



CALIFORNIA
STATE UNIVERSITY
NORTHRIDGE

**Annual Information Technology Omnibus Survey Report of Faculty, Staff and
Students**

Spring 2022

Survey Methodology

Purpose:

In Spring 2022, Information Technology conducted a survey on faculty, staff and students. The questions were aimed at discovering:

- Feedback on technology changes that CSUN has already implemented
- Thoughts on technology changes that CSUN is considering in the future
- User-awareness of the diverse portfolio of CSUN IT services currently available

This report presents findings from the three surveys for faculty and staff, and students enrolled in Spring 2022.

The following report provides some basic overall demographics for all three constituencies. The following sections of the report provide complete reports, including analyses of all open-ended textual responses, for all three constituencies as originally presented and formatted in Qualtrics survey instruments: The Faculty Survey, The Student Survey, and The Staff Survey.

The faculty survey contained 21 questions with open-ended response and 117 close-ended questions. The staff survey contained five open-ended and 14 close-ended questions. The student survey contained 10 open-ended and 66 close-tended questions. All open-ended text-based question responses throughout all the surveys are verbatim. In compliance with the best practices of rigorous qualitative methodological accordance to only include the language usage and spelling choices provided by the respondents.

The surveys were made available online from 4/13/22 until 5/6/22 to all faculty and all staff, and 10,000 students at California State University, Northridge. The surveyed students were obtained by drawing a random sample from the total population. The University's Office of Institutional Research constructed the student survey sample, while Information Technology handled the mechanics of survey coding, scripting, and announced the survey to the recipients via email.

In addition to the initial announcement of survey availability, two reminders were sent to recipients. Student respondents were given the opportunity to be entered into a drawing to win a either a \$50 or \$100 Amazon gift card.

Characteristics of Survey Respondents.

Sample and Population of Respondents:

Basic Overall Demographics for All Three Constituencies: Faculty, Student, and Staff.

The total spring 2022 survey sample size is comprised of 272 faculty, 542 staff and 2,039 students. For Academic appointment, 2021-2022, The Tenured/Tenured-Track faculty responses were slightly above Lecturer responses. In Fall 2021, there were 2,098 faculty classified as Tenured/Tenured-Track and 1304 Lecturers. Notably in Fall 2021, there were no faculty classified as Other. The self-report of Other represents the respondent's selection.

What best describes your academic appointment at CSUN? (Check only one.) - Selected Choice

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------------------|-----------|---------|---------------|--------------------|
| Valid | Lecturer | 122 | 44.9 | 44.9 | 44.9 |
| | Tenured/ Tenure Track | 140 | 51.5 | 51.5 | 96.3 |
| | Other (please specify) | 10 | 3.7 | 3.7 | 100.0 |
| | Total | 272 | 100.0 | 100.0 | |

The colleges were well represented with regard to primary appointment with responses closely matching the population distribution by college.

In which CSUN College is your primary appointment? (Check only one.) - Selected Choice

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|--|---|-----------|---------|---------------|--------------------|
| | David Nazarian College of Business and Economics | 26 | 9.6 | 9.6 | 9.6 |
| | Engineering and Computer Science | 24 | 8.8 | 8.8 | 18.4 |
| | Health and Human Development | 39 | 14.3 | 14.3 | 32.7 |
| | Humanities | 36 | 13.2 | 13.2 | 46.0 |
| | Michael D. Eisner College of Education | 25 | 9.2 | 9.2 | 55.1 |
| | Mike Curb College of Arts, Media, and Communication | 34 | 12.5 | 12.5 | 67.6 |
| | Science and Mathematics | 37 | 13.6 | 13.6 | 81.3 |

| | | | | |
|--|-----|-------|-------|-------|
| Social and Behavioral Sciences | 33 | 12.1 | 12.1 | 93.4 |
| Tseng College: Graduate, International and Midcareer Education | 1 | .4 | .4 | 93.8 |
| University Library | 12 | 4.4 | 4.4 | 98.2 |
| Other (please specify) | 5 | 1.8 | 1.8 | 100.0 |
| Total | 272 | 100.0 | 100.0 | |

Additionally, the sample captured faculty with a wide range of years of service at CSUN with the two most common responses being “6-10 years” and “More than 15 years.”

| How long have you been a member of the CSUN faculty? (Check only one.) | | | | | |
|---|--------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Less than 1 year | 14 | 5.1 | 5.1 | 5.1 |
| | 1 - 5 years | 54 | 19.9 | 19.9 | 25.0 |
| | 6 - 10 years | 66 | 24.3 | 24.3 | 49.3 |
| | 11 - 15 years | 48 | 17.6 | 17.6 | 66.9 |
| | More than 15 years | 90 | 33.1 | 33.1 | 100.0 |
| | Total | 272 | 100.0 | 100.0 | |

When examining the demographic data for students current academic standing rates, the sophomore class was significantly under-represented, while senior students were slightly over-represented. Given current academic standing can indirectly measure the age of a student and or their respective experience on campus, caution should be exercised when examining the data.

What best describes your current academic standing?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------------|-----------|---------|---------------|--------------------|
| Valid | Freshman | 286 | 14.0 | 14.0 | 14.0 |
| | Sophomore | 192 | 9.4 | 9.4 | 23.4 |
| | Junior | 583 | 28.6 | 28.6 | 52.0 |
| | Senior | 610 | 29.9 | 29.9 | 82.0 |
| | Graduate student | 368 | 18.0 | 18.0 | 100.0 |
| | Total | 2039 | 100.0 | 100.0 | |

Small differences were observed for student’s attendance status, with full-time being over-represented. The colleges were well-represented in the data.

Are you a full-time or part-time student?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------|-----------|---------|---------------|--------------------|
| Valid | Full - time | 1750 | 85.8 | 85.8 | 85.8 |
| | Part - time | 289 | 14.2 | 14.2 | 100.0 |
| | Total | 2039 | 100.0 | 100.0 | |

When examining the demographic data for staff, the divisions were well represented.

In which division are you employed?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Academic Affairs | 169 | 31.2 | 31.2 | 31.2 |
| | Administration and Finance | 108 | 19.9 | 19.9 | 51.1 |
| | Information Technology | 54 | 10.0 | 10.0 | 61.1 |
| | Student Affairs | 98 | 18.1 | 18.1 | 79.2 |
| | University Advancement | 24 | 4.4 | 4.4 | 83.6 |
| | Other (please specify) | 83 | 15.3 | 15.3 | 98.9 |
| | President's Office | 4 | .7 | .7 | 99.6 |
| | The University Corporation | 2 | .4 | .4 | 100.0 |
| | Total | 542 | 100.0 | 100.0 | |

Additionally, the sample captured staff with a wide range of years of service at CSUN with the two most common responses being "1-5 years" and "More than 15 years."

How many years have you been employed at CSUN?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------|-----------|---------|---------------|--------------------|
| Valid | Less than 1 | 63 | 11.6 | 11.6 | 11.6 |
| | 1-5 | 131 | 24.2 | 24.2 | 35.8 |
| | 6-10 | 102 | 18.8 | 18.8 | 54.6 |
| | 11-15 | 54 | 10.0 | 10.0 | 64.6 |
| | More than 15 | 192 | 35.4 | 35.4 | 100.0 |
| | Total | 542 | 100.0 | 100.0 | |

The Faculty Survey

CSUN IT Faculty Survey APRIL 2022

Section: About You

What best describes your academic appointment at CSUN? (Check only one.) - Selected Choice

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------------------|-----------|---------|---------------|--------------------|
| Valid | Lecturer | 122 | 44.9 | 44.9 | 44.9 |
| | Tenured/ Tenure Track | 140 | 51.5 | 51.5 | 96.3 |
| | Other (please specify) | 10 | 3.7 | 3.7 | 100.0 |
| | Total | 272 | 100.0 | 100.0 | |

In which CSUN College is your primary appointment? (Check only one.)

| In which CSUN College is your primary appointment? (Check only one.) - Selected Choice | | | | | |
|---|--|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| | David Nazarian College of Business and Economics | 26 | 9.6 | 9.6 | 9.6 |
| | Engineering and Computer Science | 24 | 8.8 | 8.8 | 18.4 |
| | Health and Human Development | 39 | 14.3 | 14.3 | 32.7 |
| | Humanities | 36 | 13.2 | 13.2 | 46.0 |
| | Michael D. Eisner College of Education | 25 | 9.2 | 9.2 | 55.1 |
| | Mike Curb College of Arts, Media, and Communication | 34 | 12.5 | 12.5 | 67.6 |
| | Science and Mathematics | 37 | 13.6 | 13.6 | 81.3 |
| | Social and Behavioral Sciences | 33 | 12.1 | 12.1 | 93.4 |
| | Tseng College: Graduate, International and Midcareer Education | 1 | .4 | .4 | 93.8 |
| | University Library | 12 | 4.4 | 4.4 | 98.2 |
| | Other (please specify) | 5 | 1.8 | 1.8 | 100.0 |
| | Total | 272 | 100.0 | 100.0 | |

Additionally, the Faculty response to the question: **“How long have you been a member of the CSUN faculty?”**

(Check only one)” indicates a wide range of years of service at CSUN with the two most common responses being “6-10 years” and “More than 15 years.”

| How long have you been a member of the CSUN faculty? (Check only one.) | | | | | |
|---|--------------------|-----------|---------|---------------|--------------------|
| | | Frequency | Percent | Valid Percent | Cumulative Percent |
| Valid | Less than 1 year | 14 | 5.1 | 5.1 | 5.1 |
| | 1 - 5 years | 54 | 19.9 | 19.9 | 25.0 |
| | 6 - 10 years | 66 | 24.3 | 24.3 | 49.3 |
| | 11 - 15 years | 48 | 17.6 | 17.6 | 66.9 |
| | More than 15 years | 90 | 33.1 | 33.1 | 100.0 |
| Total | | 272 | 100.0 | 100.0 | |

Section: Technologies and Services

Faculty response to the question: **‘Which of the following device(s) do you use for your CSUN-related work? (Check all that apply.)’** revealed the ranking of resources: 1st Laptop computer (35.2) and 2nd Desktop computer (23.7%).

