



CALIFORNIA
STATE UNIVERSITY
NORTHRIDGE

Annual Information Technology Survey Report of Faculty, Staff and Students

Spring 2018

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Survey Methodology

Purpose

In Spring 2018, the California State University Northridge (CSUN) Information Technology division conducted a survey of 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.
- Satisfaction with CSUN IT services.

This report presents findings from the three surveys of faculty, staff, and students. The surveys were made available online from 3/5/2018 until 4/18/2018 to all faculty, all staff, and 10,000 students enrolled in the Spring semester. The subset of surveyed students was obtained by drawing a random sample from the total population. The University's Office of Institutional Research constructed the survey sample, while the Information Technology division handled the mechanics of survey coding, scripting, and survey announcement to the recipients via email.

In addition to the initial announcement of survey availability, three follow-up messages were sent to recipients via email. Student respondents were given the opportunity to be entered into a drawing to win a \$100 CSUN Bookstore gift certificate.

The faculty survey was composed of fifteen open-ended question (Q4, Q6, Q9, Q11, Q13, Q32, Q48, Q49, Q50, Q51, Q52, Q55, Q56, Q57, Q64) and 63 close-ended questions. The staff survey was composed of two open-ended questions (Q3, Q10) and 13 close-ended questions. The student survey was composed of six open-ended questions (Q5, Q9, Q16, Q17, Q18, Q23) and 29 close-ended questions.

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Characteristics of Survey Respondents

A total of 379 faculty, 585 staff and 1,319 students responded to the surveys, with response rates of 18%, 30% and 13% respectively. When examining completion rates for each of the surveys, the total completes were as follows: faculty 77%, staff 99%, and students 88%.

For academic appointment (Q1, Faculty Survey), tenured faculty were over-represented at 54%. The total faculty pool was comprised of 38% of tenured faculty.

Q1. What best describes your academic appointment at CSUN?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Tenured/Tenured-Track Faculty	206	54.4	54.4	54.4
	Part-Time/Non-Tenure Track	173	45.6	45.6	100.0
Total		379	100.0	100.0	

The Colleges were well represented with regard to primary appointment (Q2, Faculty Survey), with responses closely matching the population distribution by College.

Q2. In which CSUN College is your primary appointment?

		Frequency	Percent	Valid Percent	Cumulative Percent	
Valid	Mike Curb College of Arts, Media, and Communication	45	11.9	11.9	11.9	
	David Nazarian College of Business and Economics	32	8.4	8.4	20.3	
	Michael D. Eisner College of Education	45	11.9	11.9	32.2	
	Engineering and Computer Science	26	6.9	6.9	39.1	
	Health and Human Development	59	15.6	15.6	54.6	
	Humanities	44	11.6	11.6	66.2	
	Science and Mathematics	43	11.3	11.3	77.6	
	Social and Behavioral Sciences	63	16.6	16.6	94.2	
	Tseng College	2	.5	.5	94.7	
	Oviatt Library	12	3.2	3.2	97.9	
	Other (please specify)	8	2.1	2.1	100.0	
	Total		379	100.0	100.0	

Additionally, the sample captured faculty with a wide range of years of service at CSUN (Q3, Faculty Survey). With the two most common responses being “1-5 years” and “More than 15 years.”

Q3. How long have you been a member of the CSUN faculty?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 1 year	36	9.5	9.5	9.5
	1 - 5 years	96	25.3	25.3	34.8
	6 - 10 years	80	21.1	21.1	55.9
	11 - 15 years	58	15.3	15.3	71.2
	More than 15 years	109	28.8	28.8	100.0
	Total	379	100.0	100.0	

When examining the demographic data for students, both current academic standing (Q1, Student Survey) and degree program (Q3, Student Survey) were well represented.

Q1. What best describes your current academic standing?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Freshman	200	15.2	15.2	15.2
	Sophomore	128	9.7	9.7	24.9
	Junior	417	31.6	31.6	56.5
	Senior	388	29.4	29.4	85.9
	Graduate student	186	14.1	14.1	100.0
	Total	1319	100.0	100.0	

However, there were significant differences observed for student's attendance status (Q2, Student Survey), with full-time students being overrepresented by 8%.

Q2. Are you a full-time or part-time student?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full-time	1163	88.2	88.2	88.2
	Part-time	156	11.8	11.8	100.0
	Total	1319	100.0	100.0	

When examining the demographic data for staff, the divisions (Q1, Staff Survey) were generally well represented, with Administration and Finance and Student Affairs being underrepresented by 6% and 3% respectively. Information Technology was overrepresented by 3%.

Q1. In which unit do you primarily work on campus?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Administration and Finance	70	12.0	12.0	12.0
	Associated Students	14	2.4	2.4	14.4
	Athletics	7	1.2	1.2	15.6
	Information Technology	53	9.1	9.1	24.6
	Library	17	2.9	2.9	27.5
	President's Office	5	.9	.9	28.4
	Student Affairs	89	15.2	15.2	43.6
	Tseng College	26	4.4	4.4	48.0
	University Advancement	29	5.0	5.0	53.0
	University Corporation	33	5.6	5.6	58.6
	University Student Union	29	5.0	5.0	63.6
	VPAC	8	1.4	1.4	65.0
	Other (please specify)	85	14.5	14.5	79.5
	Academic Affairs	120	20.5	20.5	100.0
	Total	585	100.0	100.0	

Additionally, the sample captured staff with a wide range of years of service at CSUN (Q2, Staff Survey), with the two most common responses being “1-5 years” and “More than 15 years.”

