

Classroom Technology Survey

Winter '09

Question 27

Is there any other information that you would like to share regarding your support needs related to classroom technology?

1. NA
2. Consider dual projectors and dual screens. Replace poor data projectors with higher luman projectors with wireless connectivity. Improve classroom environment- control of ambient light, airflow, and temperature.
3. Is classroom technology checked on a regular basis to ensure working order?
4. Yes, I want to know who to contact regarding learning how to teach online classes and getting some major tutorials on how to teach with technology in general. Contact me? <contact info removed>
5. The most helpful thing would be to have computers in each classroom so that all we have to do is bring in a flashdrive with our presentations rather than our own laptop. I don't own a laptop so I still use the overhead projector for my lectures, which is not as professional as Powerpoint would be.
6. No other information. I just really appreciate that the basic technology is available in pretty much every classroom (at least in JH).
7. PLEASE make the computers in the classrooms maintain their settings so that files do not look different in different classrooms and so that if I try a file on one computer it will work on another computer. I can't get into the classrooms where I teach until just before my classes, so there is no place for me to test out my technology to see whether it will work. Have a workstation that is set up EXACTLY as the classroom computers where we can test out whether our files will work, as we want them to.
8. Training at the start of semester
9. Classroom SQ102 just joined the 21st century; I believe my department chair discriminates based on age.
10. Smart boards
11. Need better source of information about classroom technology than a workshop. As a part-time lecturer, I don't have time. I need the information summarizing (1) what technologies with what capabilities are available to me in my classroom, and (2) directions for use.

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12. Not really, but back on question 23, I didn't put in a number because no time frame was presented. My main issue with the technology not working relates to student presentations, not my own.
13. Upgrade sound and provide better interface with equipment.
14. The lights in the room are too bright and in rooms that have no windows we need to keep some on, which sometimes does not let students see Powerpoint that well.
15. See previous answers
16. Would like classrooms to be truly SMART; not so smart when one has to take laptops into the classrooms.
17. Yes, that there be more funding to purchase update specialty software.
18. I think there should be a checklist of some type for new faculty. There does not seem to be simple and informative documentation for what a faculty person should be aware of as a new hire.
19. Vista and SPSS student edition have bad conflicts, which prevents its use with homebound students (online or otherwise).
20. Keep the overhead machines
21. No
22. No
23. My answers for questions 23, 25, and 26 only refer to the last 2 weeks of my classes, where my students do group projects and we not uncommonly encounter technical problems.
24. No
25. Tech response has been great for me.
26. I would like to continue using a student response system in my larger classes (100-225 students), but the brand that was selected by the University is cost-prohibitive so I will no longer be using them.
27. No
28. Provide a long cable for such classrooms.

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29. Technology needs to be standardized across classrooms; otherwise professors will only plan to take advantage of the least-common-denominator level of tech in their lesson plans, which is quite low.
30. No.
31. Manzanita needs extension chords (the overhead projectors have very short chords, and this keeps the projection very tiny and hard to see). Please bring the extension chords back!
32. If I cannot solve issues in the 10 minutes prior to class, I do not use technology systems that day. I always come in armed with Plan B, because the tech systems are so frequently unreliable.
33. It seems to me that support is best performed at the college level. Organizing sessions on use of technology should be organized at a college (or even department) specific level so that they are useful. What math faculty, business faculty, history faculty etc, need and are interested in is VERY different.
34. Question 25 is useless. There is no way to enter comments. Any number will give a miss lead information without comments.
35. Technology training not given by people who know how to teach
36. Are there online guides that would provide a step-by-step instruction for setting up the connections in the smart classrooms? If not, they'd be really helpful. Or, could an instruction guide be placed in the cupboards housing the equipment in each classroom? There are some instructions in my current classroom, but they failed to state that the projector needed to be set to "computer 1." Something that I would never have struck upon on my own. Thank goodness for a colleague, who happened by. Also, the staff in the Faculty Development Center are good humored and sincere, but they are OVERWORKED! Once again, I must state that if the university wants more online courses, it MUST provide the support staff necessary to facilitate the development and delivery of those courses. We cannot possibly compete with the likes of the University of Phoenix - one of the prime competitors, in our catchment area, when it comes to online courses. They have major development teams to mount sophisticated offerings. Not that some of our faculty haven't produced remarkable online courses, but the vast majority pale in comparison.
37. No
38. No