Which of the following device(s) do you use for your CSUN-related work? (Check all that apply.)

| | N | Percent |
|---|-----|---------|
| Desktop computer | 170 | 23.7% |
| Laptop computer | 252 | 35.2% |
| Smartphone | 162 | 22.6% |
| Tablet | 98 | 13.7% |
| Wearable technology (e.g., fitness device, smart watch) | 25 | 3.5% |
| Other (please specify) | 9 | 1.3% |
| Total | 716 | 100.0% |

Faculty response to the question: **‘Are you aware that the Faculty Technology Center offers basic and intermediate-level training on topics such as Canvas, Zoom, Panopto, H5P and other technologies for improving teaching and learning?’** reports that 91.5% of the Faculty stated ‘Yes.’

Are you aware that the Faculty Technology Center offers basic and intermediate-level training on topics such as Canvas, Zoom, Panopto, H5P and other technologies for improving teaching and learning?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | No | 23 | 8.5 | 8.5 | 8.5 |
| | Yes | 249 | 91.5 | 91.5 | 100.0 |
| Total | | 272 | 100.0 | 100.0 | |

Faculty response to the question: **‘Are you aware that FTC offers one-on-one consultations that you can schedule at your convenience?’** reports that 60.7% of the Faculty stated ‘Yes.’

Are you aware that FTC offers one-on-one consultations that you can schedule at your convenience?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 107 | 39.3 | 39.3 | 39.3 |
| | Yes | 165 | 60.7 | 60.7 | 100.0 |
| | Total | 272 | 100.0 | 100.0 | |

Faculty response to the question: **'What is your preferred method of learning about academic technology or areas of teaching practice? (Choose all that apply.)'** reports that 23.7% of the Faculty stated 'Online, asynchronously (Video recordings).'

What is your preferred method of learning about academic technology or areas of teaching practice? (Choose all that apply.)

| | N | Percent |
|---|-----|---------|
| Online, asynchronously (Video recordings) | 138 | 23.70% |
| Online, self-paced (Primarily text-based content, documentation, screenshots) | 129 | 22.20% |
| Online, synchronously (Live webinar) | 120 | 20.60% |
| In person, with peers | 100 | 17.20% |
| In person, individually | 95 | 16.30% |
| Total | 582 | 100.0% |

Faculty responded to the question: **'Are you aware that Information Technology provides a self-service option to install campus-wide available software directly from your university-owned computer? (Check only one.)'** and seventy percent of faculty reported 'Yes' there are aware.

Are you aware that Information Technology provides a self-service option to install campus-wide available software directly from your university-owned computer?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 81 | 29.8 | 29.8 | 29.8 |
| | Yes | 191 | 70.2 | 70.2 | 100.0 |
| | Total | 272 | 100.0 | 100.0 | |

Faculty responded to the open-ended text-based verbatim response question **'What specific training would you like to see offered at the Faculty Technology Center that currently does not exist?'** and the Faculty identified specific training topics that are offered at the Faculty Technology Center and ranked the topics as follows: 1st Student Response System (i.e., Clickers), 2nd Recording your lecture, 3rd Presentation Software, 4th Air server, and 5th Document Camera.

What specific training would you like to see offered at the Faculty Technology Center that currently does not exist?

| | N | Percent |
|--|----|---------|
| Student Response System (i.e., Clickers) | 66 | 10.0% |

| | | |
|---------------------------------|-----|--------|
| Recording your lecture | 64 | 9.7% |
| Presentation Software | 59 | 8.9% |
| Air server | 54 | 8.2% |
| Document Camera | 54 | 8.2% |
| Other | 53 | 8.0% |
| Classroom Computer | 50 | 7.6% |
| Special software for your field | 47 | 7.1% |
| Streaming video | 45 | 6.8% |
| Blackboard/ Whiteboard | 42 | 6.3% |
| Tablet | 36 | 5.4% |
| Data Projector | 35 | 5.3% |
| Laptop | 32 | 4.8% |
| Zoom | 25 | 3.8% |
| Total | 662 | 100.0% |

Section: Support for Technology

Faculty were also asked: **'When you need technology support for work-related activities, what do you typically do? (Check all that apply)'** overwhelmingly respondents, Contact the IT Help Center (24.9%) or figure it out on my own, Search Google, YouTube, or another online source (20.7%).

When you need technology support for work-related activities, what do you typically do?

| | N | Percent |
|---|-----|---------|
| Contact the IT Help Center | 202 | 24.9% |
| Figure it out on my own, Search Google, YouTube, or another online source | 168 | 20.7% |
| the technical staff assigned to my area | 121 | 14.9% |
| my peers or colleagues | 101 | 12.4% |
| Contact Academic Technology | 67 | 8.3% |
| my family | 39 | 4.8% |
| my students | 32 | 3.9% |
| my friends | 31 | 3.8% |
| Contact the software company or vendor | 24 | 3.0% |
| teaching or research assistants | 10 | 1.2% |
| library staff | 9 | 1.1% |
| Other, please specify: | 8 | 1.0% |
| | 812 | 100.0% |

Section: Current and Future Uses of Technology in Classrooms/Lecture Rooms

Faculty responded to the open-ended text-based question: 'Please enter first classroom you have taught in this semester (Building-Room Number)' most faculty self-reports of 'first' classroom locations, by rank, reveal a plurality of classrooms in the following locations: 1st Sierra Hall, 2nd Jerome Richfield, and 3rd Jacaranda Hall followed by numerous varied locations positioned in the area of campus inclusive of buildings located within the boundaries of Nordhoff, Etiwanda, University and Lindley.

For the previous room (i.e., first classroom you have taught in this semester (Building-Room Number),

Faculty responded to the open-ended text-based question: 'How would you characterize your use of technology when teaching in classrooms/labs? (Select more than one)', over seventy-five percent of faculty characterize their use of technology from three sources of classroom technology: Teaching using the computer (31.4%), projector (28%) and whiteboard (18.4%).

How would you characterize your use of technology when teaching in classrooms/labs?

| | Responses | |
|---|-----------|---------|
| | N | Percent |
| Teach using computer | 227 | 31.4% |
| Projector | 203 | 28.0% |
| Whiteboard | 133 | 18.4% |
| Teaching with classroom technology but using different methods (i.e., untethered, interact with content on student devices, etc.) | 46 | 6.4% |
| Recording lecture in classrooms/labs | 37 | 5.1% |
| HyFlex (The hybrid flexible, or HyFlex, course format is an instructional approach that combines face-to-face (F2F) and online learning.) | 36 | 5.0% |
| Teach with infrequent use of classroom technology | 18 | 2.5% |
| Teach without the use of classroom technology | 24 | 3.3% |
| Total | 724 | 100.0% |

Section: Ease of Use of Technology in Classrooms

Faculty response to the question: 'Did you receive training (formal/informal) prior to re-entering/entering the upgraded classroom spaces?' reports that 25% of the Faculty stated 'Yes.'

Did you receive training (formal/informal) prior to re-entering/entering the upgraded classroom spaces?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | Yes | 68 | 25.0 | 25.0 | 25.0 |
| | No | 204 | 75.0 | 75.0 | 100.0 |
| Total | | 272 | 100.0 | 100.0 | |

Faculty response to the question: 'What type of training did you attend?' reports that a plurality 42.6% of the Faculty stated 'In Person (formal/informal).'

What type of training did you attend?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Online | 17 | 6.3 | 25.0 | 25.0 |
| | In Person (formal/informal) | 29 | 10.7 | 42.6 | 67.6 |
| | Via ad-hoc support | 3 | 1.1 | 4.4 | 72.1 |
| | Canvas Course | 8 | 2.9 | 11.8 | 83.8 |
| | Online resources (PDF's and videos) | 11 | 4.0 | 16.2 | 100.0 |
| | Total | 68 | 25.0 | 100.0 | |
| Missing | System | 204 | 75.0 | | |
| Total | | 272 | 100.0 | | |

Faculty response to the question: **'What type of training did you prefer?'** similarly reports that a plurality 42.6% of the Faculty stated **'In Person (formal/informal).'**

What type of training did you prefer?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Online | 20 | 7.4 | 29.4 | 29.4 |
| | In Person (formal/informal) | 29 | 10.7 | 42.6 | 72.1 |
| | Canvas Course | 8 | 2.9 | 11.8 | 83.8 |
| | Online resources (PDF's and videos) | 11 | 4.0 | 16.2 | 100.0 |
| | Total | 68 | 25.0 | 100.0 | |
| Missing | System | 204 | 75.0 | | |
| Total | | 272 | 100.0 | | |

The twenty-one Faculty verbatim open-ended text-based responses to **'Are there additional training aspects that you would like to see in order to use the technology in the room?'** reveal the following ranked response categories: 1st 'no' (11); 2nd 'technology' (3); and 3rd 'projector' (2).