Q2. How long have you worked at CSUN?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 1 year	67	11.5	11.5	11.5
	1 - 5 years	155	26.5	26.5	37.9
	6 - 10 years	99	16.9	16.9	54.9
	11 - 15 years	92	15.7	15.7	70.6
	More than 15 years	172	29.4	29.4	100.0
	Total	585	100.0	100.0	

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Findings of Faculty Survey

Technologies Used for CSUN-Related Work

Faculty has adopted a wide variety of technologies to complete their CSUN-related work (Q5), laptops (88%) and desktops (76%) were reported as the most commonly used devices.

Q5. Which of the following devices do you use for your CSUN-related work? (Check all that apply.)

	Responses		Percent of Cases
	N	Percent	
Desktop	288	26.3%	76.0%
Laptop computer	335	30.6%	88.4%
Tablet	182	16.6%	48.0%
Smartphone	236	21.6%	62.3%
None	29	2.6%	7.7%
Other (please specify)	25	2.3%	6.6%
Total	1095	100.0%	288.9%

When asked to identify additional software that would help with CSUN work (Q6), faculty submitted 395 responses, producing 108 categories, with the top five software packages listed below by percentage:

1. Adobe Creative Cloud (5%)
2. Adobe Photoshop (4%)
3. NVivo/Qualitative research (3%)
4. MATLAB (3%)
5. Final Cut Pro (2%)

Technology in the Classrooms /Lecture Rooms

Ninety-four percent of faculty respondents reported teaching (Q7) in a classroom/lecture room with a computer and projector available for instructional purpose.

Q7. Over the past year, have you taught in a classroom/lecture room (e.g. a teaching space with a computer and projector available for instructional purposes)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	341	90.0	93.9	93.9
	No	22	5.8	6.1	100.0
	Total	363	95.8	100.0	
Missing	System	16	4.2		
Total		379	100.0		

Of those respondents, 68% reported being “Satisfied” to “Very satisfied” with the technology (Q8).

Q8. How would you rate your overall satisfaction with the technology in the classroom/lecture room?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Very dissatisfied	20	5.3	5.9	5.9
	Dissatisfied	90	23.7	26.4	32.3
	Satisfied	209	55.1	61.3	93.5
	Very satisfied	22	5.8	6.5	100.0
	Total	341	90.0	100.0	
Missing	System	38	10.0		
Total		379	100.0		

Thirty-two percent of faculty stated “Dissatisfied” or “Very dissatisfied” with the technology. Each of those respondents received a follow-up question (Q9), requesting the building and room number. Seventy-three rooms were identified, with the top five listed below by percentage:

1. Art Design Center 404 (4%)
2. Bookstein Hall 1208 (3%)
3. Jacaranda Hall 2523 (3%)
4. Jacaranda Hall 2528 (3%)
5. Sierra Hall 190 (3%)

When faculty were asked whether they bring their own device or use the computer provided in the classroom\lecture rooms (Q10), 65% of faculty reported using the instructor computer, 55% bring their own computer or tablet, and 2% do not use the computer provided nor bring their own computing device.

Q10. Which computer (s) do you use in the classroom/lecture room?

	Responses		Percent of Cases
	N	Percent	
I do not use the instructor computer provided in the room nor bring my own computer	7	1.7%	2.1%
I use the instructor computer provided in the classroom/lecture room	218	53.0%	64.7%
I bring a computer or tablet	186	45.3%	55.2%
Total	411	100.0%	122.0%

Sixty-one percent of faculty stated they had challenges with the setup of the technology in a classroom/lecture room (Q11, Part 1).

Q11. Do you have challenges, with the setup of the technology in your classroom/lecture room?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes (please specify):	204	53.8	60.5	60.5
	No	133	35.1	39.5	100.0
	Total	337	88.9	100.0	
Missing	System	42	11.1		
Total		379	100.0		

Fifty-four percent of faculty stated “Yes (please specify).” Each of those respondents received a follow-up question (Q11, Part 2) requesting additional information. Two hundred and four responses were generated, resulting in twenty-four categories, with the most common responses by percentage listed below:

1. Equipment boots too slowly (17%)
2. Wi-Fi (17%)
3. Instructor station is awkwardly located (8%)
4. Laptop does not connect to projector (8%)
5. Poor audio (7%)

Faculty were also asked if the software available on the instructor computer provided was sufficient to meet their instructional needs (Q12). Seventy-seven percent of faculty said “yes,” while 23% said “no.”

Q12. Is the software available on the instructor computer provided in the classroom/lecture room sufficient to meet your instructional needs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	167	44.1	76.6	76.6
	No	38	10.0	17.4	94.0
	Not applicable	13	3.4	6.0	100.0
	Total	218	57.5	100.0	
Missing	System	161	42.5		
Total		379	100.0		

Those that responded “no” were prompted to explain what they would like to have available (Q13). Thirty-eight responses were generated, resulting in nineteen categories, with the most common responses by percentage listed below:

1. Microsoft Office (5%)
2. IBM Statistical Package for the Social Sciences (5%)
3. Video conferencing software (5%)
4. NVivo (3%)
5. Adobe Creative Cloud (3%)

Teaching and Pedagogy

When faculty were asked to prioritize technology changes over the next 2-3 years in teaching spaces (Q14-Q19), faculty reported the following in order of importance:

1. Increase wireless capacity in teaching spaces (48%).
2. Upgrade the instructor computers provided in teaching spaces to newer computers (40%).
3. Increase the number of rooms that support untethered teaching (e.g., a classroom with mobile-enhanced infrastructure that supports a tablet-focused pedagogy) (13%)

An analysis of the responses submitted in the “other” (Q20) category are listed below by percentage:

1. Improve/replace projectors (17%)
2. Improve computer labs (15%)
3. Expand Lecture Capture (10%)

When faculty were asked to characterize how they used the classroom technology, the most frequent answer was “Teach using computer and projector” at 73% (Q21).

