

# Annual IT Student Survey 2015

Description:

Date Created: 2/24/2015 7:22:13 PM

Date Range: 2/26/2015 12:00:00 AM - 4/17/2015 11:59:00 PM

Total Respondents: 1514

Q1. What best describes your current academic standing?			
Count	Percent		
192	12.68%		Freshman
216	14.27%		Sophomore
408	26.95%		Junior
431	28.47%		Senior
267	17.64%		Graduate student
1514	Respondents		

Q2. Are you a full-time or part-time student?			
Count	Percent		
1331	87.91%		Full - time
183	12.09%		Part - time
1514	Respondents		

Q3. In which CSUN degree program(s) are you currently enrolled? (Check all that apply)

Count	Respondent %	Response %		
59	3.90%	3.51%	<input type="checkbox"/>	Accountancy
4	0.26%	0.24%	<input type="checkbox"/>	African American Studies
16	1.06%	0.95%	<input type="checkbox"/>	Anthropology
41	2.71%	2.44%	<input type="checkbox"/>	Art
3	0.20%	0.18%	<input type="checkbox"/>	Asian American Studies
3	0.20%	0.18%	<input type="checkbox"/>	Athletic Training
10	0.66%	0.60%	<input type="checkbox"/>	Biochemistry
79	5.22%	4.70%	<input type="checkbox"/>	Biology
43	2.84%	2.56%	<input type="checkbox"/>	Business Administration
0	0.00%	0.00%	<input type="checkbox"/>	Central American Studies
11	0.73%	0.65%	<input type="checkbox"/>	Chemistry
13	0.86%	0.77%	<input type="checkbox"/>	Chicano and Chicana Studies
44	2.91%	2.62%	<input type="checkbox"/>	Child Development
67	4.43%	3.99%	<input type="checkbox"/>	Cinema and Television Arts
18	1.19%	1.07%	<input type="checkbox"/>	Civil Engineering
16	1.06%	0.95%	<input type="checkbox"/>	Communicative Disorders
44	2.91%	2.62%	<input type="checkbox"/>	Communication Studies
13	0.86%	0.77%	<input type="checkbox"/>	Computer Engineering
31	2.05%	1.85%	<input type="checkbox"/>	Computer Information Technology
38	2.51%	2.26%	<input type="checkbox"/>	Computer Science
1	0.07%	0.06%	<input type="checkbox"/>	Construction Management Technology
27	1.78%	1.61%	<input type="checkbox"/>	Deaf Studies
8	0.53%	0.48%	<input type="checkbox"/>	Economics
26	1.72%	1.55%	<input type="checkbox"/>	Electrical Engineering
28	1.85%	1.67%	<input type="checkbox"/>	English
15	0.99%	0.89%	<input type="checkbox"/>	Environmental and Occupational Health
6	0.40%	0.36%	<input type="checkbox"/>	Engineering Management
38	2.51%	2.26%	<input type="checkbox"/>	Family and Consumer Sciences
31	2.05%	1.85%	<input type="checkbox"/>	Finance
0	0.00%	0.00%	<input type="checkbox"/>	French
8	0.53%	0.48%	<input type="checkbox"/>	Gender and Women's Studies
14	0.92%	0.83%	<input type="checkbox"/>	Geography
5	0.33%	0.30%	<input type="checkbox"/>	Geology
47	3.10%	2.80%	<input type="checkbox"/>	Health Administration
10	0.66%	0.60%	<input type="checkbox"/>	History
8	0.53%	0.48%	<input type="checkbox"/>	Humanities
10	0.66%	0.60%	<input type="checkbox"/>	Information Systems
26	1.72%	1.55%	<input type="checkbox"/>	Journalism
68	4.49%	4.05%	<input type="checkbox"/>	Kinesiology
5	0.33%	0.30%	<input type="checkbox"/>	Languages and Cultures
43	2.84%	2.56%	<input type="checkbox"/>	Liberal Studies
8	0.53%	0.48%	<input type="checkbox"/>	Linguistics
			<input type="checkbox"/>	