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39. Frequently, when I call the helpdesk, no one answers.
40. Please change the lighting patterns in the smart classrooms. One of the two light switches should turn off 1/3 of the lights in the front of the classroom while the other switch would control the lights towards the back of the classroom. Combined with brighter projectors, this would make viewing the material dramatically better.
41. For classroom not fitted with Elmo, the ability to "write" would enhance instruction. I use a personal digital pen, which unfortunately has a small display on the screen.
42. This survey is biased. I had a correct answer for question 23 but it would not accept a word, so I filled in a number. You may not like the number, it may skew your results, but you should get someone with a brain to ask the right questions. Stupid people = stupid questions resulting in bogus answers. From now on answer your own questions.
43. Would like to learn how to use grade book on WebCT.
44. Just to reiterate, the equipment we have is usually adequate for my needs, but is often not functional. Remotes go missing, projectors don't work, etc. In the ED building we have a set of classrooms with a sliding wall, which is broken, and a Smart Board that no one knows how to use. This seems like a terrible waste to me. I would like to see the equipment we have maintained, with new equipment added after we have figured out how to manage what we have. (On a side note-- we REALLY need personnel to maintain and update web pages. That is a critical area of need as well-- almost more important than the classroom equipment in my opinion.)
45. If the university does not provide computers, it is essential that they install a SAFE PLACE to put our personal computers. Most rooms are not set up with a place to put our personal equipment, and in these increasingly large classes thousands of dollars of our personal equipment is in danger.
46. There must be some really good models out there related to how to nicely (easily and well) equip a classroom. It doesn't seem like it should be that hard.
47. Information regarding who owns the technology and how to get it updated is missing. For the most part, anything that is related to the university works well... but when it comes to the college, I just give up.

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48. The person in our dept is not very easy to work with so it is easier not to use the technology
49. There are some Internet connections not working or broken.
50. No
51. No
52. No
53. Need a document projector in the classroom
54. YES. Can we have BLACKBOARD?
55. The process for creating ADD accessible course webpages that are effective should be simplified.
56. I never got trained in any of the equipment...so I'm always concerned whether or not the equipment will work. This impacts my students and is stressful for me as an instructor.
57. Yes, I recently got assigned a brand new evening class that I had to teach the same day. The class is hybrid, and I needed to take the class to an orientation session. All the computer labs in the ed. bldg. were filled with classes, but Library Computing Lab A was open. I explained my situation and requested it on a one-time basis, but the Associate Dean said no, it is only for students during the day and librarian presenters during the evening (even if it is empty that evening). What happened to Jolene's charge to "find ways of saying yes"? This is the kind of "old think" certain people here are stuck in that keeps us from moving forward with technology.
58. No
59. One on one tutorials in my classroom work best
60. Wireless!!!!!! And I need WebCT training - 1 hour group demo isn't enough to learn how to use really use it. I use my personal mac.com file sharing for course docs because I cannot use WebCT. It would be better to be on a CSUN site.
61. Stronger signals. Faster machines. Faster networks.
62. We need to upgrade our technology, have laptops available, Macs, and provide more training.