Q21. How would you characterize your primary use of technology when teaching in classrooms/lecture rooms? (Select only one answer)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Teach using computer and projector	233	61.5	73.0	73.0
	Teaching with classroom technology but using different methods (i.e. untethered, interact with content on student device)	60	15.8	18.8	91.8
	Teach with infrequent use of classroom technology	21	5.5	6.6	98.4
	Teach without the use of classroom technology	5	1.3	1.6	100.0
	Total	319	84.2	100.0	
Missing	System	60	15.8		
Total		379	100.0		

Faculty were also asked about their teaching style. When comparing current (Q22) versus preferred (Q23), the arithmetic means for faculty responses are separated by 1.4 points, with preferred teaching style scoring higher, resulting in a greater desire toward “Facilitator.”

Q22-Q23. My teaching style is...		Current	Preferred	Difference
Valid	1 - Lecturer	11.0	6.0	5.0
	2	2.2	1.3	.9
	3	8.2	5.3	2.9
	4	11.3	3.4	7.9
	5	24.1	16.6	7.5
	6	12.2	11.6	.6
	7	14.7	17.2	-2.5
	8	12.2	15.4	-3.2
	9	1.3	6.9	-5.6
	10 - Facilitator	2.8	16.3	-13.5
Percent		100.0	100.0	
Mean		5.19	6.60	1.41
Total		379		

Faculty were asked about areas which require the most improvement for how they want to teach (Q24-Q32). Forty-eight percent of faculty stated that “Connection to projector from my own laptop” and “Computer installed in classroom” were “Very Important.” Forty-seven percent of faculty stated that “Movable furniture to enable flexible space” is also “Very Important.”

Q24-Q30. What areas require the most improvement for how you want to teach in classrooms?

	Very Important	Somewhat Important	Not Critical	Not Important	Not Applicable
Connection to project from my own laptop	48.28%	14.42%	13.48%	15.99%	7.84%
Computer installed in classroom	48.28%	21.32%	9.72%	12.23%	8.46%
Computers for students	23.20%	26.02%	22.88%	16.61%	11.29%
High quality data projection (High Definition or near High Definition)	33.86%	29.47%	16.93%	12.54%	7.21%
Way to annotate/write notes over PowerPoint Slides or Websites, when you lecture	33.54%	26.65%	21.00%	13.48%	5.33%
Movable furniture to enable flexible space	46.71%	23.20%	13.17%	12.23%	4.70%
Lighting	36.05%	34.80%	15.36%	9.09%	4.70%

Those that responded “Other (please specify below)” were provided an opportunity to list improvements not included in the original response categories. Faculty submitted seventy-nine responses, which generated twelve categories (Q31-Q32) with the three most common responses by percentage listed below:

1. Room maintenance and furniture (22%)
2. Improve classroom hardware (10%)
3. Replacement/repair black/white boards (8%)

When faculty were asked which impediments, if any, prevent them from innovating in learning spaces (Q33), the most frequent response was, “Not Applicable: I already use technology and innovate when necessary” at 44%.

Q33. What impediments, if any, prevent you from adding innovation to your classes and/or using technology in learning spaces? (Check all that apply)

	Responses		Percent of Cases
	N	Percent	
Not Applicable: I already use technology and innovate when necessary	139	32.0%	44.3%
Not enough time	89	20.5%	28.3%
Not enough support staff to help me	45	10.3%	14.3%
Not enough training	81	18.6%	25.8%
Unable to access a classroom that can support the technology	51	11.7%	16.2%
Other: (please specify)	30	6.9%	9.6%
Total	435	100.0%	138.5%

Faculty were also asked about what other services or training they need to be successful (Q34). Seventy-five percent of the sample responded to this question, with “More options for professional development in the areas of technology” as the most common answer selected at 43%.

Q34. I need . . .

	Responses		Percent of Cases
	N	Percent	
More training to use technology	94	20.0%	33.1%
More technical support for computers and applications	77	16.4%	27.1%
More access to technology tools to integrate in my classroom instruction	111	23.7%	39.1%
More opportunities to collaborate with colleagues on how to use technology	65	13.9%	22.9%
More options for professional development in the areas of technology	122	26.0%	43.0%
Total	469	100.0%	165.1%

Faculty incorporate a wide variety of technology when teaching (Q35-Q46), with “Presentation Software”, and “Classroom Computer” measuring the highest usage at 46% and 44%, respectively. “Document Camera” and “Student Response System (i.e., Clickers)” are the least used technologies, with “Never” reported 72% and 70%, respectively.

Q35-Q46. How often do you use the following technologies in your teaching?

	Never	Rarely	Occasionally	Frequently	All the time
Classroom Computer	14.29%	13.31%	11.04%	16.88%	44.48%
Laptop	18.18%	12.34%	15.26%	17.86%	36.36%
Tablet	43.18%	15.26%	17.53%	13.64%	10.39%
Document Camera	71.75%	12.99%	8.44%	3.57%	3.25%
Blackboard/ Whiteboard	9.74%	8.44%	18.18%	23.38%	40.26%
Data Projector	37.66%	4.55%	6.17%	13.64%	37.99%
Presentation Software	16.23%	7.47%	12.01%	18.51%	45.78%
Special software for your field	37.66%	14.61%	20.45%	10.71%	16.56%
Student Response System (i.e. Clickers)	70.13%	11.69%	7.79%	5.52%	4.87%
Video conferencing	57.79%	15.91%	15.91%	7.47%	2.92%
Streaming video	24.35%	14.29%	25.65%	20.78%	14.94%