45	2.97%	2.68%		Management
14	0.92%	0.83%		Manufacturing Systems Engineering
29	1.92%	1.73%		Marketing
13	0.86%	0.77%		Mathematics
40	2.64%	2.38%		Mechanical Engineering
1	0.07%	0.06%		Modern Jewish Studies
16	1.06%	0.95%		Music
19	1.25%	1.13%		Nursing
2	0.13%	0.12%		Philosophy
8	0.53%	0.48%		Physics
32	2.11%	1.90%		Political Science
118	7.79%	7.02%		Psychology
40	2.64%	2.38%		Public Health Promotion
0	0.00%	0.00%		Public Sector Management
9	0.59%	0.54%		Radiologic Sciences
11	0.73%	0.65%		Recreation
7	0.46%	0.42%		Religious Studies
96	6.34%	5.71%		Sociology
7	0.46%	0.42%		Spanish
2	0.13%	0.12%		Special Major
14	0.92%	0.83%		Theatre
4	0.26%	0.24%		Urban Studies and Planning
54	3.57%	3.21%		Undeclared
114	7.53%	6.79%		Other (please specify)
1514	Respondents			
1680	Responses			

Q4. Are you a transfer student?			
Count	Percent		
578	38.18%		Yes
936	61.82%		No
1514	Respondents		

Q5. Are you . . . ?			
Count	Percent		
507	33.49%		Male
995	65.72%		Female
12	0.79%		Prefer not to answer
1514	Respondents		

Q6. What is your age?

Count	Percent		
0	0.00%		Under 17 years old
285	18.82%		17 - 19 years old
475	31.37%		20 - 22 years old
336	22.19%		23 - 25 years old
193	12.75%		26 - 28 years old
56	3.70%		29 - 31 years old
37	2.44%		32 - 34 years old
120	7.93%		Over 35 years old
12	0.79%		Prefer not to answer
1514	Respondents		

Q7. Which computing device(s) do you use, and from which location(s) do you use them? (Check all that apply) - Desktop computer

Count	Respondent %	Response %		
366	25.43%	23.03%		Don't use
741	51.49%	46.63%		At CSUN
482	33.50%	30.33%		At home
1439	Respondents			
1589	Responses			

Q8. Which computing device(s) do you use, and from which location(s) do you use them? (Check all that apply) - Laptop computer (e.g., Macbook, Dell)

Count	Respondent %	Response %		
61	4.16%	3.17%		Don't use
639	43.53%	33.23%		At CSUN
1223	83.31%	63.60%		At home
1468	Respondents			
1923	Responses			

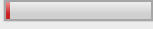


Q9. Which computing device(s) do you use, and from which location(s) do you use them? (Check all that apply) - Tablet (e.g., iPad, Kindle Fire, MS Surface, etc.)

Count	Respondent %	Response %		
573	41.02%	34.50%		Don't use
431	30.85%	25.95%		At CSUN
657	47.03%	39.55%		At home
1397	Respondents			
1661	Responses			

Q10. Which computing device(s) do you use, and from which location(s) do you use them? (Check all that apply) - E-book reader (e.g., Kindle, Nook, Sony Reader)

Count	Respondent %	Response %		
1060	80.06%	77.15%		Don't use
86	6.50%	6.26%		At CSUN
228	17.22%	16.59%		At home
1324	Respondents			
1374	Responses			

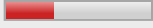
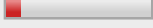
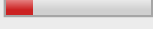
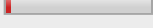
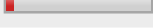
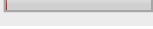
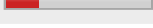
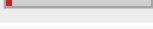
Q11. Which computing device(s) do you use, and from which location(s) do you use them? (Check all that apply) - Smartphone (e.g., iPhone, Android, Windows)

Count	Respondent %	Response %	
61	4.18%	2.88%	 Don't use
935	64.08%	44.12%	 At CSUN
1123	76.97%	53.00%	 At home
1459	Respondents		
2119	Responses		

Q12. What type of tablet (e.g. iPad) do you use? If you have more than one tablet, please select the one you use most often for school-related work.

Count	Percent	
638	42.91%	 iPad
58	3.90%	 Surface
89	5.99%	 Samsung Galaxy
46	3.09%	 Kindle Fire
68	4.57%	 Other (please describe)
19	1.28%	 Don't know
569	38.26%	 None
1487	Respondents	

Q13. How do you use your tablet for learning? (Check top three that apply)

Count	Respondent %	Response %	
669	82.39%	33.28%	 To look up information relevant to the lecture/discussion
206	25.37%	10.25%	 To keep in touch with friends
375	46.18%	18.66%	 To participate in class-related activities/discussions
76	9.36%	3.78%	 To record my instructors
112	13.79%	5.57%	 To photograph information
20	2.46%	1.00%	 To reach out to experts
467	57.51%	23.23%	 To access digital resources
85	10.47%	4.23%	 Other (please describe)
812	Respondents		
2010	Responses		

Q14. Have you used a mobile charging station on campus?

