally.
 - B. **Description:** The basic computer digital literacy standards and modules cover eight main areas: Basic Computer Use, Internet, Windows Operating System, Mac OS, Email, Word Processing (Word), Social Media, and Excel. (Northstar has recently added new modules, which indicates that this instrument is continually evaluated and updated. Also, note that the institution can select which modules are included in our assessment.)
 - C. **Field Tests:** The students self-reported their scores in field tests conducted by two instructors, but the Committee members felt it was important to have the scores reported via the software directly to Palomar College for tracking. Field tests were conducted by Prof. Kelly Falcone and Prof. Jackie Martin-Klement in their classes. <<<GET test results.>>>
 - D. **Costs:**
 1. The testing itself is free to students, who can receive a certificate or badge of completion upon passing the modules.
 2. In order to become a "sponsored" site and brand the test to Palomar College, there is an annual fee of \$1,200.
 3. To avoid a labor intensive solution of student reporting and/or processing the free certificate at Palomar College, the Committee

recommends transferring the test scores directly to our PeopleSoft system. There are two ways to accomplish this:

- a. The latest version of PeopleSoft can connect directly to Northstar with no extra charge. However, we do not have the latest version, and Palomar's PeopleTools has no firm update schedule (approximately 2 years from now is projected). OR....
 - b. Approximately \$20,000 for the SOA Gateway (Service-Oriented Architecture Security solution) to transfer the payload from the current web gateway to our legacy PeopleTools component of PeopleSoft.
- E. **Implementation.** Options as part of mandatory orientation:
1. Assessment Day battery of tests. Official results will appear on transcripts.
 2. Included in the First Year Experience, 3SP Orientation, and TLC.
 3. Remediation will be identified through existing classes on campus, DRC, CSIS, and Business. Students will automatically receive a list of recommended and/or required courses they would need to complete based on their Northstar test scores.
- F. **K – 12 Alignment.** We have had conversations with instructors at both Vista and Oceanside School Districts. They are looking to us to set the standards they will teach. As they prepare students to achieve the standards in Northstar, then we will have increasingly prepared incoming students.
- G. **Accessibility.** A major challenge with NorthStar is providing equal access for all students. The program is closed captioned and the directions are read aloud. The program requires the use of the mouse to select answers, move to the next question and complete activities. Our meta-analysis did not find any assessments of technology skills that were not mouse based. Sherry Goldsmith verified that students using alternate input methods such as keyboard commands or voice recognition are not able to independently use the program. Students with vision problems are not able to access the information on the screen using a screen reading program. NorthStar is not ADA compliant; however, one institution (Midwest Special Services in Minnesota) provided accommodations for students with special needs by having staff go through the assessment with the student providing the support needed.

Computer Literacy Exam

San Jacinto College

The Requirement

San Jacinto College requires all associate degree students to demonstrate computer literacy. A student pursuing an Associate of Arts, an Associate of Science, or an Associate of Arts in Teaching has three options to satisfy the college's computer literacy requirement. The student must achieve a passing grade or score in one of the following:

- ITSC 1309 Integrated Software Applications I (3 credit hours)
- BCIS 1305 Business Computer Applications (3 credit hours)
- San Jacinto College Computer Literacy Exam (0 credit hours)

A student passing the computer literacy exam is not required to take a computer literacy course.

A student pursuing an AAS degree or a certificate that requires ITSC 1309 or BCIS 1305 as part of the coursework for the degree or certificate will be required to take the course and is not eligible to take the exam.

The Exam

The SJC computer literacy exam is a faculty developed, computer-based exam that includes 68 multiple choice and simulation questions focused on the topics covered by the college's computer literacy courses. For more specific objectives, see the syllabus for each course; generally, the exam questions are about:

- Making informed computing technology purchasing decisions
- Performing common operating system and file management tasks including basic maintenance
- Using word processor, spreadsheet, database and presentation software to produce business related documents
- Using computers to access, evaluate, create and share information safely and securely

A student has up to 90 minutes to complete the exam once it begins and must answer correctly 75% of the questions to pass the exam. A student may study or prepare for the exam using the textbooks for BCIS 1305 or ITSC 1309. IC³ Exam preparation materials and study guides may also be useful.

The Process

A student may attempt the exam one time. To take the exam, a student must receive an exam request form from an educational planner. The form must be completed and taken to the business office to pay the \$20 exam fee. The business office will provide a receipt which the student must present to the testing center to schedule and take the exam. Once the exam has been completed, results will be available within two days at either the educational planning office or the enrollment services office. The student should consult with an educational planner after receiving the exam result.



Overview

First there was the Stone Age, then the Bronze Age, and later the Industrial Age. Now, we are in the Digital Age. The Digital Age brings opportunities never before dreamed of, but to take advantage, you must be prepared. And what is the best way to prepare for success in this digital age? The answer is IC³ certification.