Faculty were also asked what online resources, if any, they access during lecture (Q48). Six hundred responses were submitted, generating thirty-four categories, with the top five listed below by percentage:

1. Canvas (35%)
2. Google Documents/Slides (15%)
3. YouTube (12%)
4. MyCSUNBox (11%)
5. Socrative (2%)

Faculty were asked to identify a specific classroom (or building), which might serve as a model for future renovations (Q49). One-hundred-one responses were generated, resulting in 16 buildings and 31 rooms being identified. The Extended Learning Commons building was listed most frequently at 22%, with Chaparral Hall 5125 being the most frequently cited classroom at 4%. Next, faculty were asked to identify a classroom (or building), which should be improved sooner rather than later (Q50). Three hundred-twenty-six responses were generated, resulting in 20 buildings and 69 rooms being identified. The Sierra Hall building was listed most frequently at 14%, with Arts & Design Center 600 being the most frequently cited classroom at 2%.

Faculty were also asked to identify the most significant challenge (i.e., outdated equipment, lighting, broken furniture, etc.) they experience while teaching in a classroom or lab that affects student learning (Q51). Three hundred and eighty two responses were generated, resulting in 24 categories, with the top three listed below by percentage:

1. Missing/broken/outdated hardware (32%)

2. Missing/broken furniture (17%)
3. Lighting controls (12%)

When faculty were asked about the most important change that could be made in the learning spaces to facilitate teaching and learning (Q52), 231 responses were generated, resulting in 23 categories. The top three most frequently cited changes include:

1. Newer computer and audio/visual equipment (24%)
2. Improved furniture and seating (21%)
3. Improved Wi-Fi (7%)

Canvas Learning Management System

Eighty-five percent of faculty reported using the new Canvas Management System for instruction (Q53).

Q53. Have you taught using Canvas?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	258	68.1	84.9	84.9
	No	46	12.1	15.1	100.0
	Total	304	80.2	100.0	
Missing	System	75	19.8		
Total		379	100.0		

When asked which features are most helpful for teaching, faculty reported “Assignments”, “Gradebook” and “Files” as the most important at 55%, 42%, and 31%, respectively.

Q54. Which of the following features are the most helpful for your teaching? Select up to three.

	Responses		Percent of Cases
	N	Percent	
Analytics	6	0.8%	2.4%
Announcements	66	9.3%	26.3%
Assignments	138	19.4%	55.0%
Attendance (Roll Call)	27	3.8%	10.8%
Calendar	26	3.6%	10.4%
Chat	2	0.3%	0.8%
Course Import Tool	21	2.9%	8.4%
Discussions	48	6.7%	19.1%
External Apps (LTI)	15	2.1%	6.0%
Files	77	10.8%	30.7%
Grades (gradebook)	105	14.7%	41.8%
Groups	7	1.0%	2.8%
Outcomes	1	0.1%	0.4%

Pages	27	3.8%	10.8%
People	14	2.0%	5.6%
Quizzes	53	7.4%	21.1%
Rich Content Editor	4	0.6%	1.6%
Rubrics	9	1.3%	3.6%
SpeedGrader	62	8.7%	24.7%
Not applicable	5	0.7%	2.0%
Total	713	100.0%	284.1%

Faculty were asked to identify a feature of Canvas they find particularly helpful and worth sharing with colleagues (Q55). One hundred and thirty-two responses were generated, resulting in 18 categories, with the top three listed below by percentage:

1. Grades (22%)
2. Modules (6%)
3. Attendance (5%)

Faculty were asked to identify specific training they would like for Canvas (Q56). Two hundred and one suggestions were generated, resulting in 21 categories, with the top three listed below by percentage:

1. Creating assignments/quizzes/tests (7%)
2. Gradebook (7%)
3. Course design (4%)

Faculty were also asked if there were any specific ways in which the Faculty Technology Center could help instructors get started with using Canvas at CSUN. Thirty-three responses were generated, with 64% stating “None/no/do not need assistance”. The remaining responses are listed below by percentage:

1. Holding a faculty training workshop (12%)
2. Better training programs/trainers (6%)
- Online Canvas tutorial/assistance (6%)

Support Services

When faculty were asked how many times during the past twelve months they contacted the Faculty Technology Center (Q58), most stated between “1-5 times” (59%) with 24% stating “Never.” Only a few contacted them “6-10 times” (11%), and even fewer contacted them “More than 10 times” (7%).

Q58. During the past twelve months, how many times have you contacted the Faculty Technology Center?

Frequency	Percent	Valid Percent	Cumulative Percent
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Valid	Never	71	18.7	23.6	23.6
	1 - 5	176	46.4	58.5	82.1
	6 - 10	32	8.4	10.6	92.7
	More than 10 times	22	5.8	7.3	100.0
	Total	301	79.4	100.0	
Missing	System	78	20.6		
Total		379	100.0		

Ninety-one percent of respondents “Agree” to “Strongly Agree” that the Faculty Technology Center is helpful (Q59). Additionally, 88% of faculty “Agree” to “Strongly Agree” that the Faculty Technology Center was able to address both their problems and questions (Q60).

	Responses				N
	Strongly Disagree	Disagree	Agree	Strongly Agree	
59). The types of services available through the Faculty Technology Center are helpful to me.	2.19%	6.58%	47.37%	43.86%	228
60). The Faculty Technology Center is able to address my problem or question.	3.07%	8.77%	47.37%	40.79%	228

Faculty were asked to identify a particular classroom or teaching space with a technology issue (Q64). One hundred and sixty-four responses were generated, which included 16 buildings and 54 rooms. The Sierra Hall building was listed most frequently, with Jacaranda Hall 3502 being the most cited room. When a respondent listed the type of problem for a building or room, it was overwhelmingly an issue related to Wi-Fi or the projector.