Count	Percent	
640	43.04%	 Yes
847	56.96%	 No
1487	Respondents	

Q15. Where did you use a charging station?

Count	Percent		
12	1.91%		Arbor Grille
43	6.84%		Bayramian Hall
46	7.31%		Bookstore
36	5.72%		Education Student Lounge
21	3.34%		Freudian Sip - Matador Bookstore Complex
29	4.61%		Freudian Sip - Sierra Center
64	10.17%		Freudian Sip - USU
10	1.59%		Geronimo's
5	0.79%		Health Center Lobby
11	1.75%		Juniper Hall
48	7.63%		Manzanita Hall
1	0.16%		Orange Grove Bistro
224	35.61%		Oviatt Library
12	1.91%		Redwood Hall West Lobby
27	4.29%		Sierra Center First Floor
8	1.27%		Sierra Center Patio
23	3.66%		Sierra Center Second Floor
9	1.43%		Student Housing Recreation Room
629	Respondents		

Q16. Funds are limited; where would you most like to see a mobile charging station added? (Please list)

Count	Percent	
1062	100.00%	
1062	Respondents	


Q17. Do you use University-provided computer labs?

Count	Percent		
1128	77.15%		Yes
334	22.85%		No
1462	Respondents		



Q18. What is your primary reason for using University-provided computer labs?

Count	Percent		
429	38.61%		They provide a working environment where I can focus
244	21.96%		The software I need is there
32	2.88%		I don't have another option
44	3.96%		I can get help from other students or lab staff there
140	12.60%		I meet up with others, either socially or as a study group
222	19.98%		Other (please explain)
1111	Respondents		

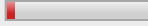

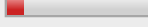
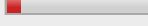
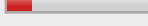
Q19. What technologies would you like to see deployed and used at CSUN that would help your learning?

Count	Percent	
821	100.00%	
821	Respondents	

Q20. Have you downloaded the CSUN Mobile App?

Count	Percent		
743	51.53%		Yes
699	48.47%		No
1442	Respondents		

Q21. What are the reasons you have not installed the CSUN Mobile App? (Check top three that apply)

Count	Respondent %	Response %	
47	6.79%	5.68%	 I do not have a smart phone
450	65.03%	54.41%	 I did not know about it
99	14.31%	11.97%	 It does not offer the features I need
84	12.14%	10.16%	 I didn't realize it was no additional cost
147	21.24%	17.78%	 Other (please specify)
692	Respondents		
827	Responses		

Q22. How often do you use the CSUN Mobile App?

Count	Percent	
70	9.50%	 Daily
210	28.49%	 Weekly
286	38.81%	 Monthly
171	23.20%	 Never
737	Respondents	

Q23. Which features in the CSUN Mobile App do you use? (Check top three that apply)

Count	Respondent %	Response %		
285	38.67%	15.41%		Map
50	6.78%	2.70%		Employee Directory
60	8.14%	3.24%		Student Directory
225	30.53%	12.17%		Enroll in Classes
486	65.94%	26.28%		Moodle
71	9.63%	3.84%		News
134	18.18%	7.25%		Calendar
3	0.41%	0.16%		Videos
12	1.63%	0.65%		Social Media
6	0.81%	0.32%		Photos
33	4.48%	1.78%		Dining
36	4.88%	1.95%		Athletics
136	18.45%	7.36%		Library
7	0.95%	0.38%		Tutorial
24	3.26%	1.30%		Emergency Info
12	1.63%	0.65%		Police Services
29	3.93%	1.57%		Pay Now
50	6.78%	2.70%		USU
65	8.82%	3.52%		SRC
34	4.61%	1.84%		Ask Matty
1	0.14%	0.05%		Tour
90	12.21%	4.87%		None
737 Respondents				
1849 Responses				

Q24. What features would you like to see added to the CSUN Mobile App? (Please specify)

Count	Percent	
386	100.00%	
386 Respondents		

Q25. Are you aware that myCSUNsoftware provides anywhere/anytime access to many software applications (e.g., SPSS, Microsoft Office, Mathematica, Adobe Acrobat, ArcMap, MATLAB)?

