

CSUN Information Technology Survey 2018

Student Survey 2018 – Respondents / 1319

Computing Devices Used

- 91% use a laptop
- 83% use a smartphone
- 32% use a tablet
- 27% use a desktop
- 13% use a wearable

Computer Labs

- 72% use computer labs

Why Students Use Computer Labs

- Primarily use labs to focus

CSUN App – Top 5 Enhancement Requests

- 12% User Interface
- 10% Map Capabilities
- 6% Class Registration
- 6% Biometric Login
- 6% Parking Avail/Payment

65% of respondents have downloaded it

Canvas

- 98% have used Canvas
- 92% consider Canvas easy to use

Available Software Requested

- Final Cut Pro
- SPSS
- Adobe Creative Cloud

Lynda.com

- 28% of respondents are aware of Lynda.com
- 50% of respondents have accessed Lynda.com

Students use it to obtain skills that can be used after graduation.

myCSUNsoftware

- 57% of respondents are aware of myCSUNsoftware
- 76% of respondents have accessed myCSUNsoftware

Students use it to complete academic coursework without having to purchase the software.

Zoom

- 18% use it for online faculty hours
- 18% use it to meet with others
- 14% use it for webinars
- 8% use it to share their screen

Tech Support

- 93% found the IT Help Center helpful in addressing their problems or questions via chat, online, by email, phone, or in-person.

Faculty & Staff Survey 2018 – Respondents (Faculty / 379) (Staff / 585)

Canvas

- 85% of faculty use Canvas
- Features Worth Sharing:
 - Gradebook
 - Modules
 - Attendance
- Most Helpful Features:
 - 55% Assignments
 - 42% Gradebook
 - 31% Files

Computing Devices Used

- Staff
 - 85% Desktop
 - 43% Smartphone
 - 38% Laptop
 - 21% Tablet
 - 8% Wearable
- Faculty
 - 88% Laptop
 - 76% Tablet
 - 62% Smartphone
 - 48% Tablet
 - 8% Wearable

Technology in Teaching Spaces

- 77% Sufficient Software
- 68% Satisfied
- 55% Bring own device
- 54% Set Up Challenges
- 32% Dissatisfied
- 17% Want other tech available

Additional Services / Training Requested

- 43% Professional Development
- 39% Access to Tools
- 33% Training
- 27% Support
- 23% Collaboration

Innovation in Teaching

- 44% Already use innovative technology
- 21% Need more time
- 19% Need more training

Other Requests

- Increase wireless capacity
- Upgrade instructor computers
- Increase untethered teaching

Use of Technology in Teaching

- 55% Own laptop/computer
- 46% Presentation software
- 44% Classroom computer
- 40% Blackboard/Whiteboard

Satisfaction with Tech Support

- 91% of faculty says the Faculty Technology Center is able to address problems or questions
- 94% of staff say the IT Help Center is able to address problems or questions
- 91% of faculty say the IT Help Center is able to address problems or questions

10/30/18