Ninety-one percent of faculty reported being aware that their college offers technology support (Q65). Eighty-nine percent “Agree” to “Strongly Agree” that the college technicians are helpful (Q66), with 87% reporting that their problems and questions are sufficiently addressed (Q67).

Responses				N
Strongly Disagree	Disagree	Agree	Strongly Agree	

66). The types of services available from my College Technology Support are helpful to me.

3.38%	7.89%	51.88%	36.84%	266
3.76%	9.40%	51.13%	35.71%	266

67). My College Technology Support is able to address my problem or question.

When faculty were asked about their primary source of technical support in one of the lecture rooms, 44% reported "College/Department Staff" and 56% "Classroom Technology Support (ext.1500)" (Q68).

Q68. Who is your primary source of technical support when teaching in one of the lecture rooms?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid College/Department Staff	128	33.8	44.0	44.0
Classroom Technology Support (ext. 1500)	163	43.0	56.0	100.0
Total	291	76.8	100.0	
Missing System	88	23.2		
Total	379	100.0		

Additionally, when prompted about the level of support they receive, 88% "Agree" to "Strongly Agree" that the technicians are able to solve their problems (Q69), with 88% reporting that they are satisfied with the support they have received (Q70).

	Responses			N	
	Strongly Disagree	Disagree	Agree	Strongly Agree	
69). The technician was able to solve the problem(s).	4.81%	7.22%	51.20%	36.77%	291
70). I am satisfied with the support I received.	4.81%	7.22%	50.52%	37.46%	291

When faculty were asked about their primary source of technical support in one of the computer labs, 57% reported "College/Department Staff" and 43% "Classroom Technology Support (ext.1500)" (Q71).

Q71. Who is your primary source of technical support when teaching in one of the computer labs?

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid College/Department	167	44.1	57.4	57.4
Classroom Technology Support (ext. 1500)	124	32.7	42.6	100.0
Total	291	76.8	100.0	

Missing System	88	23.2		
Total	379	100.0		

Additionally, when prompted about the level of support they receive, the faculty response was 89% “Agree” to “Strongly Agree” that the technicians are able to solve their problems (Q72), with 87% reporting that they are satisfied with the support they have received (Q73).

	Responses			N	
	Strongly Disagree	Disagree	Agree	Strongly Agree	
72). The technician was able to solve the problem(s).	5.15%	5.84%	54.30%	34.71%	291
73). I am satisfied with the support I received.	4.81%	7.90%	51.20%	36.08%	291

Ninety-eight percent of faculty reported being aware that the IT Help Center is available to help with questions about wireless access, password reset and more (Q74). When asked how many times during the past twelve months they contacted the IT Help Center (Q75), most stated between “1-5 times” (66%). A few contacted the IT Help Center “6-10 times” (8%) and (5%) “more than 10 times.”

Q75. During the past twelve months, how many times have you contacted the IT Help Center via online, e-mail, phone or in person?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	58	15.3	20.5	20.5
	1 - 5 times	187	49.3	66.1	86.6
	6 - 10 times	24	6.3	8.5	95.1
	More than 10 times	14	3.7	4.9	100.0
	Total	283	74.7	100.0	
Missing System	96	25.3			
Total	379	100.0			

Twenty-percent of the faculty said they “never” contacted the IT Help Center. When faculty were asked about the level of support they receive from the IT Help Center, 91% “Agree” to “Strongly Agree” that they are helpful (Q76), with 92% reporting that they were able to address their problems or questions (Q77).

Responses	N
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76). The types of services available from the IT Help Center are helpful to me.

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

	Strongly Disagree	Disagree	Agree	Strongly Agree	
76). The types of services available from the IT Help Center are helpful to me.	1.78%	4%	54.22%	40%	283
77) The IT Help Center is able to address my problem or question.	4%	5.33%	53.33%	37.33%	283

Finally, faculty were asked if they were aware that in-person IT Help Center services are available in the Library Learning Commons (Q78). Seventy-six percent of faculty stated “yes,” with only 34% stating “no.”

Q78. Are you aware that in-person IT Help Center services are available in the Library Learning Commons?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	220	58.0	75.9	75.9
	No	70	18.5	24.1	100.0
	Total	290	76.5	100.0	
Missing	System	89	23.5		
Total		379	100.0		

4

Findings of Staff Survey

Technologies Used in Your Work

Staff have adopted a wide variety of technologies to complete their CSUN-related work (Q4). However, overwhelmingly, staff reported using a desktop computer (85%) when compared to other computing devices.

Q4. Which computing device(s) do you primarily use for your CSUN work when on campus? (Check all that apply)

	Responses		Percent of Cases
	N	Percent	
Desktop computer	495	42.9%	84.6%
Laptop computer	224	19.4%	38.3%
Tablet	125	10.8%	21.4%
None	250	21.7%	42.7%
Wearable technology (e.g., fitness device, smart watch)	44	3.8%	7.5%
Other (please specify)	15	1.3%	2.6%
Total	1153	100.0%	197.1%

Zoom Video and Web Conferencing

Fifty-seven percent of staff have experience using Zoom Video or web conferencing (Q5).

Q5. Have you used Zoom Video and Web Conferencing for meetings?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	334	57.1	57.1	57.1
	No	251	42.9	42.9	100.0
Total		585	100.0	100.0	

When asked how many times during the past twelve months they had accessed Zoom (Q6), most stated “1-5” times (57%). Twenty-two percent of staff reported using Zoom “More than 10 times”, with fewer reporting “6-10” (14%). Only 6% reported “Never” using Zoom.