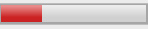

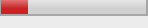
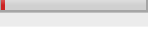
Count	Percent		
744	52.06%		Yes
685	47.94%		No
1429 Respondents			

Q26. During the past 12 months, how many times have you accessed myCSUNsoftware?



Count	Percent		
178	24.09%		Never
369	49.93%		1 - 5 times
63	8.53%		6 - 10 times
129	17.46%		More than 10 times
739 Respondents			



Q27. What is the primary reason you use myCSUNsoftware?

Count	Percent		
156	28.11%		To complete academic coursework without having to come to campus
282	50.81%		To complete academic coursework without having to purchase the software myself
103	18.56%		To complete academic coursework during a time that was convenient for me
14	2.52%		Other (please specify)
555	Respondents		

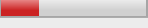

Q28. From which location(s) do you access myCSUNsoftware? (Check all that apply)

Count	Respondent %	Response %	
432	77.84%	55.10%	 Off campus
352	63.42%	44.90%	 On campus
555	Respondents		
784	Responses		

Q29. If we were able to provide more software in myCSUNsoftware at no additional cost, what would you like to see?

Count	Percent	
283	100.00%	
283	Respondents	

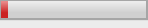
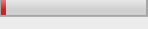

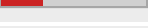
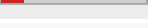
Q30. Are you aware that Lynda Online Training materials are available to you as a CSUN student?

Count	Percent		
377	26.61%		Yes
1040	73.39%		No
1417	Respondents		


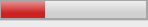
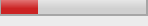
Q31. During the past 12 months, how many times have you accessed Lynda Online Training?

Count	Percent		
157	41.87%		Never
168	44.80%		1-5 times
23	6.13%		6-10 times
27	7.20%		More than 10 times
375	Respondents		


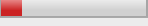
Q32. How would you rate your experience with Lynda Online Training videos?

Count	Percent		
17	4.53%		Extremely poor
13	3.47%		Below average
178	47.47%		Average
108	28.80%		Above average
59	15.73%		Excellent
375	Respondents		


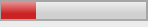
Q33. What is the primary reason you use Lynda Online Training?

Count	Percent		
164	43.73%		As a resource for course material
114	30.40%		To obtain the skills that can be used after graduation
97	25.87%		Other (please specify)
375	Respondents		

Q34. Are you aware that the IT Help Center is available to help with wireless access, password assistance, and more?

Count	Percent		
1207	85.48%		Yes
205	14.52%		No
1412	Respondents		

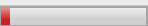
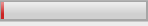
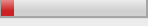

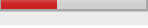
Q35. Are you aware that in person IT Help Center services are available in the Library Learning Commons?

Count	Percent		
911	75.73%		Yes
292	24.27%		No
1203	Respondents		


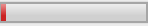
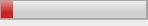

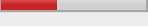
Q36. During the past 12 months, how many times have you contacted the IT Help Center, via chat, online, e-mail, phone or in person in the Library Learning Commons?

Count	Percent		
603	50.12%		Never
576	47.88%		1 - 5 times
16	1.33%		6 - 10 times
8	0.67%		More than 10 times
1203	Respondents		

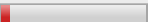

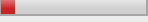
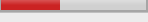
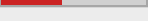
Q37. Please indicate your level of agreement with the following statements regarding the IT Help Center: - The types of services available from the IT Help Center are helpful to me.

Count	Percent		
37	6.20%		Strongly disagree
10	1.68%		Disagree
52	8.71%		Neither disagree nor agree
267	44.72%		Agree
231	38.69%		Strongly agree
597	Respondents		

Q38. Please indicate your level of agreement with the following statements regarding the IT Help Center: - The IT Help Center is able to address my problem or question.

Count	Percent		
33	5.53%		Strongly disagree
22	3.69%		Disagree
51	8.54%		Neither disagree nor agree
258	43.22%		Agree
233	39.03%		Strongly agree
597	Respondents		

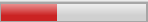

Q39. Please indicate your level of agreement with the following statements regarding the IT Help Center: - The IT Help Center is knowledgeable.