IC³ gives you a clear advantage over other, lesser- prepared individuals, and whether you are competing in the classroom or the job market, IC³ moves you ahead.

You don't have to be focusing on a career in computers to benefit from IC³. Today, virtually any career or field of study requires the use of computers. The IC³ certification can set you apart from the crowd and provide many opportunities. The Internet and Computing Core Certification (IC³®) provides students and job-seekers with the foundation of knowledge they need to succeed in environments that require the use of computers and the Internet. The Global Standard 4 is an internationally recognized standard for digital literacy and reflects the most relevant skills needed in today's academic and business environments. [More...](#)

Certifications



Exam Preparation



Certification Licenses





For education providers in all areas, the new Classroom License will mean lower costs, expanded implementation, increased control, and simplified budgeting.
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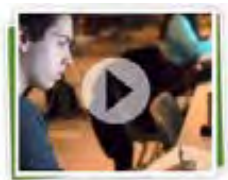


For higher education providers, the new IC³ Higher Education License will mean lower costs, expanded implementation, increased control, and simplified budgeting.
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For commercial education providers, the new IC³ Commercial License will mean lower costs, expanded implementation, increased control, and simplified budgeting.
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Success Stories



Salve Regina University
[View Video](#)



Secondary Technical Schools (STS)
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Results from 4 classes, 2 online and 2 F2F

N= 15

19

25

9

What range did you score on the Basic Computer Skills assessment

Percent Answered		Percent Answered		Percent Answered		Percent Answered	
95-100%	53.33%	95-100%	68.42%	95-100%	36%	95-100%	33.33%
90-94.99%	20%	90-94.99%	15.79%	90-94.99%	24%	90-94.99%	44.44%
85-89.99%	26.67%	85-89.99%	10.53%	85-89.99%	28%	85-89.99%	11.11%
80-84.99%	0%	80-84.99%	0%	80-84.99%	12%	80-84.99%	11.11%
75-79.99%	0%	75-79.99%	5.26%	75-79.99%	0%	75-79.99%	0%
70-74.99%	0%	70-74.99%	0%	70-74.99%	0%	70-74.99%	0%
65-69.99%	0%	65-69.99%	0%	65-69.99%	0%	65-69.99%	0%
60-64.99%	0%	60-64.99%	0%	60-64.99%	0%	60-64.99%	0%
0-59.99%	0%	0-59.99%	0%	0-59.99%	0%	0-59.99%	0%
Unanswered	0%	Unanswered	0%	Unanswered	0%	Unanswered	0%

Please check the box next to the skills you need to improve as stated by the INCORRECT items from your assessment.

Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered
Distinguish between desktop and laptop computers	0%	Distinguish between desktop and laptop computers	0%	Distinguish between desktop and laptop computers	0%	Distinguish between desktop and laptop computers	0%
Identify specific computer hardware: a system unit, monitor printer keyboard	0%	Identify specific computer hardware: a system unit, monitor printer keyboard	5.26%	Identify specific computer hardware: a system unit, monitor printer keyboard	12%	Identify specific computer hardware: a system unit, monitor printer keyboard	11.11%
Turn computer and monitor on and off	20%	Turn computer and monitor on and off	5.26%	Turn computer and monitor on and off	8%	Turn computer and monitor on and off	11.11%
Log on to computer	0%	Log on to computer	0%	Log on to computer	8%	Log on to computer	0%
Demonstrate knowledge of function and placement of keys on keyboard: enter shift	26.67%	Demonstrate knowledge of function and placement of keys on keyboard: enter shift	36.84%	Demonstrate knowledge of function and placement of keys on keyboard: enter shift	36%	Demonstrate knowledge of function and placement of keys on keyboard: enter shift	22.22%
Identify types of mice: mouse and touchpad	0%	Identify types of mice: mouse and touchpad	0%	Identify types of mice: mouse and touchpad	4%	Identify types of mice: mouse and touchpad	11.11%
Identify mouse pointer shapes and match them to the correct context of use typing arrow	73.33%	Identify mouse pointer shapes and match them to the correct context of use typing arrow	31.58%	Identify mouse pointer shapes and match them to the correct context of use typing arrow	24%	Identify mouse pointer shapes and match them to the correct context of use typing arrow	44.44%
Demonstrate appropriate use and ability to right-click and left-click	0%	Demonstrate appropriate use and ability to right-click and left-click	5.26%	Demonstrate appropriate use and ability to right-click and left-click	4%	Demonstrate appropriate use and ability to right-click and left-click	0%
Double click and right click	20%	Double click and right click	10.53%	Double click and right click	32%	Double click and right click	22.22%
Drag and drop	0%	Drag and drop	0%	Drag and drop	0%	Drag and drop	0%
Use mouse to select check boxes, use drop-down menus and scroll	6.67%	Use mouse to select check boxes, use drop-down menus and scroll	5.26%	Use mouse to select check boxes, use drop-down menus and scroll	8%	Use mouse to select check boxes, use drop-down menus and scroll	0%
Adjust volume and mute audio	6.67%	Adjust volume and mute audio	5.26%	Adjust volume and mute audio	12%	Adjust volume and mute audio	0%
Plug in headphones correctly and use when appropriate	0%	Plug in headphones correctly and use when appropriate	0%	Plug in headphones correctly and use when appropriate	0%	Plug in headphones correctly and use when appropriate	0%
Identify icons on desktop (Internet browser, Control Panel, Recycle Bin, Skype)	13.33%	Identify icons on desktop (Internet browser, Control Panel, Recycle Bin, Skype)	0%	Identify icons on desktop (Internet browser, Control Panel, Recycle Bin, Skype)	8%	Identify icons on desktop (Internet browser, Control Panel, Recycle Bin, Skype)	0%
Demonstrate the ability to use the Recycle Bin correctly for trashing and retrieving items	0%	Demonstrate the ability to use the Recycle Bin correctly for trashing and retrieving items	5.26%	Demonstrate the ability to use the Recycle Bin correctly for trashing and retrieving items	0%	Demonstrate the ability to use the Recycle Bin correctly for trashing and retrieving items	0%
Demonstrate understanding that it is possible to customize a mouse	0%	Demonstrate understanding that it is possible to customize a mouse	0%	Demonstrate understanding that it is possible to customize a mouse	4%	Demonstrate understanding that it is possible to customize a mouse	0%
Demonstrate understanding that mice can be customized	6.67%	Demonstrate understanding that mice can be customized	10.53%	Demonstrate understanding that mice can be customized	28%	Demonstrate understanding that mice can be customized	11.11%
Demonstrate understanding that screen resolution can be changed	6.67%	Demonstrate understanding that screen resolution can be changed	0%	Demonstrate understanding that screen resolution can be changed	0%	Demonstrate understanding that screen resolution can be changed	0%
Demonstrate understanding that software programs are upgraded periodically and that identify storage media:	0%	Demonstrate understanding that software programs are upgraded periodically and that identify storage media:	5.26%	Demonstrate understanding that software programs are upgraded periodically and that identify storage media:	4%	Demonstrate understanding that software programs are upgraded periodically and that identify storage media:	0%
USB/Flash drives (external) and hard drive (external and None. I got all of them correct.	33.33%	USB/Flash drives (external) and hard drive (external and None. I got all of them correct.	15.79%	USB/Flash drives (external) and hard drive (external and None. I got all of them correct.	24%	USB/Flash drives (external) and hard drive (external and None. I got all of them correct.	33.33%
	13.33%		42.11%		20%		22.22%

What range did you score on the World Wide Web assessment

Percent Answered		Percent Answered		Percent Answered		Percent Answered	
95-100%	40%	95-100%	57.90%	95-100%	12%	95-100%	22.22%
90-94.99%	33.33%	90-94.99%	31.58%	90-94.99%	44%	90-94.99%	22.22%
85-89.99%	26.67%	85-89.99%	10.53%	85-89.99%	32%	85-89.99%	55.56%
80-84.99%	0%	80-84.99%	0%	80-84.99%	12%	80-84.99%	0%
75-79.99%	0%	75-79.99%	0%	75-79.99%	0%	75-79.99%	0%
70-74.99%	0%	70-74.99%	0%	70-74.99%	0%	70-74.99%	0%
65-69.99%	0%	65-69.99%	0%	65-69.99%	0%	65-69.99%	0%
60-64.99%	0%	60-64.99%	0%	60-64.99%	0%	60-64.99%	0%
0-59.99%	0%	0-59.99%	0%	0-59.99%	0%	0-59.99%	0%
Unanswered	0%	Unanswered	0%	Unanswered	0%	Unanswered	0%

Please check the box next to the skills you need to improve as stated by the INCORRECT items from your assessment

Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered
Identify an Internet Service Provider and identify the main options for connecting to the	6.67%	Identify an Internet Service Provider and identify the main options for connecting to the	0%	Identify an Internet Service Provider and identify the main options for connecting to the	4%	Identify an Internet Service Provider and identify the main options for connecting to the	11.11%
Identify an Internet Service Provider and identify the main options for connecting to the	0%	Identify an Internet Service Provider and identify the main options for connecting to the	0%	Identify an Internet Service Provider and identify the main options for connecting to the	4%	Identify an Internet Service Provider and identify the main options for connecting to the	0%
Identify an Internet Service Provider and identify the main options for connecting to the	6.67%	Identify an Internet Service Provider and identify the main options for connecting to the	0%	Identify an Internet Service Provider and identify the main options for connecting to the	12%	Identify an Internet Service Provider and identify the main options for connecting to the	0%