Faculty response to the question: **'How would you like to see additional training offered to faculty?'** reports that a plurality 32.4% of the Faculty stated **'Online.'**

How would you like to see additional training offered to faculty?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Online | 22 | 8.1 | 32.4 | 32.4 |
| | In Person | 17 | 6.3 | 25.0 | 57.4 |
| | Canvas Course | 13 | 4.8 | 19.1 | 76.5 |
| | Online resources (PDF's and videos) | 16 | 5.9 | 23.5 | 100.0 |

| | | | | |
|---------|--------|-----|-------|-------|
| Total | | 68 | 25.0 | 100.0 |
| Missing | System | 204 | 75.0 | |
| Total | | 272 | 100.0 | |

Faculty response to the open-ended text-based question: **‘Are there specific classroom technology training topics that you would be interested in?’** reports that a plurality of the Faculty stated **‘Student Response System (i.e., Clickers).’**

Faculty were also asked to identify specific training topics that are offered at the Faculty Technology Center. Faculty submitted 662 responses across 13 categories, with the top five listed below by percentage:

1. Student Response System (i.e., Clickers) (10%)
2. Recording your lecture (9.7%)
3. Presentation Software (8.9%)
4. Air server (8.2%)
5. Document Camera (8.2%)

Are there specific classroom technology training topics that you would be interested in?

| | N | Percent |
|--|-----|---------|
| Student Response System (i.e., Clickers) | 66 | 10.0% |
| Recording your lecture | 64 | 9.7% |
| Presentation Software | 59 | 8.9% |
| Air server | 54 | 8.2% |
| Document Camera | 54 | 8.2% |
| Other (open ended) | 53 | 8.0% |
| Classroom Computer | 50 | 7.6% |
| Special software for your field | 47 | 7.1% |
| Streaming video | 45 | 6.8% |
| Blackboard/ Whiteboard | 42 | 6.3% |
| Tablet | 36 | 5.4% |
| Data Projector | 35 | 5.3% |
| Laptop | 32 | 4.8% |
| Zoom | 25 | 3.8% |
| Total | 662 | 100.0% |

The forty-nine Faculty (8%) verbatim responses to **‘Are there specific classroom technology training topics that you would be interested in?’** reveal the following ranked response categories: 1st ‘none’ (12); 2nd ‘classroom technology’ (10) and 3rd ‘no’ (8).

Faculty responded to the open-ended text-based question: **‘What is the major impediment to using new technologies to innovate in learning spaces (Check all that apply)’**, Faculty expressed that their lack of time (23.3%) is the major impediment to using new technologies. The faculty report of Lack of technology available (16.6%) may be a result of their Shortage of time to identify and learn about the existent technology IT resources available.

What is the major impediment to using new technologies to innovate in learning spaces?

| | Responses | |
|--|-----------|---------|
| | N | Percent |
| Shortage of time | 111 | 23.3% |
| Lack of technology available | 79 | 16.6% |
| Not enough support staff to help me | 62 | 13.0% |
| Lack of infrastructure | 58 | 12.2% |
| None | 50 | 10.5% |
| Unable to access a classroom that can support the technology | 45 | 9.5% |
| Training not offered | 38 | 8.0% |
| Other (open ended) | 33 | 6.9% |
| Total | 476 | 100% |

The thirty-four (6.9%) Faculty open-ended text-based verbatim responses to 'What is the major impediment to using new technologies to innovate in learning spaces?' reveal the following ranked response categories: 1st 'technology' (9); 2nd 'classroom technology' (4) and 3rd 'projector' (4).

Faculty response to the question: 'With regard to Classroom Technology, I Need...' reports that a plurality 24.66% of the Faculty stated 'More access to technology tools to integrate in my classroom instruction.'

With regard to Classroom Technology, I Need...

| | N | Percent |
|--|-----|---------|
| More training how to use technology | 78 | 17.81% |
| More technical support for computers and applications | 94 | 21.46% |
| More access to technology tools to integrate in my classroom instruction | 108 | 24.66% |
| More opportunities to collaborate with colleagues on how to use technology | 58 | 13.24% |
| More options for professional development in the areas of technology | 100 | 22.83% |
| Total | 438 | 100% |

Section: Areas of Improvement / Technical Needs

Faculty response to the question: 'How often do you use the following technologies in your teaching?' reports that a plurality 45.59% of the Faculty designated 'All the time' only to the category resource 'Classroom Computer.'

How often do you use the following technologies in your teaching?

| | Never | | Rarely | | Occasionally | | Frequently | | All the time | N |
|-----------------------|--------|-----|--------|----|--------------|----|------------|----|--------------|-----|
| Classroom Computer | 19.12% | 52 | 7.72% | 21 | 8.09% | 22 | 19.49% | 53 | 45.59% | 124 |
| Laptop | 12.87% | 35 | 8.09% | 22 | 12.87% | 35 | 21.69% | 59 | 44.49% | 121 |
| Presentation Software | 22.06% | 60 | 5.15% | 14 | 13.60% | 37 | 19.12% | 52 | 40.07% | 109 |
| Data Projector | 40.07% | 109 | 5.51% | 15 | 7.72% | 21 | 11.40% | 31 | 35.29% | 96 |

| | | | | | | | | | | |
|--|--------|-----|--------|----|--------|----|--------|----|--------|----|
| Blackboard/ Whiteboard | 22.43% | 61 | 13.24% | 36 | 21.32% | 58 | 19.49% | 53 | 23.53% | 64 |
| Video conferencing | 32.72% | 89 | 8.82% | 24 | 17.65% | 48 | 23.16% | 63 | 17.65% | 48 |
| Special software for your field | 44.85% | 122 | 11.76% | 32 | 15.81% | 43 | 12.87% | 35 | 14.71% | 40 |
| Recording your lecture | 41.54% | 113 | 11.40% | 31 | 18.75% | 51 | 15.07% | 41 | 13.24% | 36 |
| Tablet | 52.21% | 142 | 14.34% | 39 | 15.44% | 42 | 6.99% | 19 | 11.03% | 30 |
| Streaming video | 38.60% | 105 | 15.81% | 43 | 18.38% | 50 | 17.65% | 48 | 9.56% | 26 |
| Other (open ended) | 83.46% | 227 | 3.31% | 9 | 5.51% | 15 | 2.94% | 8 | 4.78% | 13 |
| Document Camera | 71.32% | 194 | 12.13% | 33 | 10.29% | 28 | 3.31% | 9 | 2.94% | 8 |
| Student Response System (i.e., Clickers) | 78.31% | 213 | 10.66% | 29 | 6.25% | 17 | 2.57% | 7 | 2.21% | 6 |

The 'Other' category's (13) faculty verbatim responses to the previous question: 'How often do you use the following technologies in your teaching?' reveal respondents did not specify additional textual information—the verbatim responses were intentionally left blank by the respondents.

The Faculty 257 responses to the open-ended text-based response only question: 'What online resources, if any, do you access during your classes? (Box, Canvas, GoogleDocs, etc.)?' yielded five major resource areas ranked: 1st canvas, 2nd google docs, 3rd box, 4th youtube and 5th zoom.

What online resources, if any, do you access during your classes? (Box, Canvas, GoogleDocs, etc.)?

| | N | Percent |
|------------|-----|---------|
| canvas | 217 | 43.84% |
| googledocs | 134 | 27.07% |
| box | 86 | 17.37% |
| youtube | 38 | 7.68% |
| zoom | 20 | 4.04% |
| Total | 495 | |

The faculty responded 'Yes' (28.3%) and affirmed there is 'Is there a specific classroom (or building) you really like, which might serve as a model for future renovations? If yes, please enter into the text box the specific classroom (or building).'

Is there a specific classroom (or building) you really like, which might serve as a model for future - Selected Choice

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | Yes | 77 | 28.3 | 28.3 | 28.3 |
| | No | 195 | 71.7 | 71.7 | 100.0 |
| Total | | 272 | 100.0 | 100.0 | |

The faculty who responded 'Yes' and included a comment identifying a building, to the open-ended text-based response only question: 'Is there a specific classroom (or building) you really like, which might serve as a model for future renovations? If yes, please enter into the text box the specific classroom (or building).'

yielded four specific classroom building areas ranked: 1st Jacaranda, 2nd Bookstein 3rd Manzanita, and 4th Education.

| | | |
|-----------|---|--------|
| Jacaranda | 8 | 15.38% |
| Bookstein | 7 | 13.46% |
| Manzanita | 6 | 11.54% |
| Education | 5 | 9.62% |
| Sierra | 4 | 7.69% |

| | | |
|------------------|----|---------|
| Monterey | 4 | 7.69% |
| Eucalyptus | 4 | 7.69% |
| Chaparral | 3 | 5.77% |
| Jerome Richfield | 3 | 5.77% |
| Kurland | 3 | 5.77% |
| Chaparral | 3 | 5.77% |
| Engineering | 2 | 3.85% |
| Total | 52 | 100.00% |

The faculty responding 'Yes' (40.1%) and affirmed there 'Is there a classroom (or building) you really dislike, which should be improved sooner rather than later? - Selected Choice'.

