CSUN Technology Survey 2014

Faculty

338 Respondents

Tablet Operating Systems

- iOS: 82%
- Android: 9%
- Windows: 6%

E-text

Factors in offering an E-text option to students

- Cost
- Read on Multiple Devices
- Text Mark Up
- Other
- Text Customization
- Textbook Search
- Notes Sharing

Technical Support for Faculty

IT Help Center

- 80% Agree & strongly agree that the IT Help Center services are helpful

College Techs

Type of Tech Support Provided

- Computer: 81%
- Software Issues: 40%
- Classroom Assistance: 35%
- Lab Assistance: 21%
- Server Issues: 20%
- Printing Problems: 18%
- Web Issues: 13%
- Research Assistance: 7%
- Other: 9%

Faculty Technology Center

- 87% Aware of the FTC, its services and location
- 84% Agree and strongly agree that the FTC is helpful

Times Contacted in the Last Year

- 1-5 times: 59%
- 6-10 times: 25%
- 10 or more times: 9%
- Never: 7%

Top 5 Suggested Online Forms

- Change of Grade
- Travel
- Student Incomplete Request
- Add or Drop
- Classification Form for Graduate Students

Wi-Fi

Classrooms
Parking Lots
Dining Locations
Outdoor Spaces
Faculty Offices
Hallways

Suggested Locations for Increased Wi-Fi