Identify a website	0%	Identify a website	0%	Identify a website	4%	Identify a website	0%
Identify a homepage	0%	Identify a homepage	5.26%	Identify a homepage	8%	Identify a homepage	0%
Identify the following browser toolbar buttons and use search tabs to view different portions of webpages	0%	Identify the following browser toolbar buttons and use search tabs to view different portions of webpages	5.26%	Identify the following browser toolbar buttons and use search tabs to view different portions of webpages	0%	Identify the following browser toolbar buttons and use search tabs to view different portions of webpages	11.11%
Identify a hyperlink and demonstrate the ability to use a hyperlink to access other webpage in a tab, and move between tabs	6.67%	Identify a hyperlink and demonstrate the ability to use a hyperlink to access other webpage in a tab, and move between tabs	0%	Identify a hyperlink and demonstrate the ability to use a hyperlink to access other webpage in a tab, and move between tabs	4%	Identify a hyperlink and demonstrate the ability to use a hyperlink to access other webpage in a tab, and move between tabs	0%
Enlarge the displayed text size	0%	Enlarge the displayed text size	0%	Enlarge the displayed text size	4%	Enlarge the displayed text size	0%
Fill out an online form	0%	Fill out an online form	5.26%	Fill out an online form	8%	Fill out an online form	0%
Correctly enter CAPTCHA security codes	6.67%	Correctly enter CAPTCHA security codes	0%	Correctly enter CAPTCHA security codes	0%	Correctly enter CAPTCHA security codes	11.11%
Use zoom function to enlarge image	0%	Use zoom function to enlarge image	0%	Use zoom function to enlarge image	8%	Use zoom function to enlarge image	11.11%
Identify search engines (Google, Yahoo!, Bing) and enter search terms into the	0%	Identify search engines (Google, Yahoo!, Bing) and enter search terms into the	0%	Identify search engines (Google, Yahoo!, Bing) and enter search terms into the	8%	Identify search engines (Google, Yahoo!, Bing) and enter search terms into the	0%
Identify pop-up windows and close them	0%	Identify pop-up windows and close them	0%	Identify pop-up windows and close them	4%	Identify pop-up windows and close them	0%
Identify pop-up windows that have been blocked and enable individual non-in windows as	6.67%	Identify pop-up windows that have been blocked and enable individual non-in windows as	0%	Identify pop-up windows that have been blocked and enable individual non-in windows as	8%	Identify pop-up windows that have been blocked and enable individual non-in windows as	0%
Identify common domain types: com, org, gov, edu	6.67%	Identify common domain types: com, org, gov, edu	0%	Identify common domain types: com, org, gov, edu	0%	Identify common domain types: com, org, gov, edu	0%
Demonstrate knowledge that there are ways to increase Internet safety for children	13.33%	Demonstrate knowledge that there are ways to increase Internet safety for children	10.53%	Demonstrate knowledge that there are ways to increase Internet safety for children	24%	Demonstrate knowledge that there are ways to increase Internet safety for children	33.33%
Identify antivirus software providers and function of antivirus software (Norton, McAfee, AVG)	6.67%	Identify antivirus software providers and function of antivirus software (Norton, McAfee, AVG)	0%	Identify antivirus software providers and function of antivirus software (Norton, McAfee, AVG)	4%	Identify antivirus software providers and function of antivirus software (Norton, McAfee, AVG)	0%
Avoid providing personal or financial information unless on a secured website	33.33%	Avoid providing personal or financial information unless on a secured website	36.84%	Avoid providing personal or financial information unless on a secured website	84%	Avoid providing personal or financial information unless on a secured website	55.56%
None. I answered all questions correctly.	20%	None. I answered all questions correctly.	42.11%	None. I answered all questions correctly.	0%	None. I answered all questions correctly.	0%

What range did you score on the operating system either Windows or Mac assessment?

Percent Answered	Percent Answered	Percent Answered	Percent Answered
95-100%	46.67%	95-100%	52.63%
90-94.99%	33.33%	90-94.99%	26.32%
85-89.99%	6.67%	85-89.99%	5.26%
80-84.99%	6.67%	80-84.99%	10.53%
75-79.99%	6.67%	75-79.99%	5.26%
70-74.99%	0%	70-74.99%	0%
65-69.99%	0%	65-69.99%	0%
60-64.99%	0%	60-64.99%	0%
0-59.99%	0%	0-59.99%	0%
Unanswered	0%	Unanswered	0%

Please check the box next to the skills you need to improve as stated by the INCORRECT items from your assessment

Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered
Identify the operating system used by a computer	0%	Identify the operating system used by a computer	5.26%	Identify the operating system used by a computer	8%	Identify the operating system used by a computer	0%
Shutdown, restart, and log off a computer	0%	Shutdown, restart, and log off a computer	0%	Shutdown, restart, and log off a computer	4%	Shutdown, restart, and log off a computer	11.11%
Open, close and switch between windows	0%	Open, close and switch between windows	10.53%	Open, close and switch between windows	8%	Open, close and switch between windows	11.11%
Minimize and maximize windows	6.67%	Minimize and maximize windows	21.05%	Minimize and maximize windows	16%	Minimize and maximize windows	22.22%
Identify the toolbar and menus	6.67%	Identify the toolbar and menus	0%	Identify the toolbar and menus	8%	Identify the toolbar and menus	0%
Identify the taskbar	13.33%	Identify the taskbar	10.53%	Identify the taskbar	12%	Identify the taskbar	0%
Start, and exit programs (Microsoft Word, Excel, etc)	0%	Start, and exit programs (Microsoft Word, Excel, etc)	0%	Start, and exit programs (Microsoft Word, Excel, etc)	4%	Start, and exit programs (Microsoft Word, Excel, etc)	0%
Identify drives on a computer: CD/DVD, floppy, hard drive (C) USB port network drives	13.33%	Identify drives on a computer: CD/DVD, floppy, hard drive (C) USB port network drives	10.53%	Identify drives on a computer: CD/DVD, floppy, hard drive (C) USB port network drives	12%	Identify drives on a computer: CD/DVD, floppy, hard drive (C) USB port network drives	22.22%
Access the help menu	13.33%	Access the help menu	15.79%	Access the help menu	20%	Access the help menu	22.22%
Identify the desktop	13.33%	Identify the desktop	0%	Identify the desktop	0%	Identify the desktop	22.22%
Demonstrate knowledge of Windows file organizational system and use it to locate	0%	Demonstrate knowledge of Windows file organizational system and use it to locate	0%	Demonstrate knowledge of Windows file organizational system and use it to locate	8%	Demonstrate knowledge of Windows file organizational system and use it to locate	0%
Use "Search" to locate a file or document	13.33%	Use "Search" to locate a file or document	0%	Use "Search" to locate a file or document	16%	Use "Search" to locate a file or document	11.11%
Delete documents or files	6.67%	Delete documents or files	15.79%	Delete documents or files	20%	Delete documents or files	11.11%
Open programs	0%	Open programs	5.26%	Open programs	0%	Open programs	11.11%
Identify basic office software programs (Microsoft Word, etc)	0%	Identify basic office software programs (Microsoft Word, etc)	0%	Identify basic office software programs (Microsoft Word, etc)	0%	Identify basic office software programs (Microsoft Word, etc)	0%

programs (Microsoft Word, Excel, Powerpoint)	0%	programs (Microsoft Word, Excel, Powerpoint)	0%	programs (Microsoft Word, Excel, Powerpoint)	20%	programs (Microsoft Word, Excel, Powerpoint)	0%
Open files using appropriate programs	20%	Open files using appropriate programs	10.53%	Open files using appropriate programs	36%	Open files using appropriate programs	55.56%
None. I answered all questions correctly	26.67%	None. I answered all questions correctly	42.11%	None. I answered all questions correctly	12%	None. I answered all questions correctly	11.11%

Please check the box next to the skills you need to improve as stated by the INCORRECT items from your assessment.

Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered
Identify the operating system	0%	Identify the operating system	5.26%	Identify the operating system	8%	Identify the operating system	0%
Identify the Dock	6.67%	Identify the Dock	10.53%	Identify the Dock	8%	Identify the Dock	0%
Identify the menu bar	0%	Identify the menu bar	0%	Identify the menu bar	8%	Identify the menu bar	0%
Identify the desktop	6.67%	Identify the desktop	5.26%	Identify the desktop	0%	Identify the desktop	0%
Use Finder to locate files, folders, and applications	6.67%	Use Finder to locate files, folders, and applications	5.26%	Use Finder to locate files, folders, and applications	16%	Use Finder to locate files, folders, and applications	11.11%
Use Finder to locate files, folders, and applications	0%	Use Finder to locate files, folders, and applications	0%	Use Finder to locate files, folders, and applications	4%	Use Finder to locate files, folders, and applications	0%
Identify devices on a computer	0%	Identify devices on a computer	0%	Identify devices on a computer	4%	Identify devices on a computer	0%
Open applications using the Application Folder	13.33%	Open applications using the Application Folder	10.53%	Open applications using the Application Folder	12%	Open applications using the Application Folder	22.22%
Minimize and expand windows	6.67%	Minimize and expand windows	0%	Minimize and expand windows	12%	Minimize and expand windows	0%
Open applications using the Dock	0%	Open applications using the Dock	0%	Open applications using the Dock	8%	Open applications using the Dock	11.11%
Open applications using the Dock	0%	Open applications using the Dock	0%	Open applications using the Dock	0%	Open applications using the Dock	0%
Quit an application	0%	Quit an application	0%	Quit an application	4%	Quit an application	0%
Demonstrate knowledge of System Preferences	6.67%	Demonstrate knowledge of System Preferences	0%	Demonstrate knowledge of System Preferences	16%	Demonstrate knowledge of System Preferences	0%
Demonstrate knowledge of Dashboard	6.67%	Demonstrate knowledge of Dashboard	0%	Demonstrate knowledge of Dashboard	16%	Demonstrate knowledge of Dashboard	0%
Use the help menu	13.33%	Use the help menu	15.79%	Use the help menu	16%	Use the help menu	11.11%
Use the help menu	0%	Use the help menu	0%	Use the help menu	0%	Use the help menu	11.11%
Log out and shutdown a computer	0%	Log out and shutdown a computer	0%	Log out and shutdown a computer	0%	Log out and shutdown a computer	0%
None. I answered all questions correctly	53.33%	None. I answered all questions correctly	63.16%	None. I answered all questions correctly	40%	None. I answered all questions correctly	44.44%