Is there a classroom (or building) you really dislike, which should be improved sooner rather than later? - Selected Choice

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----|-----------|---------|---------------|--------------------|
| Valid | Yes | 109 | 40.1 | 40.1 | 40.1 |
| | No | 163 | 59.9 | 59.9 | 100.0 |
| Total | | 272 | 100.0 | 100.0 | |

The faculty who responded, 'Yes' and included a comment identifying a building, to the open-ended text-based response only question: 'Is there a classroom (or building) you really dislike, which should be improved sooner rather than later? - Selected Choice' yielded four specific classroom building areas ranked: 1st Sierra, 2nd Jerome Richfield ,3rd Jacaranda and 4th Bookstein.

| | | |
|-----------------------------|-----|--------|
| Sierra | 38 | 35.51% |
| Jerome Richfield | 21 | 19.63% |
| Jacaranda | 12 | 11.21% |
| Bookstein | 6 | 5.61% |
| Eucalyptus | 6 | 5.61% |
| Education | 4 | 3.74% |
| Manzanita | 3 | 2.80% |
| Monterey | 3 | 2.80% |
| Sequoia | 3 | 2.80% |
| Art Gallery | 2 | 1.87% |
| Nordhoff | 2 | 1.87% |
| Sagebrush | 2 | 1.87% |
| Art Design | 1 | 0.93% |
| Charles H. Noski Auditorium | 1 | 0.93% |
| Live Oak | 1 | 0.93% |
| Total | 107 | 100% |

What is the most significant challenge (i.e., outdated equipment, lighting, broken furniture, etc.) you experience while teaching in a classroom or lab that affects student learning?

The Faculty 169 responses (62.1%) to the prior open-ended text-based question: 'Is there a classroom (or building) you really dislike, which should be improved sooner rather than later? - Selected Choice' that included and identified a specific element to the open-ended text based response only question: 'What is the most significant challenge (i.e., outdated equipment, lighting, broken furniture, etc.) you experience while teaching in a classroom or lab that affects student learning?' yielded seven major resource areas described as outdated and/or broken: 1st equipment, 2nd computer, 3rd laptop, 4th projector, 5th furniture, 6th technology, and 7th whiteboard.

| | N | Percent |
|------------|----|---------|
| equipment | 34 | 37.36% |
| computer | 14 | 15.38% |
| laptop | 12 | 13.19% |
| projector | 12 | 13.19% |
| furniture | 7 | 7.69% |
| technology | 6 | 6.59% |
| whiteboard | 6 | 6.59% |
| Total | 91 | 100.00% |

The faculty 227 responses (83%) to the open-ended text-based response only question: 'What is the most important change that could be made in the learning spaces to facilitate teaching and learning? (Please describe the most important change)' yielded seven major resource areas described as outdated and/or broken: 1st rooms, 2nd technology, 3rd computer, 4th software 5th projectors 6th screens and laptop 7th.

What is the most important change that could be made in the learning spaces to facilitate teaching and learning? (Please describe the most important change)

| | | |
|-------------|-----|--------|
| rooms | 69 | 24.64% |
| technology | 48 | 17.14% |
| computer | 39 | 13.93% |
| software | 24 | 8.57% |
| projectors | 21 | 7.50% |
| screen | 18 | 6.43% |
| laptop | 17 | 6.07% |
| furniture | 13 | 4.64% |
| Sound Audio | 8 | 2.86% |
| whiteboard | 6 | 2.14% |
| hardware | 5 | 1.79% |
| camera | 4 | 1.43% |
| blackboards | 3 | 1.07% |
| microphones | 3 | 1.07% |
| ventilation | 2 | 0.71% |
| Total | 280 | 100% |

Section: Classroom/Lecture Room Support

Please indicate your general level of agreement with the following statements regarding the technical assistance you received for support in the lecture room:

Over eighty percent of faculty agree to strongly agree with the question: 'The technician was able to solve the problem(s)'

The technician was able to solve the problem(s)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly disagree | 13 | 4.8 | 4.8 | 4.8 |
| | Disagree | 31 | 11.4 | 11.4 | 16.2 |
| | Agree | 141 | 51.8 | 51.8 | 68.0 |
| | Strongly agree | 87 | 32.0 | 32.0 | 100.0 |
| | Total | 272 | 100.0 | 100.0 | |

Over eighty-one percent of faculty agree to strongly agree with the question: 'I am satisfied with the support I received.'

I am satisfied with the support I received

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly disagree | 14 | 5.1 | 5.1 | 5.1 |
| | Disagree | 35 | 12.9 | 12.9 | 18.0 |
| | Agree | 135 | 49.6 | 49.6 | 67.6 |
| | Strongly agree | 88 | 32.4 | 32.4 | 100.0 |
| | Total | 272 | 100.0 | 100.0 | |

Section: Faculty Technology Center and Academic Technology

Faculty response to the open-ended text-based response question: 'How do you normally find out about new technologies offered by the Faculty Technology Center?' reported that they normally find out about new technologies offered by the Faculty Technology Center: 1st Colleagues (28.2%) and 2nd AT Newsletter (21.0%).

How do you normally find out about new technologies offered by the Faculty Technology Center?

| | | Responses | |
|-------|---------------|-----------|---------|
| | | N | Percent |
| | Colleagues | 117 | 28.2% |
| | FTC Workshops | 68 | 16.4% |
| | Newsletter | 87 | 21.0% |
| | Social media | 7 | 1.7% |
| | Website | 73 | 17.6% |
| | Other | 63 | 15.2% |
| Total | | 415 | 100.0% |

The faculty responses self-categorized as **Other** (63), 57 (62.1%) to the previous question 'How do you normally find out about new technologies offered by the Faculty Technology Center?' included and identified a specific source reveals the following ranked response categories: 1st email; 2nd ftc, and 3rd faculty.

| | | |
|-----------|----|--------|
| email | 36 | 78.26% |
| ftc | 4 | 8.70% |
| faculty | 3 | 6.52% |
| meetings | 2 | 4.35% |
| workshops | 1 | 2.17% |
| Total | 57 | 100% |

Faculty 272 reported in response to the question: How would you prefer to receive communications from the Faculty Technology Center? And ranked the following sources: 1st Email, 2nd Newsletter, 3rd, Social Media and 4th Other.

How would you prefer to receive communications from the Faculty Technology Center? - Selected Choice

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------|-----------|---------|---------------|--------------------|
| Valid | Email | 220 | 80.9 | 80.9 | 80.9 |
| | Newsletter | 36 | 13.2 | 13.2 | 94.1 |
| | Social media | 2 | .7 | .7 | 94.9 |
| | Other | 14 | 5.1 | 5.1 | 100.0 |
| | Total | 272 | 100.0 | 100.0 | |

The faculty responses self-categorized as ‘Other’ (5.1%) included and identified a specific source to the open-ended text-based response only question: ‘**How would you prefer to receive communications from the Faculty Technology Center?**’ reveals the following ranked response categories: 1st email; 2nd canvas, and 3rd faculty meetings.

Over seventy-five percent of faculty report in response to the question ‘**What kind of information would you like to receive from the Faculty Technology Center?**’ the kind of information they would like to receive from the Faculty Technology Center covering three areas: New technologies available on campus (28.6%), Summer training programs (18.9%) and Updates to existing technology (27.3%).

What kind of information would you like to receive from the Faculty Technology Center?

| | | Responses | |
|-------|--------------------------------------|-----------|---------|
| | | N | Percent |
| | New technologies available on campus | 228 | 28.60% |
| | Updates to existing technology | 218 | 27.30% |
| | Workshops | 190 | 23.80% |
| | Summer training programs | 151 | 18.90% |
| | Other | 11 | 1.40% |
| Total | | 798 | 100.0% |

The faculty responses self-categorized as ‘Other’ (1.4%) included and identified a specific source to the open-ended text-based response only question: ‘**What kind of information would you like to receive from the Faculty Technology Center?**’ reveals the following ranked response categories: 1st none; 2nd Training options, and 3rd on call access.

Faculty response to the question: ‘**Do you follow Academic Technology on Instagram?**’ reports that a majority 96% of the Faculty stated ‘No.’

Do you follow Academic Technology on Instagram?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 261 | 96.0 | 96.0 | 96.0 |
| | Yes | 11 | 4.0 | 4.0 | 100.0 |
| | Total | 272 | 100.0 | 100.0 | |

Faculty response to the question: ‘**Do you follow Academic Technology and Faculty Technology Center on Twitter?**’ reports that a majority 96.3% of the Faculty stated ‘No.’

Do you follow Academic Technology and Faculty Technology Center on Twitter?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 262 | 96.3 | 96.3 | 96.3 |
| | Yes | 10 | 3.7 | 3.7 | 100.0 |
| | Total | 272 | 100.0 | 100.0 | |

Faculty were prompted to **'Please indicate your level of agreement with the following statements regarding the Faculty Technology Center: - The types of services available through the Faculty Technology Center are helpful to me.'**

Faculty response to the subsidiary question, in consideration of the aforementioned general prompt: **'Please indicate your level of agreement with the following statements regarding the Faculty Technology Center:'** reports that a majority 85% Agree to Strongly agree with the statement **'The types of services available through the Faculty Technology Center are helpful to me.'**

Please indicate your level of agreement with the following statements regarding the Faculty Technology Center: - The types of services available through the Faculty Technology Center are helpful to me.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly disagree | 7 | 2.6 | 2.6 | 2.6 |
| | disagree | 32 | 11.8 | 11.8 | 14.3 |
| | Agree | 169 | 62.1 | 62.1 | 76.5 |
| | Strongly agree | 64 | 23.5 | 23.5 | 100.0 |
| | Total | 272 | 100.0 | 100.0 | |

Faculty response to the subsidiary question, in consideration of the aforementioned general prompt: **'Please indicate your level of agreement with the following statements regarding the Faculty Technology Center:'** reports that a majority 83% Agree to Strongly agree with the statement **'The Faculty Technology Center is able to address my problem or question.'**

The Faculty Technology Center is able to address my problem or question.

