Summary of Key Findings from the Information Technology Student, Faculty and Staff, and ECAR Student Surveys Spring 2017
Sample Methodology

- Surveys conducted in Spring 2017.
- Surveys were sent to all faculty and staff.
- 10,000 randomly selected students in the CSUN Survey and a separate 10,000 in EDUCAUSE ECAR Survey.
- Study samples were sufficient to infer results to their respective populations.
Which of the following devices do you use for your CSUN-related work?

<table>
<thead>
<tr>
<th>Device</th>
<th>Faculty</th>
<th>Staff</th>
<th>Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop computer</td>
<td>72%</td>
<td>86%</td>
<td>27%</td>
</tr>
<tr>
<td>Laptop computer</td>
<td>87%</td>
<td>55%</td>
<td>92%</td>
</tr>
<tr>
<td>Tablet</td>
<td>46%</td>
<td>41%</td>
<td>34%</td>
</tr>
<tr>
<td>Smartphone</td>
<td>56%</td>
<td>68%</td>
<td>78%</td>
</tr>
<tr>
<td>Wearable technology</td>
<td>7%</td>
<td>16%</td>
<td>6%</td>
</tr>
</tbody>
</table>

(Q7 Faculty Survey, Q6 Staff Survey, Q6 IT Student Survey)
What aspect of technology would you most like to see improved at CSUN?

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Wi-Fi</td>
<td>• Wi-Fi</td>
</tr>
<tr>
<td>11%</td>
<td>13%</td>
</tr>
<tr>
<td>• Learning Management System</td>
<td>• SOLAR</td>
</tr>
<tr>
<td>6%</td>
<td>8%</td>
</tr>
<tr>
<td>• Projectors and screens</td>
<td>• Transition to electronic forms</td>
</tr>
<tr>
<td>5%</td>
<td>4%</td>
</tr>
<tr>
<td>• Training and tutorials</td>
<td>• Technical Training</td>
</tr>
<tr>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>• Online learning and tutoring</td>
<td>• Computers</td>
</tr>
<tr>
<td>3%</td>
<td>3%</td>
</tr>
</tbody>
</table>

(Q4 Faculty Survey, Q3 Staff Survey)
What CSUN task is time consuming that you would like to see made more efficient through the use of technology?

<table>
<thead>
<tr>
<th>Faculty</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grading</td>
<td>Transition to electronic forms</td>
</tr>
<tr>
<td>Learning Management System</td>
<td>Financial Processes</td>
</tr>
<tr>
<td>Advisement</td>
<td>SOLAR</td>
</tr>
<tr>
<td>ETravel</td>
<td>HR processes and forms</td>
</tr>
</tbody>
</table>

(Q5 Faculty Survey, Q4 Staff Survey)
What change could we make through the use of technology that would make a difference to help CSUN students succeed?

**Faculty**
- Advisement 10%
- Tutoring 8%
- Update technology in classrooms 6%
- Technology training 4%

**Staff**
- Advisement 8%
- SOLAR 6%
- More online classes/tutoring 5%
- Transition to electronic forms 5%

(Q6 Faculty Survey, Q5 Staff Survey)
## Technology in Teaching Spaces: Faculty

<table>
<thead>
<tr>
<th></th>
<th>Lecture/Classroom</th>
<th>Lab</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied with the technology</td>
<td>76%</td>
<td>75%</td>
</tr>
<tr>
<td>Bring their own laptop/tablet</td>
<td>39%</td>
<td>26%</td>
</tr>
<tr>
<td>Software is sufficient</td>
<td>82%</td>
<td>86%</td>
</tr>
<tr>
<td>Problems view/display content</td>
<td>36%</td>
<td>24%</td>
</tr>
</tbody>
</table>

(Q10, Q12-Q13, Q15, Q18, Q20, Q21, Q23 Faculty Survey)
# Requested Software in Teaching Spaces: Faculty

<table>
<thead>
<tr>
<th>Lecture/Classrooms</th>
<th>Labs</th>
</tr>
</thead>
<tbody>
<tr>
<td>• SPSS</td>
<td>• Updated operating system</td>
</tr>
<tr>
<td>• Mini-Tab</td>
<td>• Updated browser</td>
</tr>
<tr>
<td>• Adobe Acrobat Professional</td>
<td>• Camtasia</td>
</tr>
</tbody>
</table>

(Q14, Q22 Faculty Survey)
Faculty were asked to prioritize technology changes over the next 2-3 years in teaching spaces

- Increase wireless capacity in teaching spaces.
- Upgrade the instructor computers provided in teaching spaces to newer computers.
- Increase the number of rooms that support untethered teaching (e.g., a classroom with mobile-enhanced infrastructure that supports a tablet-focused pedagogy).

