**Student Survey 2018**  
Respondents 1,319

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**Computing Devices Used**
- 91% Laptop
- 65% Smartphone
- 32% Tablet
- 27% Desktop
- 13% Wearable Tech

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**Computer Labs**

72%
Primarily use labs to focus

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**CSUN Mobile 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

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**Available Software Requested**
- 98% HAVE USED CANVAS
- 92% CONSIDER CANVAS EASY TO USE
- Final Cut Pro
- SPSS
- Adobe Creative Cloud

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**myCSUNsoftware**
- 57% of respondents ARE AWARE OF myCSUNsoftware
- 76% of respondents HAVE ACCESSED myCSUNsoftware WITHIN THE PAST 12 MONTHS

To complete the academic coursework without having to purchase the software myself

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**Tech Support**

93%
found the IT Help Center helpful in addressing their problems or questions

via Chat
Online
By e-mail
Phone
In-Person

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**Computing Devices**

- Laptop
- Smartphone
- Tablet
- Desktop
- Wearable Tech

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**Available Software**

- Final Cut Pro
- SPSS
- Adobe Creative Cloud

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**myCSUNsoftware**

- 18% Online Faculty Hours
- 18% Meet with Others
- 14% Webinar
- 8% Share Screen

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**lynda.com**

28% of respondents ARE AWARE OF LYNDACOM

50% of respondents HAVE ACCESSED LYNDACOM WITHIN THE PAST 12 MONTHS

To obtain the skills that can be used after graduation

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**Zoom**

- Online Faculty Hours
- Meet with Others
- Webinar
- Share Screen

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**October 2018**
Faculty & Staff Survey 2018
Faculty respondents: 379
Staff respondents: 585

**Computing Devices Used**
- Faculty: 85% use Desktop, 43% use Smartphone, 38% use Laptop, 62% use Tablet, 48% use Wearable
- Staff: 76% use Desktop, 21% use Smartphone, 8% use Laptop, 62% use Tablet, 8% use Wearable

**Technology in Teaching Spaces**
- 77% Sufficient, 68% Satisfied, 55% Bring Own Device, 54% Set Up Challenges, 32% Dissatisfied, 17% Want Other Tech Available

**Features Worth Sharing**
- Files, Gradebook, Modules, Assignments

**Most Helpful Features**
- Gradebook: 42%
- Assignments: 55%
- Files: 31%

**Use of Technology in Teaching**
- Own Laptop/Computer: 55%
- Presentation Software: 46%
- Classroom Computer: 44%
- Blackboard/Whiteboard: 40%

**Additional Services/Training Requested**
- Professional Development: 43%
- Access to Tools: 39%
- Training: 33%
- Support: 27%
- Collaboration: 23%

**Innovation in Teaching**
- 44% Already use innovative technology
- 21% Need more time
- 19% Need more training

**Satisfaction with Tech Support**
- 91% of faculty
  Faculty Technology Center is able to address problems or questions
- 94% of staff and faculty
  IT Help Center is able to address problems or questions

October 2018