What range did you score on the using email assessment?

Percent Answered	Percent Answered	Percent Answered	Percent Answered
95-100%	60%	95-100%	73.68%
90-94.99%	26.67%	90-94.99%	15.79%
85-89.99%	6.67%	85-89.99%	0%
80-84.99%	6.67%	80-84.99%	10.53%
75-79.99%	0%	75-79.99%	0%
70-74.99%	0%	70-74.99%	0%
65-69.99%	0%	65-69.99%	0%
60-64.99%	0%	60-64.99%	0%
0-59.99%	0%	0-59.99%	0%
Unanswered	0%	Unanswered	0%

Please check the box next to the skills you need to improve as stated by the INCORRECT items from your assessment.

Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered
Define email	13.33%	Define email	10.53%	Define email	0%	Define email	22.22%
Register for new email account in online program	13.33%	Register for new email account in online program	10.53%	Register for new email account in online program	24%	Register for new email account in online program	33.33%
Create username and secure password	0%	Create username and secure password	5.26%	Create username and secure password	0%	Create username and secure password	0%
Log into email	6.67%	Log into email	10.53%	Log into email	4%	Log into email	0%
Create an email message	0%	Create an email message	0%	Create an email message	8%	Create an email message	0%
Address an email, including to more than one recipient	0%	Address an email, including to more than one recipient	10.53%	Address an email, including to more than one recipient	16%	Address an email, including to more than one recipient	0%
Send an email	0%	Send an email	0%	Send an email	8%	Send an email	0%
Open an email	6.67%	Open an email	0%	Open an email	4%	Open an email	11.11%
Reply to only the sender of an email or to all recipients (reply all)	0%	Reply to only the sender of an email or to all recipients (reply all)	5.26%	Reply to only the sender of an email or to all recipients (reply all)	0%	Reply to only the sender of an email or to all recipients (reply all)	11.11%
Forward an email	13.33%	Forward an email	5.26%	Forward an email	20%	Forward an email	0%
Add an attachment to an email	6.67%	Add an attachment to an email	0%	Add an attachment to an email	4%	Add an attachment to an email	0%
Open an attachment in an	0%	Open an attachment in an	0%	Open an attachment in an	0%	Open an attachment in an	0%

email	0%	email	0%	email	0%	email	0%
Move or delete an email and retrieve an email from the trash	20%	Move or delete an email and retrieve an email from the trash	21.05%	Move or delete an email and retrieve an email from the trash	4%	Move or delete an email and retrieve an email from the trash	11.11%
Understand basics of email etiquette: don't use all capital letters, fill in the subject line	33.33%	Understand basics of email etiquette: don't use all capital letters, fill in the subject line	5.26%	Understand basics of email etiquette: don't use all capital letters, fill in the subject line	16%	Understand basics of email etiquette: don't use all capital letters, fill in the subject line	22.22%
Use caution when opening an email from an unfamiliar or unexpected source and avoid giving out personal information (especially financial information) or email address to unfamiliar people	6.67%	Use caution when opening an email from an unfamiliar or unexpected source and avoid giving out personal information (especially financial information) or email address to unfamiliar people	5.26%	Use caution when opening an email from an unfamiliar or unexpected source and avoid giving out personal information (especially financial information) or email address to unfamiliar people	4%	Use caution when opening an email from an unfamiliar or unexpected source and avoid giving out personal information (especially financial information) or email address to unfamiliar people	0%
Identify and delete junk mail, including spam	13.33%	Identify and delete junk mail, including spam	10.53%	Identify and delete junk mail, including spam	20%	Identify and delete junk mail, including spam	0%
Be selective and cautious about forwarding email to large groups of people	0%	Be selective and cautious about forwarding email to large groups of people	5.26%	Be selective and cautious about forwarding email to large groups of people	20%	Be selective and cautious about forwarding email to large groups of people	0%
Define computer virus	6.67%	Define computer virus	0%	Define computer virus	8%	Define computer virus	11.11%
Define and tell the difference between a URL and an email address	0%	Define and tell the difference between a URL and an email address	0%	Define and tell the difference between a URL and an email address	12%	Define and tell the difference between a URL and an email address	0%
None. I answered all questions correctly.	20%	None. I answered all questions correctly.	47.37%	None. I answered all questions correctly.	8%	None. I answered all questions correctly.	22.22%

What range did you score on the Microsoft Word assessment?