Count	Percent		
35	5.86%		Strongly disagree
12	2.01%		Disagree
56	9.38%		Neither disagree nor agree
243	40.70%		Agree
251	42.04%		Strongly agree
597	Respondents		



Q40. Please provide any additional suggestions you have to improve information technology services and support for students at CSUN:

Count	Percent	
527	100.00%	
527	Respondents	

Q41. Would you be willing to participate in a focus group later this semester?

Count	Percent		
548	39.11%		Yes
853	60.89%		No
1401	Respondents		

Q42. Please list the following information to be contacted about participating in a focus group:

Count	Respondent %	Response %	
544	100.00%	50.00%	 Full name:
544	100.00%	50.00%	 Email:
544	Respondents		
1088	Responses		

# Annual IT Faculty Survey 2015

Description:

Date Created: 2/24/2015 7:19:29 PM

Date Range: 2/26/2015 12:00:00 AM - 4/17/2015 11:59:00 PM

Total Respondents: 385

Q1. What best describes your academic appointment at CSUN?			
Count	Percent		
153	39.74%		Tenured faculty
69	17.92%		Tenure track/probationary faculty
137	35.58%		Part-time lecturer
23	5.97%		Full-time lecturer
0	0.00%		Visiting faculty
3	0.78%		Other (please specify)
385	Respondents		

Q2. In which CSUN College is your primary appointment?			
Count	Percent		
34	8.83%		David Nazarian College of Business and Economics
26	6.75%		Engineering and Computer Science
59	15.32%		Health and Human Development
52	13.51%		Humanities
43	11.17%		Michael D. Eisner College of Education
53	13.77%		Mike Curb College of Arts, Media, and Communication
16	4.16%		Oviatt Library
36	9.35%		Science and Mathematics
56	14.55%		Social and Behavioral Sciences
0	0.00%		Tseng College: Graduate, International and Midcareer Education
10	2.60%		Other (please specify)
385	Respondents		

Q3. How long have you been a member of the CSUN faculty?			
Count	Percent		
36	9.35%		Less than 1 year
98	25.45%		1 - 5 years
72	18.70%		6 - 10 years
75	19.48%		11 - 15 years
104	27.01%		More than 15 years
385	Respondents		

Q4. Which of the following devices do you use for your CSUN related work? - Desktop computer				
Count	Respondent %	Response %		
69	18.90%	18.85%		Don't use
297	81.37%	81.15%		At CSUN
365	Respondents			
366	Responses			

Q5. Which of the following devices do you use for your CSUN related work? - Laptop computer (e.g., Macbook, Dell)

Count	Respondent %	Response %		
70	19.28%	19.13%		Don't use
296	81.54%	80.87%		At CSUN
363 Respondents				
366 Responses				

Q6. Which of the following devices do you use for your CSUN related work? - Tablet (e.g., iPad, Galaxy, Kindle Fire, MS Surface)

Count	Respondent %	Response %		
139	40.52%	40.29%		Don't use
206	60.06%	59.71%		At CSUN
343 Respondents				
345 Responses				

Q7. Which of the following devices do you use for your CSUN related work? - E-book reader (e.g., Kindle, Nook, Sony Reader)

Count	Percent		
264	86.27%		Don't use
42	13.73%		At CSUN
306 Respondents			

Q8. Which of the following devices do you use for your CSUN related work? - Smartphone (e.g., iPhone, Android, Windows)

Count	Respondent %	Response %		
100	28.49%	28.41%		Don't use
252	71.79%	71.59%		At CSUN
351 Respondents				
352 Responses				

Q9. What type of tablet do you use? If you have more than one tablet, please select the one you use most often for school-related work.

Count	Percent		
177	82.71%		iPad
8	3.74%		Surface
11	5.14%		Samsung Galaxy
5	2.34%		Kindle Fire
10	4.67%		Other (please describe)
3	1.40%		Don't know
214 Respondents			

Q10. How did you obtain the tablet you use for your CSUN-related work?