Please indicate your level of agreement with the following statements regarding the Faculty Technology Center: - The Faculty Technology Center is able to address my problem or question.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly disagree | 7 | 2.6 | 2.6 | 2.6 |
| | Disagree | 37 | 13.6 | 13.6 | 16.2 |
| | Agree | 165 | 60.7 | 60.7 | 76.8 |
| | Strongly agree | 63 | 23.2 | 23.2 | 100.0 |
| | Total | 272 | 100.0 | 100.0 | |

The faculty 93 responses (34%) to the open-ended text-based response only question: **'Do you have any additional comments to share with Information Technology'** yielded five major resource theme areas: 1st

None, 2nd Overall general increase in IT support to faculty, 3rd consultation support, 4th technology support, and 5th tech phone support.

Section: Accessibility

Faculty were prompted to consider: **‘The evolution of technology has fundamentally changed the education system. These advancements have revolutionized access to information that includes providing new ways to make materials accessible to students with disabilities.’**

Faculty responded to the question: **‘In your opinion, who is responsible to ensure the accessibility of technology at CSUN? (Please select all that apply.)’** expressed they are responsible for the content being used in their courses (19%) closely followed by CSUN’s Accessible Technology Initiative (ATI) team (15.6%).

In your opinion, who is responsible to ensure the accessibility of technology at CSUN?

| | N | Percent |
|---|------------|---------------|
| In my capacity as an instructor, I am responsible, even if I didn’t create the content being used in my academic course | 171 | 19.0% |
| Any person who created content for an academic course, which may include a web page, video, quiz, document, etc. | 121 | 13.5% |
| Publishers who develop content for use in academic courses | 124 | 13.8% |
| Publishers who develop content for use in academic courses | 92 | 10.2% |
| Vendors who develop software platforms or interfaces for use in academic courses | 118 | 13.1% |
| CSUN’s Accessible Technology Initiative (ATI) team | 140 | 15.6% |
| CSUN’s Division of Information Technology (IT) | 133 | 14.8% |
| Total | 899 | 100.0% |

Faculty response to the question: **‘In your role as an instructor, do you purchase, request or recommend for purchase, create, or acquire software or other technology? (Please select one).’** reports that a majority 56% of the Faculty stated **‘No.’**

|

In your role as an instructor, do you purchase, request or recommend for purchase, create, or acquire software or other technology? (Please select one)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------|------------|--------------|---------------|--------------------|
| Valid | Yes | 119 | 43.8 | 43.8 | 43.8 |
| | No | 153 | 56.3 | 56.3 | 100.0 |
| | Total | 272 | 100.0 | 100.0 | |

Faculty response to the subsidiary question, Faculty responding **‘Yes’** to the prior question: **‘In your role as an instructor, do you purchase, request or recommend for purchase, create, or acquire software or other technology? (Please select one).’** responded to the question: **‘If so, how often do you consider the accessibility of the technology, balanced against other requirements? (Please select one.)’** reveals that a majority 68% Always to Usually consider this factor.

If so, how often do you consider the accessibility of the technology, balanced against other requirements? (Please select one.)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------|-----------|---------|---------------|--------------------|
| Valid | Always | 42 | 15.4 | 35.3 | 35.3 |
| | Usually | 39 | 14.3 | 32.8 | 68.1 |
| | About Half the Time | 23 | 8.5 | 19.3 | 87.4 |
| | Seldom | 14 | 5.1 | 11.8 | 99.2 |
| | Never | 1 | .4 | .8 | 100.0 |
| | Total | 119 | 43.8 | 100.0 | |
| Missing | System | 153 | 56.3 | | |
| Total | | 272 | 100.0 | | |

Faculty responded to the question: **'Did you know that CSUN provides assistance (resources, training and support) to ensure that a technology or communication is accessible?'** reports that a majority 76% of the Faculty stated **'Yes.'**

Did you know that CSUN provides assistance (resources, training and support) to ensure that a technology or communication is accessible?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | Yes | 209 | 76.8 | 76.8 | 76.8 |
| | No | 63 | 23.2 | 23.2 | 100.0 |
| | Total | 272 | 100.0 | 100.0 | |

Faculty responded to the question: **'Have you ever contacted any of the following for such assistance: (Please select all that apply.)'** reported they contacted the IT Help Center regarding accessibility of technology assistance (37%) closely followed by Faculty Technology Center (27.9%).

Have you ever contacted any of the following for such assistance:

(Please select all that apply.) - Selected Choice ?

| | | Responses | |
|-------|-------------------------------------|-----------|---------|
| | | N | Percent |
| | College or division ATI Coordinator | 49 | 10.4% |
| | Universal Design Center | 74 | 15.8% |
| | Faculty Technology Center | 131 | 27.9% |
| | IT Help Center | 176 | 37.5% |
| | Other (please specify) | 39 | 8.3% |
| Total | | 469 | 100.0% |

The faculty 39 responses (8.3%) to the open-ended text-based **'Other'** response category to the question: **'Have**

you ever contacted any of the following for such assistance' yielded five major resource areas: 1st None, 2nd dres, 3rd youtube, 4th ncod, and 5th library.

The Faculty 75 responses (27%) to the open-ended text-based response to the question: '**Please provide any additional suggestions you have to improve information technology services and support for faculty at CSUN**' yielded five major resource areas: 1st IT DRES/NCOD accessibility, 2nd IT available contact time, 3rd IT support, 4th IT faculty help, and 5th need for content specific help.

The Student Survey

CSUN IT Student Survey APRIL 2022

Section: About You

When examining the demographic data for students current academic standing rates, students responded to the question: **'What best describes your current academic standing?'** and the sophomore class was significantly under-represented, while senior students were slightly over-represented.

What best describes your current academic standing?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|------------------|-----------|---------|---------------|--------------------|
| Valid | Freshman | 286 | 14.0 | 14.0 | 14.0 |
| | Sophomore | 192 | 9.4 | 9.4 | 23.4 |
| | Junior | 583 | 28.6 | 28.6 | 52.0 |
| | Senior | 610 | 29.9 | 29.9 | 82.0 |
| | Graduate student | 368 | 18.0 | 18.0 | 100.0 |
| | Total | 2039 | 100.0 | 100.0 | |

Students responded to the question: **'Are you a full-time or part-time student?'** revealing small differences in student's attendance status, with full-time being over-represented. The colleges were well-represented in the data.

Are you a full-time or part-time student?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------------|-----------|---------|---------------|--------------------|
| Valid | Full - time | 1750 | 85.8 | 85.8 | 85.8 |
| | Part - time | 289 | 14.2 | 14.2 | 100.0 |
| | Total | 2039 | 100.0 | 100.0 | |

Students responded to the question: **'In which CSUN College does your major reside?'** and overwhelmingly, the Social & Behavioral Sciences singularly comprised over one-fifth (20.1%) of the student population of CSUN.

In which CSUN College does your major reside?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--|-----------|---------|---------------|--------------------|
| Valid | David Nazarian College of Business and Economics | 271 | 13.3 | 13.3 | 13.3 |
| | Engineering & Computer Science | 289 | 14.2 | 14.2 | 27.5 |
| | Health & Human Development | 298 | 14.6 | 14.6 | 42.1 |
| | Humanities | 98 | 4.8 | 4.8 | 46.9 |

| | | | | |
|---|------|-------|-------|-------|
| Michael D. Eisner College of Education | 131 | 6.4 | 6.4 | 53.3 |
| Mike Curb College of Arts, Media, & Communication | 240 | 11.8 | 11.8 | 65.1 |
| Science & Mathematics | 142 | 7.0 | 7.0 | 72.0 |
| Social & Behavioral Sciences | 409 | 20.1 | 20.1 | 92.1 |
| The Tseng College | 112 | 5.5 | 5.5 | 97.6 |
| I have not declared a major | 49 | 2.4 | 2.4 | 100.0 |
| Total | 2039 | 100.0 | 100.0 | |

Students responded to the question: '**Are you a transfer student?**' and a significant majority (58.4%) of respondents are not transfer students and a significant contingent of student respondents (30.9%) do not know their Pell grant eligibility status.

Are you a transfer student?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | No | 1190 | 58.4 | 58.4 | 58.4 |
| | Yes | 849 | 41.6 | 41.6 | 100.0 |
| | Total | 2039 | 100.0 | 100.0 | |

Students responded to the question: '**Have you ever been eligible for a Pell Grant?**' and a majority indicate they realize they were eligible.

Have you ever been eligible for a Pell Grant?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|--------------|-----------|---------|---------------|--------------------|
| Valid | No | 367 | 18.0 | 18.0 | 18.0 |
| | Yes | 1041 | 51.1 | 51.1 | 69.1 |
| | I don't know | 631 | 30.9 | 30.9 | 100.0 |
| | Total | 2039 | 100.0 | 100.0 | |

Students responded to the question: '**What is your ethnic background?**' The majority of student respondents identify as LatinX (41.3%).