Percent Answered	Percent Answered	Percent Answered	Percent Answered
95-100%	13.33%	95-100%	47.37%
90-94.99%	40%	90-94.99%	26.32%
85-89.99%	20%	85-89.99%	15.79%
80-84.99%	20%	80-84.99%	5.26%
75-79.99%	6.67%	75-79.99%	0%
70-74.99%	0%	70-74.99%	5.26%
65-69.99%	0%	65-69.99%	0%
60-64.99%	0%	60-64.99%	0%
0-59.99%	0%	0-59.99%	0%
Unanswered	0%	Unanswered	0%

Please check the box next to the skills you need to improve as stated by the INCORRECT items from your assessment.

Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered
Create a new document	0%	Create a new document	0%	Create a new document	0%	Create a new document	0%
Save and close a document	6.67%	Save and close a document	0%	Save and close a document	4%	Save and close a document	0%
Open existing document	0%	Open existing document	5.26%	Open existing document	8%	Open existing document	0%
Identify ribbon and toolbars	86.67%	Identify ribbon and toolbars	47.37%	Identify ribbon and toolbars	60%	Identify ribbon and toolbars	55.56%
Demonstrate knowledge of the difference between "Save" and "Save As" to save to a particular folder or file location and name the	0%	Demonstrate knowledge of the difference between "Save" and "Save As" to save to a particular folder or file location and name the	0%	Demonstrate knowledge of the difference between "Save" and "Save As" to save to a particular folder or file location and name the	4%	Demonstrate knowledge of the difference between "Save" and "Save As" to save to a particular folder or file location and name the	0%
Use undo and redo arrows	13.33%	Use undo and redo arrows	5.26%	Use undo and redo arrows	16%	Use undo and redo arrows	11.11%
Cut, copy and paste	26.67%	Cut, copy and paste	21.05%	Cut, copy and paste	28%	Cut, copy and paste	22.22%
Use spell check and grammar check	6.67%	Use spell check and grammar check	5.26%	Use spell check and grammar check	0%	Use spell check and grammar check	0%
Format the size, color and type of font	6.67%	Format the size, color and type of font	10.53%	Format the size, color and type of font	28%	Format the size, color and type of font	22.22%
Align text: left, center and right justify	0%	Align text: left, center and right justify	0%	Align text: left, center and right justify	12%	Align text: left, center and right justify	11.11%
Set single or double spacing	0%	Set single or double spacing	21.05%	Set single or double spacing	12%	Set single or double spacing	22.22%
Use bullets and automatic numbering	0%	Use bullets and automatic numbering	0%	Use bullets and automatic numbering	4%	Use bullets and automatic numbering	11.11%
Use print preview and print	6.67%	Use print preview and print	15.79%	Use print preview and print	4%	Use print preview and print	11.11%
Set margins	0%	Set margins	0%	Set margins	0%	Set margins	11.11%
Select portrait or landscape	13.33%	Select portrait or landscape	0%	Select portrait or landscape	8%	Select portrait or landscape	0%
Identify file extensions, corresponding document types and associated programs	6.67%	Identify file extensions, corresponding document types and associated programs	0%	Identify file extensions, corresponding document types and associated programs	16%	Identify file extensions, corresponding document types and associated programs	0%
None. I answered all questions correctly.	6.67%	None. I answered all questions correctly.	36.84%	None. I answered all questions correctly.	8%	None. I answered all questions correctly.	11.11%

About how long did it take you to complete all 5 assessments?

Percent Answered	Percent Answered	Percent Answered	Percent Answered
15 minutes	33.33%	15 minutes	36.84%
30 minutes	53.33%	30 minutes	42.11%
45 minutes	6.67%	45 minutes	21.05%
1+ hour	6.67%	1+ hour	0%
Unanswered	0%	Unanswered	0%

These technology assessments were easy to use

	Percent Answered		Percent Answered		Percent Answered		Percent Answered
Strongly Agree	73.33%	Strongly Agree	68.42%	Strongly Agree	48%	Strongly Agree	55.56%
Agree	26.67%	Agree	31.58%	Agree	40%	Agree	44.44%
Neither Agree nor Disagree	0%	Neither Agree nor Disagree	0%	Neither Agree nor Disagree	8%	Neither Agree nor Disagree	0%
Disagree	0%	Disagree	0%	Disagree	0%	Disagree	0%
Strongly Disagree	0%	Strongly Disagree	0%	Strongly Disagree	0%	Strongly Disagree	0%
Not Applicable	0%	Not Applicable	0%	Not Applicable	0%	Not Applicable	0%
Unanswered	0%	Unanswered	0%	Unanswered	4%	Unanswered	0%