Count	Percent		
72	33.80%		My college/department purchased the tablet
16	7.51%		I used grant funds to purchase the tablet
91	42.72%		I purchased the tablet with my own funds or received it as a gift
24	11.27%		Other (please specify)
10	4.69%		I do not use my tablet for CSUN-related work
213 Respondents			

Q11. Which of these activities do you do with your tablet? - Access information on the Internet

Count	Percent		
197	92.49%		Yes
16	7.51%		No
213 Respondents			

Q12. Which of these activities do you do with your tablet? - Access library resources

Count	Percent		
131	61.50%		Yes
82	38.50%		No
213 Respondents			

Q13. Which of these activities do you do with your tablet? - Conduct academic research

Count	Percent		
104	48.83%		Yes
109	51.17%		No
213 Respondents			

Q14. Which of these activities do you do with your tablet? - Access my CSUN email account

Count	Percent		
184	86.38%		Yes
29	13.62%		No
213 Respondents			

Q15. Which of these activities do you do with your tablet? - Access information on the CSUN website

Count	Percent		
178	83.57%		Yes
35	16.43%		No
213 Respondents			

Q16. Which of these activities do you do with your tablet? - Access myNorthridge portal

Count	Percent		
156	73.24%		Yes
57	26.76%		No
213 Respondents			

Q17. Which of these activities do you do with your tablet? - Use the CSUN learning management system (Moodle)

Count	Percent		
129	60.56%		Yes
84	39.44%		No
213 Respondents			

Q18. Which of these activities do you do with your tablet? - Communicate with students via blogs or social media

Count	Percent		
43	20.19%		Yes
170	79.81%		No
213 Respondents			

Q19. Which of these activities do you do with your tablet? - Maintain a grade book

Count	Percent		
43	20.19%		Yes
170	79.81%		No
213 Respondents			

Q20. Which of these activities do you do with your tablet? - Take attendance

Count	Percent		
25	11.74%		Yes
188	88.26%		No
213 Respondents			

Q21. Which of these activities do you do with your tablet? - Conduct polls in class

Count	Percent		
40	18.78%		Yes
173	81.22%		No
213 Respondents			

Q22. Which of these activities do you do with your tablet? - Create a presentation for class use

Count	Percent		
63	29.58%		Yes
150	70.42%		No
213 Respondents			

Q23. Which of these activities do you do with your tablet? - Display a presentation in class

Count	Percent		
77	36.15%		Yes
136	63.85%		No
213 Respondents			

Q24. Which of these activities do you do with your tablet? - Create a video or sound recording for class use

Count	Percent		
43	20.19%		Yes
170	79.81%		No
213 Respondents			

Q25. Which of these activities do you do with your tablet? - Develop other digital content for class use

Count	Percent		
54	25.35%		Yes
159	74.65%		No
213 Respondents			

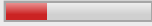
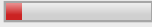
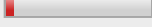
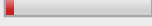
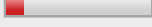
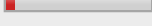
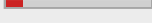
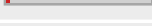

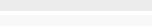
Q26. Which of these activities do you do with your tablet? - Other

Count	Percent		
49	23.00%		Yes
164	77.00%		No
213 Respondents			

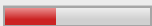
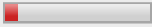

Q27. Please describe other activities you do with your tablet:

Count	Percent	
37	100.00%	
37	Respondents	

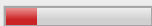
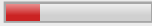
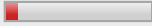

Q28. Which types of apps on your tablet do you use most frequently in conjunction with your teaching? (Check up to three most frequently used)

Count	Respondent %	Response %	
115	56.10%	28.40%	 PDF readers (e.g., Adobe PDF reader, Notability, Goodreader)
46	22.44%	11.36%	 Take notes by typing (e.g., Evernote)
22	10.73%	5.43%	 Take notes or draw with a stylus (e.g., Pennultimate, Noteshef)
23	11.22%	5.68%	 Digital whiteboard and/or lecture capture (e.g., Explain Everything, Educreations, ScreenChomp)
50	24.39%	12.35%	 Presentation tool (e.g., Keynote)
25	12.20%	6.17%	 Polling software (e.g., eClicker, Socratic, Poll Everywhere)
49	23.90%	12.10%	 Show videos (e.g., YouTube)
11	5.37%	2.72%	 App in my discipline (please describe)
13	6.34%	3.21%	 Other type of app (please describe)
51	24.88%	12.59%	 I do not use my tablet in conjunction with my teaching.
205	Respondents		
405	Responses		

Q29. Do you offer an e-text version of a publisher's textbook for your students?

