CSUN Information Technology Survey 2017

Student Survey 2017

Computing Services Used for CSUN Work
- 92% use a laptop
- 78% use a smartphone
- 34% use a tablet
- 26% use a desktop
- 6% use a wearable

Computer Labs
- 70% use computer labs

Why Students Use Computer Labs
- Focus
- Software
- Printing

CSUN App
- 53% downloaded the CSUN app

Requests for New CSUN App Features
- Improved Maps
- LMS Integration
- Event/Alert Notifications

myCSUNsoftware

Top 3 Reasons Students Use myCSUNsoftware
- 49% don’t have to purchase the software
- 33% don’t have to come to campus
- 16% convenient access

Software Students Want Added
- Photoshop
- SPSS
- Adobe Creative Cloud
Where CSUN Students Access myCSUNsoftware
- 44% on campus
- 56% off campus

Would Lead Students to Greater Success if Improved
- Wi-Fi
- LMS
- Printing across campus
- More computer labs

Top 3 Reasons Students Use Zoom
- 30% online faculty office hours
- 24% meet with other students
- 15% video chat

Top 3 Reasons Students Use Lynda.com
- 43% skill development
- 34% other
- 23% for coursework
Faculty & Staff Survey 2017

Faculty Satisfaction with Technology in the Classroom
- 8% very satisfied
- 68% satisfied
- 21% dissatisfied
- 3% very dissatisfied

Computing Devices Used When Teaching
- 56% classroom computer
- 40% personal device
- 4% don’t use a computer

Instructional Materials
- 37% of faculty are aware of CSUN’s Affordable Learning Solutions (ALS) program
- 38% of faculty are aware of Open Educational Resources (OER)
- 32% of faculty are using OER within course curriculum

Faculty Requiring Students to Buy Textbooks
- 69% require textbooks
- 15% other
- 12% don’t use a textbook
- 4% use a textbook that is free

Zoom
- 47% of staff have used Zoom Video and Web Conferencing

Top Reason Staff Use Zoom
- To attend meetings

Primary Technical Support in Lecture Rooms
- 53% use Classroom Technical Support
- 47% use College Technical Support

Computing Devices Used for CSUN Work
Staff
- 86% use a desktop
- 55% use a laptop
- 41% use a tablet
- 68% use a smartphone
- 16% use a wearable
Faculty
- 72% use a desktop
- 87% use a laptop
- 46% use a tablet
- 56% use a smartphone
- 7% use a wearable

More Survey Results
- 91% of faculty agree or strongly agree that the Faculty Technology Center is able to address my problem.
- 87% of faculty know their college offers technical support
- 85% of staff and 85% of faculty agree or strongly agree that the IT Help Center is able to address their problem or question