

# 13. Coding Technology; times mentioned [ ] Don G.)

## R C SURVEY SUMMARY – TECHNOLOGY

Includes 134 Survey Monkey and 60 paper surveys

### LIKED BEST

1. Existing WiFi, internet access, TV, CH2 & CH43, Touch Town displays, Resident business center **(37)**
2. Existing IT staff support and expertise (Victor, set up, fix problems, additional IT staff **(32)**
3. **Resident provided IT support, Dr. IT in Bistro, Tech Committee, IT classes (48)**
4. Other ()
5. General satisfaction with technology (7)
6. Need improvements in existing technology (1)
7. Attract new residents (1)
8. Resident web site (8)
9. Difficulties with IT staff other than initial device hook up (1)
10. Future technology upgrades - smart apartments, (1)
11. Emphasis on improving IT (12)
12. Dissatisfied with existing technology and progress (4)

### MAKE EVEN BETTER

1. Hire more GHBC dedicated staff to support residents needs and conference room/auditorium/media room systems for meetings and presentations, computer room (10)
2. Improve technology in auditorium, media room, computer room and conference rooms (11)
3. **Implement Cox TV, larger channel options, implement more reliable TV (30)**
4. Direct TV - unreliable, unsatisfactory (3)
5. IT services should be free, more support or lower charges (6)
6. WiFi unreliable, awful needs improvement, weak/dead spots, printer not connect **(20)**
7. Improve communication with residents on tech service options and costs (5)
8. TV Channels 2 & 43, unreliable, unsatisfactory, need improvement (10)
9. More Residents classes on tech subjects, additional forums, vary time for Bistro support (7)
10. Want WiFi supported network for printing in apartment and business office (5)
11. Want Smart Apartments, Alexa **(13)**
12. IT Staff needs to be more responsive to residents, broader technical knowledge, better training, return phone calls **(17)**
13. Improve timeliness and thoroughness of installation and hook up of devices for new residents (2)
14. Better explain and Improve house phone voice mail, telephone, WiFi (2)
15. Ask new residents about technical skills and publish self-help sources (1)
16. Provide TV and internet service cheaper via in house (1)
17. Improve technology and technology services for residents (2)
18. Satisfied with current technology **(13)**
19. Look ahead to next generation technology in all fields (1)
20. Too much technology for Old people