Count	Percent		
121	35.17%		Yes, I'm currently offering a publisher's e-text version of the course textbook
30	8.72%		I'm in the process of identifying a publisher's e-text version of the course textbook to offer
193	56.10%		No
344	Respondents		

Q30. What prevents you from offering an e-text version of publisher textbooks to your students? (Check all that apply)

Count	Respondent %	Response %	
42	24.28%	21.43%	 I do not know what is available
46	26.59%	23.47%	 The publisher does not provide an e-text version of the textbook(s) I use
17	9.83%	8.67%	 My students prefer to use hard copies
91	52.60%	46.43%	 Other (please describe)
173	Respondents		
196	Responses		





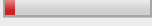
Q31. Which of the following factors is of greatest importance in your decision to offer an e-text option? (Check the top two reasons)				
Count	Respondent %	Response %		
264	82.50%	41.25%		Lower cost
76	23.75%	11.87%		Ability for students to mark-up the textbook (e.g., highlight, annotate)
7	2.19%	1.09%		Ability for students to share their notes
66	20.62%	10.31%		Ability for students to search the textbook
86	26.88%	13.44%		Ability for students to read on multiple devices
61	19.06%	9.53%		Ability for faculty to customize the text
80	25.00%	12.50%		Other (please specify)
320	Respondents			
640	Responses			

Q32. Do you offer any digital content to your students that is not published?			
Count	Percent		
137	42.81%		I use content that was created by me or another CSUN faculty member
50	15.63%		I use content that was assembled by me or another CSUN faculty member
52	16.25%		I use other material not from a publisher
28	8.75%		No, I do not offer any digital content, but I do have content I am interested in making digital
53	16.56%		No, I do not offer any additional digital content and I have no plans to offer such
320	Respondents		


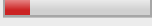
Q33. Which of the following items regarding e-texts would you be most interested in learning about? (Check top three)				
Count	Respondent %	Response %		
90	28.13%	16.25%		How to adopt e-texts that are relevant to the classes I teach
107	33.44%	19.31%		How to assemble e-texts using existing materials from Academic Pub, Flatworld Knowledge, etc.
129	40.31%	23.29%		How to create my own e-text
99	30.94%	17.87%		How to fund the development of my e-text
18	5.62%	3.25%		Other (please specify)
111	34.69%	20.04%		None
320	Respondents			
554	Responses			

Q34. How would you rate your overall satisfaction with the technology available in the lecture rooms?			
Count	Percent		
41	12.89%		Very satisfied
146	45.91%		Satisfied
64	20.13%		Neither satisfied nor dissatisfied
54	16.98%		Dissatisfied
13	4.09%		Very dissatisfied
318	Respondents		

Q35. When teaching in classrooms, do you primarily use the computer provided in the classroom or do you bring your own computing device (e.g., laptop computer, tablet computer, other)?

Count	Percent		
163	51.26%		I use the instructor computer
133	41.82%		I bring my own computing device
22	6.92%		I do not use the instructor station nor bring my own computing device
318	Respondents		

Q36. Is the software available on the instructor computer sufficient to meet your instructional needs?

Count	Percent		
131	82.91%		Yes
27	17.09%		No (please explain what you would like to have available)
158	Respondents		

Q37. Is the other equipment (data projector, control box, document camera, etc.) in the classroom sufficient to meet your instructional needs? - Data projector

Count	Percent		
230	74.19%		Yes
43	13.87%		No
37	11.94%		N/A - Don't use
310	Respondents		

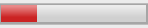
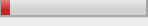
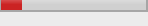
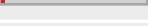
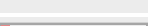



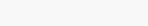
Q38. Is the other equipment (data projector, control box, document camera, etc.) in the classroom sufficient to meet your instructional needs? - Control box

Count	Percent		
207	66.77%		Yes
57	18.39%		No
46	14.84%		N/A - Don't use
310	Respondents		

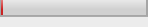
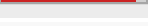
Q39. Is the other equipment (data projector, control box, document camera, etc.) in the classroom sufficient to meet your instructional needs? - Document camera

Count	Percent		
34	10.97%		Yes
50	16.13%		No
226	72.90%		N/A - Don't use
310	Respondents		

Q40. Funding is limited. What is the most important technology change that you would like to see in the next 2-3 years?

Count	Percent		
77	24.84%		Increase wireless capacity
19	6.13%		Provide document cameras
44	14.19%		Improve the classroom computer
8	2.58%		Add additional software to the classroom computers
16	5.16%		Allow for streaming during class
18	5.81%		Allow for showing digital content during class
21	6.77%		Improve controller boxes
65	20.97%		Allow for untethered teaching (not connected to the podium or computer)
42	13.55%		Other (please specify)
310	Respondents		


Q41. Over the past academic year, how often did you call x1500 for assistance?