Q6. During the past 12 months, how many times have you accessed Zoom?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	20	3.4	6.0	6.0
	1 - 5	190	32.5	57.4	63.4
	6 - 10	48	8.2	14.5	77.9
	More than 10 times	73	12.5	22.1	100.0
	Total	331	56.6	100.0	
Missing System		254	43.4		
Total		585	100.0		

Furthermore, 57% of staff reported, “Attend a meeting” as the primary reason for using Zoom (Q7). Nine percent of respondents stated, “Other (please specify)”. Sixteen percent of respondents stated, “Other (please specify)”. An analysis of the 54 responses found that 37% of the responses stated “Conduct an interview”, followed by 28% who stated “Attend a meeting.”

Q7. What is the primary reason you use Zoom?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Attend meetings	189	32.3	57.1	57.1
	Video chat	19	3.2	5.7	62.8
	Share my screen	21	3.6	6.3	69.2
	Attend a webinar	48	8.2	14.5	83.7
	Other (please specify)	54	9.2	16.3	100.0
	Total	331	56.6	100.0	
Missing	System	254	43.4		
Total		585	100.0		

Lynda.com

Eighty-seven percent of staff (Q8) stated they are aware that Lynda Online Training materials are available at no cost.

Q8. Are you aware that Lynda Online Training materials are available at no cost to you?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	504	86.2	86.6	86.6
	No	78	13.3	13.4	100.0
	Total	582	99.5	100.0	
Missing	System	3	.5		
Total		585	100.0		

When asked if they knew Lynda Online Training offered more than simply software training (Q9), 66% of staff stated “yes.”

Q9. Did you know Lynda.com offers more than simply software training? They also offer coursework in business, marketing, photography and more.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	382	65.3	65.6	65.6
	No	200	34.2	34.4	100.0
	Total	582	99.5	100.0	
Missing	System	3	.5		
Total		585	100.0		

Streamlining Processes to Improve Services

Staff were asked to identify the most important paper based and manual processes that could be automated to improve service and efficiency (Q10). When asked which university process would make work significantly more productive if transitioned online (Q10, Part 1), 455 responses were generated, resulting in 105 categories. Forty-four percent of responses were “Blank/No response/Do not know.” The most common responses by percentage are as follows:

1. All CSUN forms (8%)
2. eSignature (8%)
3. Hiring forms (4%)
4. All Foundation forms (4%)
5. Payroll Forms and Warrants (4%)

When staff were asked to identify a process that would positively impact the largest number of CSUN employees if transitioned online (Q10, Part 2), 530 responses were generated, resulting in 64 categories. Thirty-five percent of responses were “Blank/No response/Do not know”. The most common responses by percentage are as follows:

1. All CSUN forms (12%)
2. eSignature (10%)
3. All HR forms (8%)
4. All Financial forms (7%)
5. All Foundation forms (6%)

Support Services

Ninety-seven percent of staff reported being aware that the IT Help Center is available to help with questions about wireless access, password reset, and more (Q11). When asked how many times during the past twelve months they contacted the IT Help Center (Q12), most stated “between 1- 5 times” (58%). With 21% stating they have contacted the IT Help Center six or more times and 21% “never.”

Q12. During the past twelve months, how many times have you contacted the IT Help Center via online, e-mail, phone, or in person?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	112	19.1	21.1	21.1
	1 - 5 times	308	52.6	57.9	78.9
	6 - 10 times	64	10.9	12.0	91.0
	More than 10 times	48	8.2	9.0	100.0
	Total	532	90.9	100.0	
Missing	System	53	9.1		
Total		585	100.0		

When staff were asked about the level of support they receive, 94% “Agree” to “Strongly Agree” that the IT Help Center is helpful (Q13). Also, 90% reported that their problems and questions are sufficiently addressed (Q14).

	Responses				N
	Strongly Disagree	Disagree	Agree	Strongly Agree	
13). The types of services available from the IT Help Center are helpful to me.	5%	1.2%	53.6%	40.1%	416
14) The IT Help Center is able to address my problem or question.	5.2%	4.5%	50.2%	39.9%	416

When staff were asked if they were aware that in-person IT Help Center services were available in the Library Learning Commons (Q15), 70% of staff stated “yes.”

Q15. Are you aware that in-person IT Help Center services are available in the Library Learning Commons?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	291	49.7	70.0	70.0
	No	125	21.4	30.0	100.0
	Total	416	71.1	100.0	
Missing	System	169	28.9		
Total		585	100.0		

5

Findings of Student Survey

Technologies Used in Your Academic Work

When students were asked which computing devices they own (Q6) and use for CSUN-related work, “Laptop computer” was the most frequent response (91%), followed by “Smartphone” (83%).

Q6. Which computing device(s) do you own and use for CSUN-related work when on campus? (Check all that apply)

	Responses		Percent of Cases
	N	Percent	
Desktop computer	356	10.9%	27.0%
Laptop computer	1197	36.7%	90.8%
Tablet	420	12.9%	31.8%
Smartphone	1098	33.7%	83.2%
Wearable technology (e.g., fitness device, smart watch)	171	5.2%	13.0%
Other (please specify)	11	0.3%	0.8%
None	7	0.2%	0.5%
Total	3260	100.0%	247.2%

CSUN Mobile App

Sixty-five percent of students reported having downloaded the CSUN Mobile App (Q7).

Q7. Have you downloaded the CSUN Mobile App?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	863	65.4	65.4	65.4
	No	456	34.6	34.6	100.0
	Total	1319	100.0	100.0	

Of those respondents, 75% stated they had used the mobile app over the past six months (Q8).

