

**CSUN**®

INFORMATION  
TECHNOLOGY

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

# IT Survey Methodology

- **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?

	<u>Faculty</u>	<u>Staff</u>	<u>Students</u>
• Desktop computer	<b>76%</b>	<b>85%</b>	27%
• Laptop computer	<b>88%</b>	38%	<b>91%</b>
• Tablet	48%	21%	32%
• Smartphone	62%	43%	83%
• Wearable technology	8%	8 %	13%

(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

	<u>Lecture/Classroom</u>
• 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

	<u>Satisfied</u>
• 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

## Satisfied

### Staff

- IT Help Center

94%

### Students

- IT Help Center

93%

(Q13-Q14, Staff Survey; Q34-Q35 Student Survey)

[www.csun.edu/it/surveys](http://www.csun.edu/it/surveys)

- Full report
- Data tables

