Summary of Key Findings from Information Technology Survey of Students, Faculty and Staff
Spring 2016
Sample Methodology

- Three surveys conducted in Spring 2016

- Surveys sent to all faculty, staff, 10,000 randomly selected students

- Most of the comparison variables in each of the surveys fall within the sampling margin of error and therefore can be looked at as representative of their respective populations

- Mostly closed-ended questions, some open-ended questions
Technologies Used for CSUN-Related Work - Faculty

- Faculty use the following devices for CSUN related work:
  - Desktop computer 75%
  - Laptop computer 86%
  - Tablet 52%
  - Smartphone 56%

(Q4, Faculty Survey)
Technologies Used for CSUN-Related Work - Staff

- Staff use the following devices for CSUN related work:
  - Desktop computer 90%
  - Laptop computer 54%
  - Tablet 45%
  - Wearable technology 13%

(Q3, Staff Survey)
Technologies Used for CSUN-Related Work - Students

- Students use the following devices for CSUN related work:
  - Desktop computer 33%
  - Laptop computer 90%
  - Tablet 41%
  - Smartphone 76%
  - Wearable technology 4%

(Q5, Student Survey)
Technology in Teaching Spaces

- 74% of faculty reported being satisfied with the technology *(Q18, Faculty Survey)*

- 44% faculty report bringing a laptop or tablet into the classroom instead of using the university provided computer *(Q18, Faculty Survey)*

- Faculty listed the following as important technology enhancements *(Q20-26, Faculty Survey)*:
  1. Increase wireless capacity
  2. Add software to the instructor podium computers
  3. More document cameras
Technology in Teaching Spaces

- 66% of faculty stated the software was sufficient to meet their instructional needs (Q27, Faculty Survey)

  - Most frequently requested software packages were:
    - Adobe Photoshop
    - Adobe Creative Cloud
    - Google Earth
Affordable Learning Solutions - Faculty

- Most faculty are not aware (55%) of the Affordable Learning Solutions Initiative
  (Q5, Faculty Survey)
  - 61% of full-time faculty aware
  - 23% of part-time faculty aware

- 36% of faculty offered e-texts (Q6, Faculty Survey)
Affordable Learning Solutions - Students

- 83% of students purchase course materials for all or most of their classes (Q12, Student Survey)

- Reason for not purchasing – Materials are too expensive (Q13, Student Survey)
Open Educational Resources

- 47% of faculty stated they are familiar with Open Educational Resources (Q15, Faculty Survey)

- Out of the 47%, 38% of those faculty stated they had experience using OERs in their curriculum (Q16, Faculty Survey)
  - Faculty use “videos,” “open access academic journal articles” and “open textbooks” most often (Q17, Faculty Survey)
  - A bivariate analysis revealed that usage across colleges varied significantly
Submission of Student Work

- 57% of faculty required student submission via paper hard copies \((Q31, \text{Faculty Survey})\)

- Most faculty (66%) stated they receive students’ work \((Q31, \text{Faculty Survey})\) through the Learning Management System (Moodle)
CSUN Mobile App

- 39% of faculty, 51% of staff, and 49% of students have downloaded the app (Q34, Faculty Survey; Q8; Staff Survey; Q6, Student Survey)
  - The top three mobile enhancements (Q7, Student Survey) requested by students were:
    - Interactive map with GPS
    - Improved/easier access to Portal
    - Notification of CSUN campus events/deadlines and important calendar items
- For students who have not installed the CSUN Mobile App, the primary reason was, “I did not know about it.” (Q8, Student Survey)
myCSUNsoftware - Faculty

- 80% of faculty were aware of myCSUNsoftware (Q13, Faculty Survey)

- Of the 80% who were aware, 49% of those faculty respondents recommended myCSUNsoftware to their students over the past twelve months (Q14, Faculty Survey)
myCSUNsoftware - Students

- 60% of students were aware of myCSUNsoftware (Q14, Student Survey)
  - Of these students, 81% accessed the software (Q15, Student Survey)

- Primary reasons students use myCSUNsoftware (Q16, Student Survey)
  - Accessing the software without having to purchase it (50%)
  - Not having to come to campus to complete their coursework (28%)

- Top software packages (Q18, Student Survey) requested by students to be added include:
  1. Adobe Photoshop
  2. Adobe Creative Suite
Training

- **Staff** - 61% use Lynda.com *(Q11, Staff Survey)*
  - Primary reason “to obtain skills needed for my job” (55%)
    *(Q13, Staff Survey)*
  - Staff overwhelmingly requested online training resources for Microsoft Office *(Q15, Staff Survey)*

- **Faculty** – cited the importance of training for Moodle *(Q52, Faculty Survey)*

- **Students** - 67% are unaware of Lynda.com *(Q19, Student Survey)*
  - Primary reason “to obtain the skills that can be used after graduation”
Streamlining Processes – Manual to Automation - Staff

- Top paper based, manual processes identified by staff that could be automated to improve service and efficiency:

1. Applying for graduation
2. PCard reconciliation
3. Student advisement
4. Changing grades
5. Surveying equipment

(Q4, Staff Survey)
Streamlining Processes – Manual to Automation - Students

- Top paper based, manual processes identified by students that could be automated to improve service and efficiency:

  1. Graduation forms
  2. Financial aid
  3. Transcript request
  4. Late add/drop application
  5. Time sheets

(Q22, Student Survey)
Streamlining Processes – eForms - Staff

- Top paper forms identified by staff to make available for online submission to improve service and efficiency:
  1. Purchase orders from The University Corporation
  2. Request for SOLAR access
  3. Campus timesheets
  4. Employee action request
  5. Faculty special pay form

(Q5, Staff Survey)
Streamlining Processes – eForms - Students

- Top paper forms identified by students to make available for online submission to improve service and efficiency:
  1. Graduation application
  2. Financial aid forms
  3. Transcript request
  4. Extra unit application form
  5. Late add/drop form

(Q23, Student Survey)
Suggestions to Improve IT Services and Support

- Student suggestions
  - Improve wifi
  - Receive more communications about IT services
  - More printing stations

(Q28, Student Survey)
Technologies Faculty Recommend as Beneficial to Student Learning

- Improvements in wifi
- Improvements in the Learning Management Systems
- Ability to disable phones/wireless in classrooms

(Q30, Faculty Survey)
Technology Support Services Satisfaction

- Faculty reported a mean average of:
  - 92.5% toward the IT Help Center (Q49-50, Faculty Survey)
  - 89.5% favorable toward the Faculty Technology Center (Q38-39, Faculty Survey)
  - 85.5% toward Classroom Support (Q44-45, Faculty Survey)
  - 82% toward College Technology Support (Q41-42, Faculty Survey)

- Staff reported a mean average of 91.5% favorable toward the IT Help Center (Q18-19, Staff Survey)

- Students reported that 95% of the time, the IT Help Center was able to answer their questions or resolve their problem (Q27, Student Survey)
www.csun.edu/it/surveys

- Full report
- Data tables
- Summary Key Findings PowerPoint
- Infographics
Questions?