What is your ethnic background?

| | Responses | | Percent of Cases |
|-------------------|-----------|---------|------------------|
| | N | Percent | |
| African American | 122 | 5.5% | 6.0% |
| American Indian | 23 | 1.0% | 1.1% |
| Asian American | 239 | 10.7% | 11.7% |
| LatinX | 921 | 41.3% | 45.2% |
| Pacific Islander | 20 | 0.9% | 1.0% |
| White | 520 | 23.3% | 25.5% |
| International | 104 | 4.7% | 5.1% |
| Other | 192 | 8.6% | 9.4% |
| Prefer not to say | 91 | 4.1% | 4.5% |
| Total | 2232 | 100.0% | 109.5% |

Section: Technology Used for CSUN-Related Work
Technologies Used in Your Academic Work

Students responded to the question: **'Which of the following device(s) do you use for CSUN-related work? (Check all that apply.)'** laptop computer was the most frequent response (40.2%), followed by smartphone (26.8%).

| | Frequency | Percent |
|---|-----------|---------|
| Desktop computer | 544 | 12.2% |
| Laptop computer | 1787 | 40.2% |
| Smartphone | 1189 | 26.8% |
| Tablet | 770 | 17.3% |
| Wearable technology (e.g., fitness device, smart watch) | 100 | 2.3% |
| Other (please specify) | 32 | 0.7% |
| None | 19 | 0.4% |
| Total | 4441 | 100.0% |

Student response to the previous question: **'Which of the following device(s) do you use for CSUN-related work? (Check all that apply.)'** open-ended text-based **'Other'** category and ranked the devices as follows: 1st apple ipad, 2nd hotspot and 3rd fitbit.

Section: Canvas

Student response to the question: 'I find the following Canvas features increase my course engagement when learning.' reports that a plurality 59.88% of the Students designated 'Strongly Agree' to the category resource 'Recorded Lectures.'

| Features | Disagree | | Strongly Disagree | | Agree | | Strongly Agree | | Total |
|--|----------|-----|-------------------|-----|--------|-----|----------------|------|-------|
| Recorded Lectures | 4.68% | 88 | 1.91% | 36 | 33.53% | 631 | 59.88% | 1127 | 1882 |
| Assignments | 2.26% | 44 | 0.56% | 11 | 39.71% | 774 | 57.47% | 1120 | 1949 |
| Grades/Feedback/Gradebook Messaging | 3.73% | 71 | 0.84% | 16 | 37.26% | 709 | 58.17% | 1107 | 1903 |
| Announcements/Notifications | 3.30% | 64 | 1.29% | 25 | 40.53% | 785 | 54.88% | 1063 | 1937 |
| Quizzes | 3.12% | 59 | 1.16% | 22 | 50.19% | 948 | 45.53% | 860 | 1889 |
| Textbook/Publisher integration (RedShelf/Cengage/Follet/McGraw-Hill) | 10.36% | 160 | 5.31% | 82 | 44.98% | 695 | 39.35% | 608 | 1545 |
| Discussions | 15.01% | 283 | 5.73% | 108 | 47.69% | 899 | 31.56% | 595 | 1885 |
| Chat | 24.87% | 429 | 8.93% | 154 | 40.41% | 697 | 25.80% | 445 | 1725 |
| Canvas Studio | 19.49% | 184 | 8.05% | 76 | 38.35% | 362 | 34.11% | 322 | 944 |
| Panopto | 23.61% | 220 | 12.66% | 118 | 39.48% | 368 | 24.25% | 226 | 932 |
| GoReact | 22.58% | 184 | 12.39% | 101 | 38.04% | 310 | 26.99% | 220 | 815 |
| Pronto | 25.79% | 238 | 13.43% | 124 | 39.54% | 365 | 21.24% | 196 | 923 |

When students were asked the question: 'Do you think learning would be improved if all academic courses were structured similarly in Canvas?', the response was overwhelmingly 'Yes' (75.9%).

Do you think learning would be improved if all academic courses were structured similarly in Canvas?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------|-----------|---------|---------------|--------------------|
| Valid | No | 113 | 5.5 | 5.7 | 5.7 |
| | Yes | 1548 | 75.9 | 78.7 | 84.4 |
| | I don't know | 306 | 15.0 | 15.6 | 100.0 |
| | Total | 1967 | 96.5 | 100.0 | |
| Missing | System | 72 | 3.5 | | |
| Total | | 2039 | 100.0 | | |

Section: Technology (IT) Support Services

Students responded to the question: 'Are you aware that LinkedIn Learning, which offers a wide range of courses and in some cases, Certificates of Completion, is available at no cost to you?', the response was overwhelmingly 'No' (67.66%).

Are you aware that LinkedIn Learning, which offers a wide range of courses and in some cases, Certificates of Completion, is available at no cost to you?

| | Frequency | Percent |
|-------|-----------|---------|
| No | 1274 | 67.66% |
| Yes | 609 | 32.34% |
| Total | 1883 | 100.0% |

Students responded to the question: 'Are you aware that myCSUNsoftware, which provides anywhere/anytime access to many software applications, is available at no cost to you?', the response was 'Yes' (54.43%).

Are you aware that myCSUNsoftware, which provides anywhere/anytime access to many software applications, is available at no cost to you?

| | Frequency | Percent |
|-------|-----------|---------|
| No | 858 | 45.57% |
| Yes | 1025 | 54.43% |
| Total | 1883 | 100.0% |

The 1304 student verbatim responses to open-ended text-based question 'Which software application(s) would you like to see added to myCSUNsoftware? (Please specify)' reveal the following ranked response categories: 1st Adobe Suite product and 2nd Microsoft product line and 3rd AOP: Video and Animation Production. Note: In the table below, the acronym AOP (Aggregated Other Products) indicates numerous and various separate software products within those categories prefixed with the identifier AOP.

Which software application(s) would you like to see added to myCSUNsoftware? (Please specify)

| | Frequency | Percent |
|---|-----------|---------|
| Adobe Product Line | 159 | 42.74 |
| Microsoft Product Line | 81 | 21.77 |
| AOP: Video and Animation Production | 36 | 9.68 |
| AOP: Engineering | 17 | 4.57 |
| AOP: Music production | 14 | 3.76 |
| AOP: Grammar and Reference | 13 | 3.49 |
| AOP: Computer Languages and Development | 13 | 3.49 |
| AOP: Statistics | 11 | 2.96 |
| AOP: Screen Writing | 6 | 1.61 |
| AOP: Money and Banking: Financial and Taxation Software | 6 | 1.61 |
| AOP: Anti-Virus | 6 | 1.61 |
| AOP: Business Networking | 5 | 1.34 |
| AOP: Learning Education | 1 | 1.08 |
| Total | 372 | 100.0 |

Students responded to the question: **'Are you aware that myCSUNbox, CSUN's secure cloud-based file storage and collaboration solution, which provides access to content any time and from any device, is available at no cost to you?'**, the response was 'Yes' (50.13%).

Are you aware that myCSUNbox, CSUN's secure cloud-based file storage and collaboration solution, which provides access to content any time and from any device, is available at no cost to you?

| | Frequency | Percent |
|-------|-----------|---------|
| No | 939 | 49.87% |
| Yes | 944 | 50.13% |
| Total | 1883 | 100.0% |

Students responded to the question: **'Are you aware that the Device Loaner Program is available at no cost to you?'** the response was overwhelmingly 'Yes' (68.28%).

Are you aware that the Device Loaner Program is available at no cost to you?

| | Frequency | Percent |
|-------|-----------|---------|
| Yes | 1281 | 68.28% |
| No | 595 | 31.72% |
| Total | 1883 | 100.0% |

When students responded to the question: **'If you have forgotten your password, are you aware that Information Technology provides a Self-Service Password Reset tool?'** the response was overwhelming 'Yes' (65.2%).

If you have forgotten your password, are you aware that Information Technology provides a Self-Service Password Reset tool?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | No | 554 | 27.2 | 29.4 | 29.4 |
| | Yes | 1329 | 65.2 | 70.6 | 100.0 |
| | Total | 1883 | 92.3 | 100.0 | |
| Missing | System | 156 | 7.7 | | |
| Total | | 2039 | 100.0 | | |

Students were prompted to: **'Please indicate your level of agreement with the following statements regarding the IT Help Center.'** Students considering the prompt: **'Please indicate your level of agreement with the following statements regarding the IT Help Center'** reveals student agreement of nearly seventy-six percent agreeing to strongly agreeing **'The types of services available from the IT Help Center are helpful to me.'**

The types of services available from the IT Help Center are helpful to me.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly disagree | 225 | 11.0 | 12.0 | 12.0 |
| | Disagree | 109 | 5.3 | 5.8 | 17.8 |
| | Agree | 1065 | 52.2 | 56.6 | 74.4 |
| | Strongly agree | 482 | 23.6 | 25.6 | 100.0 |
| | Total | 1881 | 92.3 | 100.0 | |
| Missing | System | 158 | 7.7 | | |
| Total | | 2039 | 100.0 | | |

Students were prompted to: **'Please indicate your level of agreement with the following statements regarding the IT Help Center.'** Students considering the prompt: **'Please indicate your level of agreement with the following statements regarding the IT Help Center'** reveals student agreement of nearly seventy-seven percent agreeing to strongly agreeing **'The IT Help Center is able to address my problem or question.'**

The IT Help Center is able to address my problem or question

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly disagree | 215 | 10.5 | 11.5 | 11.5 |
| | Disagree | 87 | 4.3 | 4.7 | 16.2 |
| | Agree | 1132 | 55.5 | 60.6 | 76.7 |
| | Strongly agree | 435 | 21.3 | 23.3 | 100.0 |
| | Total | 1869 | 91.7 | 100.0 | |
| Missing | System | 170 | 8.3 | | |
| Total | | 2039 | 100.0 | | |

Section: Communication

Student response to the question: **'How do you learn about new and existing technology related services offered by California State University Northridge? (Check all that apply.)'** ranked the sources: 1st Email, 2nd Other students and 3rd Campus website.

| | Frequency | Percent |
|---|-----------|---------|
| Campus website | 696 | 22.1% |
| Email | 1332 | 42.3% |
| Other students | 737 | 23.4% |
| Social media (e.g., Instagram, Twitter) | 286 | 9.1% |
| Other (please explain) | 96 | 3.1% |
| Total | 3147 | 100.0% |

Student response to the previous open-ended 'Other (please explain) text-based response category in the question: **'How do you learn about new and existing technology related services offered by**

California State University Northridge?’ ranked the sources as follows: 1st professor, 2nd class, and 3rd staff.

