Staff Survey 2015
Respondents: 549

Tablets & Other Devices

- **Devices Used for CSUN-Related Work**
  - Smartphone: 58%
  - Laptop: 48%
  - Tablet: 42%

- **Tablet Use @CSUN**
  - 80% Apple
  - 7% Samsung
  - 4% Amazon Kindle
  - 3% Other
  - 1% Unknown

- **Top Tablet Activities**
  - Internet
  - CSUN Email
  - CSUN Website
  - CSUN Portal

CSUN Mobile App

- 43% have downloaded the app

- **Top 5 Used Features**
  - Moodle
  - Employee Directory
  - Calendar
  - Map
  - News

Lynda Online Training

- 52% have used Lynda.com
- 49% use Lynda.com to obtain skills needed for their job
- 58% rate their experience above average or excellent

IT Help Center Satisfaction

- **Awareness**
  - 95% Aware of the IT Help Center
  - 65% Aware that IT Help Center is located in the Learning Commons

- **Times contacted in the past year**
  - 1-5: 61%
  - 6-10: 9%
  - 10+: 11%

- **Staff agree that the IT Help Center is**
  - Helpful: 80%
  - Able to solve the problem: 80%
  - Knowledgeable: 78%