Summary of Key Findings from the Information Technology Student, Faculty and Staff Surveys
Spring 2018
• Surveys conducted in Spring 2018

• Surveys were sent to all faculty and staff
  • Faculty: 379
  • Staff: 585

• 10,000 randomly selected students in the CSUN Survey
  • Students: 1,319

• 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>76%</td>
<td>85%</td>
<td>27%</td>
</tr>
<tr>
<td>Laptop computer</td>
<td>88%</td>
<td>38%</td>
<td>91%</td>
</tr>
<tr>
<td>Tablet</td>
<td>48%</td>
<td>21%</td>
<td>32%</td>
</tr>
<tr>
<td>Smartphone</td>
<td>62%</td>
<td>43%</td>
<td>83%</td>
</tr>
<tr>
<td>Wearable technology</td>
<td>8%</td>
<td>8%</td>
<td>13%</td>
</tr>
</tbody>
</table>

(Q5 Faculty Survey, Q4 Staff Survey, Q6 IT Student Survey)
Top preferences for additional software provided by CSUN?

**Faculty**
1. Adobe Creative Cloud / Photoshop
2. Nvivo/Qual research and MATLAB
3. Final Cut Pro

**Students**
1. Microsoft Office
2. Adobe Photoshop
3. Final Cut Pro

(Q6 Faculty Survey, Q16 Student Survey)
Technology in Teaching Spaces: Faculty

- Satisfied with the technology: 68%
- Dissatisfied: 32%
- Challenges with set up: 54%
- Bring their own laptop/tablet: 55%
- Software is sufficient: 77%
- Would like to have available: 17%
  - MS Office
  - SPSS
  - Video conferencing
  - Nvivo
  - Adobe Creative Cloud

(Q8,Q10-Q13 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
- “Other” category:
  - Improve/replace projectors
  - Improve computer labs
  - Expand lecture capture

(Q14-Q19 Faculty Survey)
Use of technology in teaching

- Computer and projector: 73%
- Teaching using different methods: 19%
- Teaching with infrequent or no use of technology: 8%

Most frequent usage:
- Presentation software: 46%
- Classroom computer: 44%
- Blackboard/Whiteboard: 40%

(Q21, Q35-46 Faculty Survey)
Teaching style and innovation

• Lecturer v. Facilitator: Facilitator preferred

• Impediments to innovation, using technology:
  1. Not applicable, already use: 44%
  2. Not enough time: 21%
  3. Not enough training: 19%
  4. Unable to access a classroom with technology: 12%

(Q.24-32, Q33)
Faculty were asked about what other services or training they need to be successful

- More options for professional development in technology: 43%
- More access to technology tools: 39%
- More training in technology: 33%
- More technical support: 27%
- More opportunities for collaboration: 23%

(Q.34)
Canvas

• Faculty use Canvas for instruction: 85%

• Most helpful features:
  • Assignments: 55%
  • Gradebook: 42%
  • Files: 31%

• Features worth sharing with colleagues:
  • Gradebook: 22%
  • Modules: 6%
  • Attendance 5%

(Q.53-57, Faculty)
Canvas

- Faculty training needs:
  1. Creating assignments/quizzes/tests: 7%
  2. Gradebook: 7%
  3. Course design: 4%

- Students who have used Canvas: 98%

- Students who consider Canvas easy to use: 92%

(Q.53-57, Faculty Survey; Q.11-12, Student Survey)
Technology in Computer Labs: Students

• 72% 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.”

(Q14-15, Student Survey)
CSUN Mobile App: Students

• 65% have downloaded the app

• The top five mobile enhancements requested were:
  1. Improve user-interface/layout (12%)
  2. Improved map capabilities (10%)
  3. Parking availability/parking payment (6%)
  4. Biometric login (6%)
  5. Class registration (6%)

• For students who have not installed the CSUN Mobile App, the primary reason was, “I did not know about it,” (65%)

(Q7-10 IT 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
• 28% are aware of Lynda.com
  • Of these students, 50% accessed training materials at least once during the past twelve months
  • Primary reason, “To obtain the skills that can be used after graduation,” (40%)

Staff
• 87% are aware of Lynda.com
  66% knew they offered more than software training

(Q24-Q25 Student Survey; Q8-Q9 Staff Survey)
Technology Support Services: Faculty

- IT Help Center: 91%
- Faculty Technology Center: 91%
- College Technology Support: 89%
- Classroom Support: 88%

(Q58-Q59, Q49-Q50, Q66-Q67, Q75-Q77 Faculty Survey)
Technology Support Services: Staff and Students

Staff
• IT Help Center 94%

Students
• IT Help Center 93%

(Q13-Q14, Staff Survey; Q34-Q35 Student Survey)
www.csun.edu/it/surveys

- Full report
- Data tables