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63. There is no support tech support at night. Most of my teaching is at night, so when inevitably, classroom technology in a "smart" classroom fails (and this is virtually always), there is no one to help. Until this problem is fixed, I cannot make use of technology in my teaching.
64. Faculty who teach in each classroom should be consulted when deciding on equipment.
65. I have been in several rooms, which are not smart rooms, and the first thing for the university to do should be to get a smart box in all rooms.
66. There is no computer in my room so I have to bring my own laptop and it would be great if I didn't have to carry it back and forth
67. Come on.... How realistic is it to talk about technology needs (big \$\$) when the budget is deep in the toilet? In just a few months from now, my colleagues and I will be moving into Chaparral Hall and we aren't even assured that we'll have decent labs with equipment that was planned and explicitly budgeted for many years in advance.....
68. MORE small group or individual tutoring about all the possibilities (a few at a time) so we can use the technology at the highest level. More computer teachers go too fast and give too much information and use language I don't understand and assume too much about what you know. The students in class are the best for immediate intervention and simple explanations and teaching you one thing in the moment. God bless them.
69. There is a lot of encouragement to use the technology, but the classrooms and labs are not equipped with any of these equipment. There are only a few available for many to cart from classroom to classroom and much time is wasted carting setting up and setting down.
70. The computers in the smart room are difficult to use
71. Assign classes based on tech needs and usage
72. The college tech support is good when you can get him to come and help.
73. I suspect in today's economy that there is really little that can be done to improve matters
74. Someone needs to take a serious look at the equipment in SH 386

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75. CSUN should establish relationships with software and computer companies for discounted equipment. Students will purchase what we teach in class later!
76. I wish rooms were set up with LECTURER IN CENTER & projection screens to the side. Bad to have Powerpoint front & center, instead of faculty
77. I would appreciate if IT could arrange their schedule to make sure that all bells and whistles are operational before each term begins.
78. no
79. I am hardly ever placed in classrooms that have working technology so it is very frustrating to have to supply my own laptop and projector as I wander to various classrooms.
80. Office suite needs to be standardized. Some rooms use 2003, others 2007. Faculty offices still using 2003 unless you request an upgrade install. Need more training on how to use PC audio. Seems to vary from room to room.
81. Because classroom assignments are so varied, faculty never really know if they will be assigned to teach in a smartroom or not, so it is frustrating to have to consider to separate presentation modes. While it is really nice having smartrooms the fact that all classrooms do not have access to equal technology is very problematic.
82. No
83. OK job so far.
84. We have great support in our college, I haven't had any problems, but I've heard others have.
85. We teach most of our classes off campus, so the availability and quality of equipment on campus is not an issue. We need laptops and projectors available for every instructor. Due to a lack of equipment, the instructor must own his or her own laptop and projector, or rely on whatever equipment is available at the off site location, usually an overhead projector at best.
86. No
87. I feel like I am imposing when I do need to call someone and it is impossible to get access to equipment after 6PM.
88. Would like to see more smart classrooms

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89. Yes. The quality and quantity of technology support have both decreased markedly over the last year. The faculty lab is under-publicized and either I'm asking hard questions (which I doubt) or the staff is not yet up to speed to give help (making a Word doc accessible during F 08 was guesswork for them).
90. No
91. Provide a simple, common sense, help file resource describing solutions to tech problems (email, networking, web ct, etc).
92. I may have misunderstood the questions involving computer use...please read my answers with assumption that I will use my laptop computer in the classroom. Also, increasingly it is necessary to have a personal laptop since work must be performed 24/7. Therefore, it seems to make sense to devote computer hardware resources to laptops and not to classroom-based computers.
93. MORE SMART CLASSROOMS MORE SMART LARGE LECTURE HALLS. As far as I know we do not have even one truly smart (see # 26) large lecture hall.
94. One of those "magic white boards" that captures my lecture notes and converts them to Powerpoint would be fabulous to have in the classroom. I could publish it on the class blog and students could have copies of notes for annotation almost real time.
95. In this survey you refer to ELMO... do we have any of these on campus???? I've never seen one in our department (bio) and I'd LOVE TO USE ONE!
96. Availability if films (DVD) could be improved.
97. Media Services has been fabulous. They are overworked - but they are extremely helpful. They have positive attitudes. Give these guys credit for their work.
98. I would like classrooms set up for those of us who always use overhead projectors, with a good screen, a suitable table for the projector, with room to stand beside it, extra bulbs, etc.
99. the university's policy of not giving faculty laptops instead of desktop computers is ridiculous. Each time I need a laptop for a class I have to check out from the college technology office. This is a major headache and a waste of time.
100. No
101. Would be helpful to have computer in smart classrooms. We do not have them in the Education building

