

# 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

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