(Q25-Q30 Faculty Survey)
Affordable Learning Solutions: Faculty

• Most are not aware (63%) of the Affordable Learning Solutions Initiative.
  ▪ 51% of full-time faculty are aware
  ▪ 27% of part-time faculty are aware
• 69% require students to purchase a textbook.

(Q36, Q37 Faculty Survey)
Open Educational Resources (OER): Faculty

- 40% stated they are familiar with Open Educational Resources.
  - A bivariate analysis revealed that years of service played a significant role in familiarity; Longer service faculty have greater awareness

- 32% stated they had experience using OERs in their curriculum.

- Faculty use “open textbooks”, “videos,” and “images” most often.

(Q40, Q41, Q43 Faculty Survey)
Student’s Overall Technology Experiences

- Poor: 2%
- Fair: 12%
- Neutral: 53%
- Good: 5%
- Excellent: 29%
- Don’t Know: 1%

(Q3.1, ECAR Student Survey)
Online Student Success Tools

• Top three categories reported as “moderately useful, very useful, or extremely useful”:
  - Degree audit tools that show the degree requirements completed.  
    84%
  - Online self-service tools for conducting student-related business.  
    84%
  - Degree planning or mapping tools that identify courses needed to complete my degree.  
    82%

(Q3.4, ECAR Student Survey)
Technology and Classroom Instruction

- Top three categories reported as “most, almost all, all”:
  - ...use technology adequately for course instruction. 58%
  - ...use technology during class to make connections to the learning material or to enhance learning. 47%
  - ...encourage you to use online collaboration tools to communicate/collaborate with the instructor or other students in or outside class. 45%

(Q3.5, ECAR Student Survey)
Learning Environments

- Students reported learning best:
  - With some online components 40%
  - About half online and half face-to-face 28%
  - No online components 14%

(Q4.1b, ECAR Student Survey)
Personal Devices and Online Security

- Sometimes I let other people use my mobile devices. 25%
- I secure access to my computer and smartphone with a password. 85%
- I have given the password for my computer, smartphone, or online account to another person in the past 12 months. 25%
- I have let someone log in as me to a university system or website in the past 12 months. 25%
- I have had a computer or smartphone stolen, or account hacked in the past 12 months. 9%

(Q3.8, ECAR Student Survey)
What aspect of technology would you most like to see improved to help you succeed at CSUN: Students

- WiFi 16%
- Printing across campus 8%
- Learning management system 5%
- More computer labs 5%
- Mobile app 4%

(Q5 IT Student Survey)
CSUN Mobile App: Students

• 53% have downloaded the app
  ▪ The top three mobile enhancements requested were:
    1. Learning management systems integration
    2. Improved map capabilities
    3. Event alerts/notifications
• For students who have not installed the CSUN Mobile App, the primary reason was, “I did not know about it.”

(Q7, Q9, Q10 IT Student Survey)
Technology in Computer Labs: Students

- 79% reported using computer labs

- When asked the primary reason for using University-provided computer labs, the most frequent response was, “They provided a working environment where I can focus.”

(Q11, Q12 Student Survey)
MyCSUNsoftware: Students

• 57% were aware of myCSUNsoftware
  ▪ Of these students, 76% accessed the software over the past twelve months

• Primary reason to use myCSUNsoftware
  ▪ To complete academic coursework without having to purchase the software myself

• Top software packages requested to be added include:
  ▪ Adobe Photoshop
  ▪ SPSS
  ▪ Adobe Creative Cloud

(Q16-Q18, Q20 Student Survey)
Lynda.com: Students

• 25% are aware of Lynda.com
  - Of these students, 54% accessed training materials at least once during the past twelve months
• Primary reason, “To obtain the skills that can be used after graduation.”

(Q21-Q23 Student Survey)
Lynda.com: Staff

- 88% are aware of Lynda.com
- 66% knew they offered more than simply software training

(Q10-Q11 Staff Survey)
Technology Support Services: Faculty

- Faculty Technology Center: 93%
- College Technology Support: 88%
- Classroom Support: 85%
- IT Help Center: 86%

(Q46-Q47, Q49-Q50, Q52-Q53, Q59-Q60 Faculty Survey)
Technology Support Services (continued)

Staff
• IT Help Center 87%

Students
• IT Help Center 89%

(Q14-Q15, Staff Survey; Q31-Q32 Student Survey)
www.csun.edu/it/surveys

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