What technology devices do you regularly use (check all that apply):

Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered
cell phone (not web-enabled)	6.67%	cell phone (not web-enabled)	10.53%	cell phone (not web-enabled)	36%	cell phone (not web-enabled)	11.11%
Smart phone (web-enabled)	93.33%	Smart phone (web-enabled)	84.21%	Smart phone (web-enabled)	76%	Smart phone (web-enabled)	88.89%
Tablet	46.67%	Tablet	26.32%	Tablet	40%	Tablet	22.22%
Laptop computer	100%	Laptop computer	100%	Laptop computer	96%	Laptop computer	88.89%
eReader	13.33%	eReader	15.79%	eReader	4%	eReader	33.33%
desktop computer	53.33%	desktop computer	21.05%	desktop computer	44%	desktop computer	33.33%

Palomar College provides the technology training you need to be a successful student

	Percent Answered		Percent Answered		Percent Answered		Percent Answered
Strongly Agree	26.67%	Strongly Agree	47.37%	Strongly Agree	24%	Strongly Agree	11.11%
Agree	33.33%	Agree	36.84%	Agree	52%	Agree	33.33%
Neither Agree nor Disagree	33.33%	Neither Agree nor Disagree	10.53%	Neither Agree nor Disagree	20%	Neither Agree nor Disagree	55.56%
Disagree	0%	Disagree	0%	Disagree	4%	Disagree	0%
Strongly Disagree	0%	Strongly Disagree	5.26%	Strongly Disagree	0%	Strongly Disagree	0%
Not Applicable	6.67%	Not Applicable	0%	Not Applicable	0%	Not Applicable	0%
Unanswered	0%	Unanswered	0%	Unanswered	0%	Unanswered	0%

Palomar College provides the technology, such as computers, you need to be a successful student

	Percent Answered		Percent Answered		Percent Answered		Percent Answered
Strongly Agree	26.67%	Strongly Agree	52.63%	Strongly Agree	32%	Strongly Agree	44.44%
Agree	53.33%	Agree	47.37%	Agree	52%	Agree	44.44%
Neither Agree nor Disagree	20%	Neither Agree nor Disagree	0%	Neither Agree nor Disagree	16%	Neither Agree nor Disagree	11.11%
Disagree	0%	Disagree	0%	Disagree	0%	Disagree	0%
Strongly Disagree	0%	Strongly Disagree	0%	Strongly Disagree	0%	Strongly Disagree	0%
Not Applicable	0%	Not Applicable	0%	Not Applicable	0%	Not Applicable	0%
Unanswered	0%	Unanswered	0%	Unanswered	0%	Unanswered	0%

Of these technology topics, which workshops would you be interested in attending that would help you be a more successful student

Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered	Answers	Percent Answered
Microsoft Word	20%	Microsoft Word	10.53%	Microsoft Word	16%	Microsoft Word	0%
Microsoft Excel	40%	Microsoft Excel	47.37%	Microsoft Excel	32%	Microsoft Excel	55.56%
Microsoft PowerPoint	33.33%	Microsoft PowerPoint	15.79%	Microsoft PowerPoint	16%	Microsoft PowerPoint	11.11%
Website Design	66.67%	Website Design	31.58%	Website Design	36%	Website Design	44.44%
Blackboard	13.33%	Blackboard	10.53%	Blackboard	8%	Blackboard	0%
Web 2.0 (blogs and wikis)	26.67%	Web 2.0 (blogs and wikis)	15.79%	Web 2.0 (blogs and wikis)	24%	Web 2.0 (blogs and wikis)	33.33%
Graphics	46.67%	Graphics	26.32%	Graphics	52%	Graphics	77.78%
Creating and editing videos	46.67%	Creating and editing videos	63.16%	Creating and editing videos	52%	Creating and editing videos	55.56%

Are there any comments you would like to provide regarding these questions or the literacy survey?

none
 NA
 None
 I have no comment
 No not really this just showed me the things I don't really know about computers and the internet.
 none, it was pretty easy
 I enjoyed taking the assessments. This is a nice chance to pick up some extra credit.
 I have no comments
 I am used to shortcuts.
 questions were easy, just kind of annoying listening to the guy speak
 They are very easy and I feel as if the guy helping you out gives you all the right answers.
 verbage makes it hard to read sometimes
 None other than the fact that the man's voice is very robotronic.
 I may have miss a couple, but that is because I was rushing it, thinking that I already knew everything.
 I had no idea the tool bar in WORD was called the "ribbon".
 N/A
 This way is the way I learned before but I learned new shortcuts.
 Question 11 is out of order
 No comment. The surveys were pretty straight forward and not too difficult.
 Nope.
 The tests were easy to take and they were easy to understand as well.
 No