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102. Some rooms have built in transparency projectors, computers, smart boards, and computers. The rooms I teach in have only a black box that isn't useful without a computer. To checkout a laptop and projector and roll it down to class is an additional effort.
103. Most the classes in EDUC have NO information to assist us after hours and the college tech person is NO help at all.
104. I love the Smart Classrooms -- it really is nice not to have to run around with a cart!
105. When I can get a hold of someone from media services, I'm impressed how quickly someone does arrive during my class to help me- PLEASE keep that support going- it makes a huge difference!
106. Support staff helpful when available.
107. Yes. I feel like we're living in the 1970's in our department having to role audio carts around the building to do a class. It's insane.
108. In the Art Dept., Brian Petersen has been a technology savior to the faculty, staff and students. We are totally indebted to him and appreciate his dedication to keep our labs running well and all the other tech things that keep him very busy. There is no way that anyone else can do the job that he does. We are lucky to have him.
109. I would like better, i.e., some - support for MySQL and PHP.
110. None, our college (CSBS) is great!
111. WebCT is not as user friendly as Blackboard. When can we get Blackboard?
112. There are several very simple and successful set-ups on campus. The directions/trouble shooting papers that are in most of the black boxes are very helpful. Additionally, the support staff is always very quick to help and willing to explain the issue so as to allow for learning and comfort with the technologies. I believe CSUN to be doing well with the types of technologies available. The only issue that should be resolved is to have either all of the classes have technology or have the reservation information be clear which classes have what technology. This is not the case now. An example of that is BH 3rd floor.
113. The fact that we don't get a laptop computer is wrong. I had to buy my own and having to take it to all my classes it jeopardizes my computer's safety in terms of viruses I may get from students (They need to present projects in class)

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as well as the extra tear and wear. Since buying a laptop is work related we should get a stipend for that or provided one laptop by our department.

- 114. No
- 115. I wish every classroom was a smart classroom.
- 116. Thank you for everything!
- 117. NA
- 118. I would like to be able to shut off internet access during class to prevent student web surfing
- 119. None
- 120. No
- 121. Since laptops are only available on a checkout basis from the College, I have no need of wireless services. A university contract with Adobe so that faculty could get a cost break on the software suite (\$400 cost is not a big break) for home machines would be appreciated.
- 122. More time for individual concerns
- 123. We need to purchase a program to take control of the student's computer during lectures so they could see the lecturer's monitor on their screen.
- 124. This questionnaire assumes everyone has a laptop computer, which is not true. I teach media course and I should always be assigned to a class with a computer. I have not been.
- 125. I try to solve any tech issues before class...I rehearse and why do some classroom still have black boards?? Instead of white boards?/i
- 126. Things were better in our department before there was a centralization of ITR/support. Geography's own people did a great job of keeping the needs of teaching/learning in front of the needs of ITR.
- 127. Yes, we need to have more support on laptops. With only two laptops for 30 sections of classes, the scheduling become horrendous.
- 128. PowerPoint doesn't always support DEEP learning and I worry that students memorize more that way (maybe just a segment of students?). We rely SO much on this pedagogy, we need training in ensuring learning with PowerPoint.