Students responded to the question: ‘**How would you prefer receiving communications about new and existing technology related services offered by California State University Northridge? (Check all that apply.)**’ revealing the preferred channel of message and information delivery is Email (57.1%) followed by the Campus web site (19.7%) and social media (12.8%)

How would you prefer receiving communications about new and existing technology related services offered by California State University Northridge?

| | Responses | | Percent of Cases |
|---|-------------|---------------|------------------|
| | N | Percent | |
| Campus website | 578 | 19.7% | 31.2% |
| Email | 1678 | 57.1% | 90.5% |
| Other students | 259 | 8.8% | 14.0% |
| Social media (e.g., Instagram, Twitter) | 376 | 12.8% | 20.3% |
| Other (please explain) | 49 | 1.7% | 2.6% |
| Total | 2940 | 100.0% | 158.5% |

Student response (1.7%) to the previous open-ended ‘**Other (please explain)**’ text-based response category in the question: ‘**How would you prefer receiving communications about new and existing technology related services offered by California State University Northridge?**’ indicate their verbatim responses did not specify additional information—the verbatim responses were left blank by the respondents.

Student response to the question: ‘**What type of information would you be interested in receiving from Information Technology? (Check all that apply)**’ ranked the sources: 1st New technologies available on campus, 2nd Updates to existing technology available on campus and 3rd I am not interested in receiving information.

What type of information would you be interested in receiving from Information Technology?

| | Responses | | Percent of Cases |
|--|-------------|---------------|------------------|
| | N | Percent | |
| I am not interested in receiving information | 294 | 10.7% | 15.8% |
| New technologies available on campus | 1388 | 50.4% | 74.8% |
| Updates to existing technology available on campus | 1054 | 38.3% | 56.8% |
| Other (please explain) | 19 | 0.7% | 1.0% |
| Total | 2755 | 100.0% | 148.5% |

Student response to the previous question: **‘What type of information would you be interested in receiving from Information Technology? (Check all that apply)’** open-ended text-based **‘Other (please explain)’** response category and ranked the sources as follows: 1st technology updates and 2nd software tutorials.

Students responded to the question: **‘Do you follow Information Technology on social media (select all that apply)’** and a majority report **Twitter as the social media channel?’** reporting **‘No’**, overall choice of social media channels, Twitter (51%) and Instagram (30%).

Do you follow Information Technology on social media?

| | Responses | | Percent of Cases |
|---------------|-----------|---------|------------------|
| | N | Percent | |
| Twitter Yes | 191 | 6.0% | 10.3% |
| Twitter No | 1650 | 51.9% | 89.3% |
| Instagram Yes | 366 | 11.5% | 19.8% |
| Instagram No | 975 | 30.6% | 52.8% |
| Total | 3182 | 100.0% | 172.2% |

Section: Accessibility

Students responded to the question: **‘Have you ever encountered a barrier while trying to use any campus technology (course content, materials, or any technology used for a course or other campus activity)?’** and overwhelmingly (64%) indicate **‘No.’**

Have you ever encountered a barrier while trying to use any campus technology (course content, materials, or any technology used for a course or other campus activity)?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | Yes | 652 | 32.0 | 35.2 | 35.2 |
| | No | 1202 | 59.0 | 64.8 | 100.0 |
| | Total | 1854 | 90.9 | 100.0 | |
| Missing | System | 185 | 9.1 | | |
| Total | | 2039 | 100.0 | | |

The students that responded, **‘Yes’** to the question: **‘Have you ever encountered a barrier while trying to use any campus technology (course content, materials, or any technology used for a course or other campus activity)?’** and then asked the question: **‘What couldn’t you do? (Please select all that apply.)’** indicated a plurality of response (43%) in the category **Follow a link or other navigation’**

| | Frequency | Percent |
|-----------------------------------|-----------|---------|
| Follow a link or other navigation | 795 | 43.00% |
| Other (please describe) | 351 | 19.00% |
| Fill out a form | 281 | 15.20% |

| | | |
|------------------------------|------|--------|
| Hear it or read the captions | 265 | 14.30% |
| Read it | 157 | 8.50% |
| Total | 1849 | 100.0% |

Student response to the subsidiary question: **‘What couldn’t you do?’** to the main previous question: **‘Have you ever encountered a barrier while trying to use any campus technology (course content, materials, or any technology used for a course or other campus activity)?’** as an open-ended text-based **‘Other (please describe)’** category response revealed the ranking as follows: 1st wifi access, 2nd canvas, and 3rd nothing.

Further, Student response to the subsidiary question: **‘What couldn’t you do?’** to the main question: **‘Have you ever encountered a barrier while trying to use any campus technology (course content, materials, or any technology used for a course or other campus activity)?’** as an open-ended **‘Other (please describe)’** category response then were asked the question: **‘What was the technology? (Please select all that apply.)’** indicated **‘Canvas’** as plurality categorical response.

What was the technology? (Please select all that apply.) - Selected Choice

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Canvas | 390 | 19.1 | 25.0 | 25.0 |
| | myNorthridge Portal | 291 | 14.3 | 18.6 | 43.6 |
| | CSUN Mobile App | 112 | 5.5 | 7.2 | 50.8 |
| | myCSUNsoftware | 62 | 3.0 | 4.0 | 54.7 |
| | myCSUNbox | 52 | 2.6 | 3.3 | 58.1 |
| | Other software/app for a course | 121 | 5.9 | 7.7 | 65.8 |
| | PDF, video, or other course content | 169 | 8.3 | 10.8 | 76.6 |
| | CSUN website | 96 | 4.7 | 6.1 | 82.8 |
| | Other (please describe) | 269 | 13.2 | 17.2 | 100.0 |
| | Total | 1562 | 76.6 | 100.0 | |
| Missing | System | 477 | 23.4 | | |
| Total | | 2039 | 100.0 | | |

Student response to the multifold previous question were additionally posed the tertiary question: **‘What was the technology?’** as an open-ended **‘Other (please describe)’** category response revealed the ranking as follows: 1st ‘none-n/a’ 2nd ‘canvas’, and 3rd ‘duo’.

Student response to the question: **‘Do you have any additional comments to share with Information Technology’** as an open-ended text-based response revealed the ranking as follows: 1st no suggestions 2nd canvas needs improvement, and 3rd thank you IT.

The aggregation of the overall positive sentiment response categories (9.16%) express gratitude for the services offered by IT. Furthermore, the no suggestions (no, n/a, none or nope) sentiment coupled with the

overall positive sentiment suggests an 86.8% approval of CSUN IT service delivery.

Students responded to the question: '**Please provide your CSUN email if you would like to be entered into the raffle to win either a \$50 or \$100 Amazon gift card**' reports that student response to enter the raffle was 1696 email address entries.

The Staff Survey

CSUN IT Staff Survey APRIL 2022

Section: About You

Staff responded to the question: 'In which division are you employed?' and reveal staff are the throughout the divisions were well represented.

In which division are you employed?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------|-----------|---------|---------------|--------------------|
| Academic Affairs | 169 | 31.2 | 31.2 | 31.2 |
| Administration and Finance | 108 | 19.9 | 19.9 | 51.1 |
| Information Technology | 54 | 10.0 | 10.0 | 61.1 |
| Student Affairs | 98 | 18.1 | 18.1 | 79.2 |
| University Advancement | 24 | 4.4 | 4.4 | 83.6 |
| Other (please specify) | 83 | 15.3 | 15.3 | 98.9 |
| President's Office | 4 | .7 | .7 | 99.6 |
| The University Corporation | 2 | .4 | .4 | 100.0 |
| Total | 542 | 100.0 | 100.0 | |

The Staff responded to the question: 'How many years have you been employed at CSUN?', and revealed staff with a wide range of years of service at CSUN with the two most common responses being "1-5 years" and "More than 15 years."

How many years have you been employed at CSUN?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------------|-----------|---------|---------------|--------------------|
| Less than 1 | 63 | 11.6 | 11.6 | 11.6 |
| 1-5 | 131 | 24.2 | 24.2 | 35.8 |
| 6-10 | 102 | 18.8 | 18.8 | 54.6 |
| 11-15 | 54 | 10.0 | 10.0 | 64.6 |
| More than 15 | 192 | 35.4 | 35.4 | 100.0 |
| Total | 542 | 100.0 | 100.0 | |

Section: Technologies and Services

The Staff responded to the question: 'Which of the following device(s) do you use for CSUN-related work? (Check all that apply.)', and overwhelmingly, staff reported using a Laptop computer (32%) and their Desktop computer (28%).