Q8. Have you used the CSUN mobile app in the last six months?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	627	47.5	75.3	75.3
	No	206	15.6	24.7	100.0
	Total	833	63.2	100.0	
Missing	System	486	36.8		
Total		1319	100.0		

When students were asked which features they would like to see added (Q9), 40 were identified from the 722 responses. The top five are listed below by percentage:

1. Improve user-interface/layout (12%)
2. Improved map capabilities (10%)
3. Parking availability/parking payment (6%)
4. Biometric login (6%)
5. Class registration (6%)

For those students who didn't download the app, the primary reason (Q10) was, "I did not know about it" (65%). An analysis of the 119 custom written responses for "Other" generated ten categories, with "Don't want it" (57%) as the most common response followed by "Not enough storage on my phone" (23%), and "Didn't know about it" (10%).

Q10. What are the reasons you have not installed the CSUN Mobile App? (Check top three that apply)

	Responses		Percent of Cases
	N	Percent	
I do not have a smartphone or tablet	5	1.0%	1.1%
I did not know about it	287	58.9%	65.1%
It does not offer the features I need (please specify features you would like to see added)	32	6.6%	7.3%
I didn't realize it was free	44	9.0%	10.0%
Other (please specify)	119	24.4%	27.0%
Total	487	100.0%	110.4%

Canvas Learning Environment

Ninety-eight percent of students reported using Canvas in Fall 2018 (Q11).

Q11. CSUN has recently transitioned from Moodle to the Canvas learning management system. Have you used Canvas this semester?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1254	57.5	98.4	98.4
	No	20	.9	1.6	100.0
	Total	1274	58.4	100.0	
Missing	System	907	41.6		
Total		2181	100.0		

When asked if the learning management system was easy to use (Q12), 92% responded “yes.”

Q12. Do you find it easy to use?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	1151	87.3	92.0	92.0
	No	100	7.6	8.0	100.0
	Total	1251	94.8	100.0	
Missing	System	68	5.2		
Total		1319	100.0		

University-Provided Computer Labs

When students were asked if they use University-provided computer labs (Q14), most responded “yes” (73%). Only 27% answered they did not use labs.

Q14. Do you use University-provided computer labs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	922	69.9	72.6	72.6
	No	348	26.4	27.4	100.0
	Total	1270	96.3	100.0	
Missing	System	49	3.7		
Total		1319	100.0		

When asked the primary reason for using University-provided computer labs (Q15), the most frequent response was “They provided a working environment where I can focus” (34%). Some stated it was because “The software I need is available in the computer labs” (21%). Twenty-six percent of respondents stated “Other (please explain).” Additionally, 11% of students stated, “I meet up with others, either socially or as a study group,” with the remaining two response categories having few respondents; “I can get help from other students or staff in the computer lab” (4%) and “I don’t have another option” (4%). Twenty-six percent of respondents stated “Other (please explain),” with an analysis of the 231 responses identifying the primary reason as “Free printing” (84%).

Q15. What is your primary reason for using university-provided computer labs?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	They provide a working environment where I can focus	304	23.0	34.3	34.3
	The software I need is there	183	13.9	20.7	55.0
	I don't have another option	38	2.9	4.3	59.3
	I can get help from other students or laboratory staff there	33	2.5	3.7	63.0
	I meet up with others, either socially or as a study group	97	7.4	10.9	73.9
	Other (please explain)	231	17.5	26.1	100.0
	Total	886	67.2	100.0	
Missing	System	433	32.8		
Total		1319	100.0		

Students were asked to list the top three software packages they don't have but would like available (Q16). One-hundred-seventeen categories and products were identified in the 1,692 responses. The top three are listed below by percentage:

1. Microsoft Office (19%)
2. Adobe Photoshop (13%)
3. Final Cut Pro (2%)

Wi-Fi

When asked to identify a building that needs improvements to the Wi-Fi (Q17), 36 buildings were included in the 1,154 responses. The top five most common are listed below by percentage:

1. Sierra Hall (14%)
2. Delmar T. Oviatt Library (14%)
3. Jacaranda Hall (10%)
4. Chaparral Hall (5%)
5. Jerome Richfield (4%)

When asked to identify a location that needs improvements to the Wi-Fi (Q15), 58 locations were identified in the 1,137 responses. The top five most common are listed below by percentage:

1. Delmar T. Oviatt Library perimeter (20%)
2. Parking Structures (11%)
3. Cypress Hall (7%)
4. University Student Union (5%)
5. Student Housing (4%)

myCSUNsoftware

When students were asked if they were aware that myCSUNsoftware provided anywhere/anytime access to many software applications (Q19), 64% stated "yes."

Q19. Are you aware that myCSUNsoftware provides anywhere/anytime access to many software applications at no cost to CSUN students (e.g., SPSS, Microsoft Office, Mathematica, Adobe Acrobat, MATLAB, etc.)?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	785	59.5	64.4	64.4
	No	434	32.9	35.6	100.0
	Total	1219	92.4	100.0	
Missing	System	100	7.6		
Total		1319	100.0		

Of those respondents, 78% reported accessing myCSUNsoftware at least once during the past twelve months (Q20).

Q20. During the past 12 months, how many times have you accessed myCSUNsoftware?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	169	12.8	21.6	21.6
	1 - 5 times	357	27.1	45.7	67.3
	6 - 10 times	66	5.0	8.5	75.8
	More than 10 times	189	14.3	24.2	100.0
	Total	781	59.2	100.0	
Missing	System	538	40.8		
Total		1319	100.0		

When asked the primary reason for using myCSUNsoftware (Q21), the most frequent response was, “To complete academic coursework without having to purchase the software myself (51%). Also, more students use myCSUNsoftware (Q22) “Off campus” (54%) as compared to those who use it “On campus” (46%).