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129. Although technology is VERY important to me, I do not feel it needs great attention at the moment because our department is pretty responsive to classroom needs. We have a pretty good setup.
130. I'd love to have directions posted for things like setting up an iPhone or setting up a Blackberry. Sometimes I feel that I (a non-tech, non-science, over 60 yr old faculty member) am ahead of ITR in equipment...and I need them to be ahead of me in knowledge!
131. You asked how many minutes of class were lost to technical troubleshooting but neglected to specify units "per day, per section, week, or semester." I'd say an average of 3 minutes per week per section.
132. We need web-based software for submission Web based gallery software for uploading and view image galleries WEBCT is useless for above
133. Thanks for the survey.
134. I often teach in a computer lab. When a machine goes down, there is no way to replace it. That makes computer-based testing and timed projects impossible.
135. Perhaps this exists, but since I teach part-time and am campus late, it's hard to get assistance. Prior training (maybe online with a training module) would allow me to be more comfortable with setting up and using the various tech tools.
136. The tech support in CSBS is terrific--UVN support is not so great
137. We need a better way to archive courses (in full). We need to share information.
138. Fully online university
139. I need Internet access.
140. Classroom technology should be present for those who need it without being intrusive when rooms are used by classes that are non-tech. Further, new classrooms designed for tech are often large, which makes them less functional and comfortable for smaller classes that don't need or use tech. The 50-seat classroom is still the gold-standard for education of students of the quality CSUN recruits. The siren song of technology is that we can do things easier and better for larger groups of students. No, we can't.

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141. The technological changes are often not communicated to the faculty using the equipment
142. It is difficult to teach my classes in a classroom that does not offer technology. My classes are 3 hours long and seem even longer if I don't have media or visual aides.
143. I'd love if it were possible to secure what is in the classrooms--often what is in a classroom one day is not available the next (remotes, computer keyboards, cables, etc)
144. No
145. No
146. I would like to see some classes offered that train faculty on how to use WebCT or blackboard
147. This survey did not include the availability and use of systems such as turnitin.com, which allow online grading of submitted papers. Such technology directly supports instruction and is essential, in my view, to promote more writing as an instructional tool.
148. Having smart classrooms is such a boon to my pedagogy. I'd like to see more computers added to classrooms. Having all smart classrooms also have a computer would make for a smoother classroom experience.
149. I marked "smart classroom" because it has a data projector. However it does NOT have its own computer. I think a room with a working data projector alone is fairly basic and doesn't really qualify for the label "smart classroom"
150. It would be nice to have Smart Boards or Sympodiums available both for in-class and online courses.
151. We put far too much emphasis on "technology." it makes our lives and the lives of our students more complication with little benefit in the end. We should focus on the simple and basic.
152. Overhead projectors (for transparencies) are missing or defective in some classrooms, including smart classrooms.
153. My classes teach students to present ideas orally, it is a shame that students cannot use computers during their oral presentations because the classroom

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doesn't have that technology. They will lose those skills for the workforce and we are not doing a good job preparing them for the future.

154. No one is designated in my department to assist. Some staff begrudgingly help
155. No.
156. 4:3 screens should be replaced by 16:9 screens seriously consider video or audio casting a full class session, automatically, with a minimal involvement on the part of the faculty (like UC Berkeley does now)
157. No
158. The equipment is not checked, fixed, and updated often enough in Sagebrush
159. ALL classrooms need to be equipped with computers. Labeling rooms as "smart rooms" that don't have computers, but only hookups, is useless and frustrating.
160. No
161. Equip more smart classrooms. We need a lot more.
162. When are the science and math classrooms going to be updated? I had better technology in my classrooms as an undergraduate 15 years ago.
163. No
164. Each system should include a written guide on how to use that system. This should be a very simple list of how to turn on and off equipment, what button does what, etc. This does not have to be too in depth but would be useful so faculty would know that VID2 on the amp is how you get the computer into the system (as an example)
165. Sometimes the problems in setting up are caused by the tight schedule of classes. One professor leaves a few minutes later (always students approach you at the end of class). Then, the incoming professor has less time to do the set up. If something goes wrong, 15-20 minutes of class are gone.
166. Often the phones do not work in the classroom and they are located on the opposite side of the room. If I am having problems with the technology and call for help, it is useless as I can't get to the equipment and stay on the phone. It is

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very difficult for part time faculty to go to workshops as we usually have other jobs.

167. No

168. Everything in Sierra Hall seems to work well, and the problem is usually batteries. In other lecture halls, it's a crapshoot.

169. We have filled out numerous technology surveys over the past four years. It's time to stop asking and start doing.