Which of the following device(s) do you use for CSUN-related work? (Check all that apply.)

| | Frequency | Percent |
|------------------|-----------|---------|
| Laptop computer | 432 | 32.0% |
| Desktop computer | 373 | 27.6% |

| | | |
|---|------|--------|
| Smartphone | 337 | 24.9% |
| Tablet | 131 | 9.7% |
| Wearable technology (e.g., fitness device, smart watch) | 58 | 4.3% |
| Other (please specify) | 20 | 1.5% |
| None | 1 | 0.1% |
| Total | 1352 | 100.0% |

The staff 15 responses to the ‘**Other (please specify)**’ category within the open-ended text-based response to the question: ‘**Which of the following device(s) do you use for CSUN-related work?**’ yielded three major categorical plurality resource and theme areas: 1st headphones, 2nd laptop, and 3rd phone.

The Staff responded to the question: ‘**Are you aware that LinkedIn Learning, which offers a wide range of courses and in some cases, Certificates of Completion, is available at no cost to you?**’, reporting overwhelming ‘Yes’ (70%).

Are you aware that LinkedIn Learning, which offers a wide range of courses and in some cases, Certificates of Completion, is available at no cost to you?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|---------|---------------|--------------------|
| No | 157 | 29.0 | 30.1 | 30.1 |
| Yes | 364 | 67.2 | 69.9 | 100.0 |
| Total | 521 | 96.1 | 100.0 | |
| Missing | 21 | 3.9 | | |
| Total | 542 | 100.0 | | |

The Staff responded to the question: ‘**Are you aware that myCSUNbox, CSUN's secure cloud-based file storage and collaboration solution, which provides access to content any time and from any device, is available at no cost to you?**’, reporting overwhelming ‘Yes’ (89%).

Are you aware that myCSUNbox, CSUN's secure cloud-based file storage and collaboration solution, which provides access to content any time and from any device, is available at no cost to you?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|---------|---------------|--------------------|
| No | 57 | 10.5 | 10.9 | 10.9 |
| Yes | 464 | 85.6 | 89.1 | 100.0 |
| Total | 521 | 96.1 | 100.0 | |
| Missing | 21 | 3.9 | | |
| Total | 542 | 100.0 | | |

The Staff responded to the question: ‘**Are you aware of Adobe Sign, CSUN's cloud-based e-Signature service that lets you send, sign, track, and manage signature processes using a browser or mobile device?**’, reporting overwhelming ‘Yes’ (92%).

Are you aware of Adobe Sign, CSUN's cloud-based e-Signature service that lets you send, sign, track, and manage signature processes using a browser or mobile device?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-----------|---------|---------------|--------------------|
| No | 43 | 7.9 | 8.3 | 8.3 |
| Yes | 478 | 88.2 | 91.7 | 100.0 |
| Total | 521 | 96.1 | 100.0 | |
| Missing | 21 | 3.9 | | |
| Total | 542 | 100.0 | | |

The Staff responded to the question: **'Are you aware that Information Technology provides a self-service option to install campus-wide available software directly from your state-owned device?'**, reporting overwhelming **'Yes'** (78%).

Are you aware that Information Technology provides a self-service option to install campus-wide available software directly from your state-owned device?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|--------|-----------|---------|---------------|--------------------|
| No | 117 | 21.6 | 22.5 | 22.5 |
| Yes | 404 | 74.5 | 77.5 | 100.0 |
| Total | 521 | 96.1 | 100.0 | |
| System | 21 | 3.9 | | |
| Total | 542 | 100.0 | | |

Staff were provided the following prompt: **'Please indicate your level of agreement with the following statements regarding the IT Help Center'** as they evaluate the following questions.

The Staff responded to the question: **'Please indicate your level of agreement with the following statements regarding the IT Help Center - The types of services available from the IT Help Center are helpful to me'** and report agreement as **'Strongly Agree to Agree'** (94%).

Please indicate your level of agreement with the following statements regarding the IT Help Center - The types of services available from the IT Help Center are helpful to me.

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------------------|-----------|---------|---------------|--------------------|
| Strongly agree | 208 | 38.4 | 40.2 | 40.2 |
| Agree | 277 | 51.1 | 53.6 | 93.8 |
| Disagree | 26 | 4.8 | 5.0 | 98.8 |
| Strongly disagree | 6 | 1.1 | 1.2 | 100.0 |
| Total | 517 | 95.4 | 100.0 | |
| System | 25 | 4.6 | | |
| Total | 542 | 100.0 | | |

The Staff responded to the question: **'Please indicate your level of agreement with the following statements regarding the IT Help Center - The IT Help Center is able to address my problem or**

question. and report agreement as **'Strongly Agree to Agree'** (87%).

Please indicate your level of agreement with the following statements regarding the IT Help Center - **The IT Help Center is able to address my problem or question.**

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------------------|-----------|---------|---------------|--------------------|
| Strongly agree | 189 | 34.9 | 36.8 | 36.8 |
| Agree | 284 | 52.4 | 55.3 | 92.0 |
| Disagree | 34 | 6.3 | 6.6 | 98.6 |
| Strongly disagree | 7 | 1.3 | 1.4 | 100.0 |
| Total | 514 | 94.8 | 100.0 | |
| System | 28 | 5.2 | | |
| Total | 542 | 100.0 | | |

Section: Accessibility

Staff were provided the following prompt: **'The evolution of technology has fundamentally changed the education system. These advancements have revolutionized access to information that includes providing new ways to make materials accessible to students with disabilities. In your opinion, who is responsible to ensure the accessibility of technology at CSUN? (Please select all that apply.)'** as they evaluate the following questions.

The Staff responded to the question: **'In your opinion, who is responsible to ensure the accessibility of technology at CSUN? (select all that apply)'** and report a plurality response (20.25%) **'Any person who creates content, which may include a web page, video, quiz, document, etc.'**

In your opinion, who is responsible to ensure the accessibility of technology at CSUN? (select all that apply)

| | N | Percent |
|---|------|---------|
| Any person who creates content, which may include a web page, video, quiz, document, etc. | 293 | 20.25% |
| Publishers who develop content for use in academic courses | 237 | 16.38% |
| Vendors who develop software platforms or interfaces | 234 | 16.17% |
| CSUN's Accessible Technology Initiative (ATI) team | 330 | 22.81% |
| CSUN's Division of Information Technology (IT) | 328 | 22.67% |
| Other (please specify) | 25 | 1.73% |
| Total | 1447 | 100% |

The staff 21 responses to the **'Other (please specify)'** category within the open-ended text-based response to the previous question: **'In your opinion, who is responsible to ensure the accessibility of technology at CSUN? (select all that apply)'** yielded three major categorical plurality resource and theme areas: 1st everyone/all, 2nd

department, and 3rd developer and Chair.

The Staff responded to the question: **‘Do you purchase, request or recommend for purchase, create, or acquire software or other technology?’**, reporting overwhelming **‘No’** (54%).

Do you purchase, request or recommend for purchase, create, or acquire software or other technology?

| | | Frequency | Percent |
|---------|--------|-----------|---------|
| Valid | Yes | 213 | 39.3 |
| | No | 293 | 54.1 |
| | Total | 506 | 93.4 |
| Missing | System | 36 | 6.6 |
| Total | | 542 | 100.0 |

Staff response to the subsidiary question, Staff responding **‘Yes’** to the prior question: **‘Do you purchase, request or recommend for purchase, create, or acquire software or other technology?’** responded to the question: **‘If so, how often do you consider the accessibility of the technology, balanced against other requirements?’** reveals that a majority 28% **‘Always to Usually’** consider this factor.

If so, how often do you consider the accessibility of the technology, balanced against other requirements?

| | | Frequency | Percent |
|---------|---------------------|-----------|---------|
| Valid | Always | 69 | 12.7 |
| | Usually | 85 | 15.7 |
| | About Half the Time | 23 | 4.2 |
| | Seldom | 23 | 4.2 |
| | Never | 9 | 1.7 |
| | Total | 209 | 38.6 |
| Missing | System | 333 | 61.4 |
| Total | | 542 | 100.0 |

Staff response (29.9%) to the question: **‘Did you know that CSUN provides assistance (resources, training and support) to ensure that a technology or communication is accessible?’** report they know that CSUN provides assistance (resources, training and support) to ensure that a technology or communication is accessible.

Did you know that CSUN provides assistance (resources, training and support) to ensure that a technology or communication is accessible?

| | | Frequency | Percent |
|---------|--------|-----------|---------|
| Valid | Yes | 162 | 29.9 |
| | No | 47 | 8.7 |
| | Total | 209 | 38.6 |
| Missing | System | 333 | 61.4 |
| Total | | 542 | 100.0 |

Staff responded to the question **'Have you ever contacted any of the following for such assistance: (Please select all that apply.)'** reports their point of contact for assistance with technology is largely the IT Help Center (42%) and followed by the Universal Design Center (28.7%).

Have you ever contacted any of the following for such assistance?

| | Responses | |
|-------------------------------------|-----------|---------|
| | N | Percent |
| College or division ATI Coordinator | 35 | 10.7% |
| Universal Design Center | 94 | 28.7% |
| Faculty Technology Center | 29 | 8.9% |
| IT Help Center | 139 | 42.5% |
| Other (please specify) | 30 | 9.2% |
| Total | 327 | 100.0% |

The staff 30 responses to the **'Other (please specify)'** category within the previous open-ended text-based response to the question: **'Have you ever contacted any of the following for such assistance:'** yielded three major categorical plurality resource and theme areas: 1st no, 2nd tech, and 3rd other.