Q21. What is the primary reason you use myCSUNsoftware?

		Frequency	Percent	Valid Percent	Cumulative Percent
D Valid	To complete academic coursework without having to come to campus	186	14.1	30.6	30.6
	To complete academic coursework without having to purchase the software myself	307	23.3	50.6	81.2
	To complete academic coursework during a time that was convenient for me	97	7.4	16.0	97.2
	Other (please specify)	17	1.3	2.8	100.0
	Total	607	46.0	100.0	
Missing	System	712	54.0		
Total		1319	100.0		

When asked what software they would like to see included in myCSUNsoftware at no additional cost (Q23), 42 categories were identified in the 330 responses. The top five most common are listed below by percentage:

1. Adobe Photoshop (14%)
2. Adobe Illustrator (4%)
3. Final Cut Pro (4%)
4. Adobe Creative Cloud (3%)
5. AutoCAD (3%)

Lynda.com

Awareness of the Lynda.com materials is very low (Q24). Only 28% of students answered that they were aware that Lynda.com materials are available to them as students.

Q24. Are you aware that Lynda Online Training materials are available at no cost to you as a CSUN student?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	333	25.2	27.6	27.6
	No	875	66.3	72.4	100.0
	Total	1208	91.6	100.0	
Missing	System	111	8.4		
Total		1319	100.0		

For those respondents, 50% stated that they had accessed them at least once during the past 12 months (Q25).

Q25. During the past 12 months, how many times have you accessed Lynda Online Training?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	167	12.7	50.3	50.3
	1 - 5 times	134	10.2	40.4	90.7
	6 - 10 times	16	1.2	4.8	95.5
	More than 10 times	15	1.1	4.5	100.0
	Total	332	25.2	100.0	
Missing	System	987	74.8		
Total		1319	100.0		

When asked to describe the primary reason they use Lynda.com (Q26), the most frequent response was “To obtain the skills that can be used after graduation.” Twenty-five percent of respondents stated “Other (please specify).” An analysis of the 114 responses found that 79% of the responses stated “Do not use.”

Q26. What is the primary reason you use Lynda Online Training?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Helps me in my coursework	84	6.4	25.3	25.3
	To obtain skills that can be used outside the classroom	134	10.2	40.4	65.7
	Other (please specify)	114	8.6	34.3	100.0
	Total	332	25.2	100.0	
Missing	System	987	74.8		
Total		1319	100.0		

Zoom Video and Web Conferencing

Thirty-five percent of students stated they were aware (Q27) that Zoom Video and web conferencing is available at no cost. When asked how many times during the past twelve months they had accessed Zoom (Q28), 45% stated “Never.” However, 55% stated they had accessed it at least once over the past twelve months.

Q28. During the past 12 months, how many times have you accessed Zoom?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	189	14.3	45.3	45.3
	1 - 5 times	162	12.3	38.8	84.2
	6 - 10 times	28	2.1	6.7	90.9
	More than 10 times	38	2.9	9.1	100.0
	Total	417	31.6	100.0	
Missing	System	902	68.4		
Total		1319	100.0		

Furthermore, students reported a wide range of reasons for using Zoom, with all three, “Online faculty office hours,” “Meet with other students”, and “video chat” at 27% (Q29). Twenty-six percent of respondents stated, “Other (please specify).” An analysis of the 164 responses found that 68% of the responses stated “Do not use,” followed by 25% who stated they “Attend an online class.”

Q29. Select all the reasons you use Zoom?

	Responses		Percent of Cases
	N	Percent	
Online faculty office hours	114	18.0%	27.3%
Meet with other students	113	17.8%	27.1%
Video chat	113	17.8%	27.1%
Share my screen	50	7.9%	12.0%
Attend a webinar	81	12.8%	19.4%
Other (please specify)	164	25.8%	39.3%
Total	635	100.0%	152.3%

Support Services

Seventy-eight percent of students reported being aware that the IT Help Center is available to help them with wireless access, password assistance and more (Q30).

Q30. Are you aware that the IT Help Center is available to help with wireless access, password assistance, and more?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	944	71.6	78.5	78.5
	No	259	19.6	21.5	100.0
	Total	1203	91.2	100.0	
Missing	System	116	8.8		
Total		1319	100.0		

In addition, 80% of students reported being aware that assistance was also available in-person at the Learning Commons in the Oviatt Library (Q31). When asked how many times over the past twelve months they had contacted the IT Help Center via chat, online, email, phone or in-person at the Library Learning Commons (Q32), most stated, “Never” (59%).

Q32. During the past 12 months, how many times have you contacted the IT Help Center via chat, online, e-mail, phone or in person in the Library Learning Commons?

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Never	555	42.1	58.9	58.9
	1 - 5 times	358	27.1	38.0	96.8
	6 - 10 times	19	1.4	2.0	98.8
	More than 10 times	11	.8	1.2	100.0
	Total	943	71.5	100.0	
Missing	System	376	28.5		
Total		1319	100.0		

The IT Help Center was able to address student problems and questions (Q33) 92% of the time. When students were asked about the level of support they receive 93% “Agree” to “Strongly Agree” that the IT Help Center is helpful (Q34). Also, 90% reported that their problems and questions are sufficiently addressed (Q35).

	Responses				N
	Strongly Disagree	Disagree	Agree	Strongly Agree	
34). The types of services available from the IT Help Center are helpful to me.	4.39%	2.58%	49.87%	43.15%	387
35) The IT Help Center is able to address my problem or question.	4.91%	4.65%	48.06%	42.38%	387