Count	Percent		
0	0.00%		Daily
4	1.29%		Weekly
16	5.16%		Monthly
290	93.55%		A few times per semester
310	Respondents		

Q42. Over the past academic year, have you called x1500 to obtain tech support when teaching in one of the Smart Classrooms?

Count	Percent		
133	42.90%		Yes
177	57.10%		No
310	Respondents		

Q43. Was the person at x1500 able to solve your problem over the telephone?

Count	Percent		
47	35.34%		Yes
86	64.66%		No
133	Respondents		

Q44. Was the person at x1500 able to resolve your problem in-person, in the classroom?

Count	Percent		
62	72.09%		Yes
24	27.91%		No
86	Respondents		

Q45. Which category best describes the most frequent problem you experience with technology in the classroom?

Count	Percent		
23	7.69%		Black-Box/podium locks
47	15.72%		Classroom computer
11	3.68%		Classroom PC Can't Login
38	12.71%		Data Projector
17	5.69%		Logging into wireless
19	6.35%		Playing a DVD
5	1.67%		Issue in a lab
33	11.04%		Issue with wireless quality
12	4.01%		Issue with AirServer using your iPad
42	14.05%		Issue with mouse or keyboard
41	13.71%		Connect laptop to classroom projector
11	3.68%		Wireless mic
299 Respondents			

Q46. Please indicate your level of agreement with the following statements regarding the classroom technology support you received: - The support I received was timely.


Count	Percent		
7	5.30%		Strongly disagree
7	5.30%		Disagree
22	16.67%		Neither disagree nor agree
52	39.39%		Agree
44	33.33%		Strongly agree
132 Respondents			

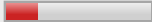

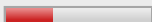

Q47. Please indicate your level of agreement with the following statements regarding the classroom technology support you received: - The support person was able to resolve the problem in order for me to continue with what I had planned during that class.

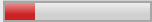

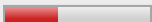

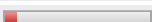
Count	Percent		
13	9.85%		Strongly disagree
11	8.33%		Disagree
26	19.70%		Neither disagree nor agree
49	37.12%		Agree
33	25.00%		Strongly agree
132 Respondents			

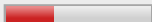



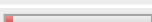
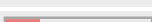
Q48. Please indicate your level of agreement with the following statements regarding the classroom technology support you received: - I am satisfied with the support I received.


Count	Percent		
8	6.06%		Strongly disagree
6	4.55%		Disagree
32	24.24%		Neither disagree nor agree
41	31.06%		Agree
45	34.09%		Strongly agree
132 Respondents			

Q49. What technologies would you like to see deployed and used at CSUN that would be beneficial to your students' learning?		
Count	Percent	
164	100.00%	
164	Respondents	

Q50. How do you request that your students submit their work to you? (Check top three)				
Count	Respondent %	Response %		
124	41.47%	22.22%		E-mail
205	68.56%	36.74%		Learning Management System (Moodle)
183	61.20%	32.80%		Hard copy
46	15.38%	8.24%		Other (please explain)
299	Respondents			
558	Responses			

Q51. Please describe how often you require students to turn in paper copies of their class work that are printed from a computer system:				
Count	Percent			
62	20.74%			Never (all work is submitted electronically)
82	27.42%			Seldom
110	36.79%			Multiple times a semester
20	6.69%			Every week
25	8.36%			Not applicable -subject matter does not require production of computer-generated written work by students
299	Respondents			

Q52. Have you used any of the following methods for electronic grading of student work? (Check all that apply)				
Count	Respondent %	Response %		
146	48.83%	33.33%		Turnitin
102	34.11%	23.29%		Track changes in Microsoft Word
59	19.73%	13.47%		PDF Annotation
5	1.67%	1.14%		Respondus
23	7.69%	5.25%		Other (please specify)
103	34.45%	23.52%		None
299	Respondents			
438	Responses			

Q53. Are you interested in learning more about electronic grading options?		
Count	Percent	
195	65.22%	
104	34.78%	
299	Respondents	

**Q54. How important is the student's accessibility to university provided printing in your decision of making how assignments are submitted?**

Count	Percent		
128	42.81%		Not important
95	31.77%		Somewhat important
35	11.71%		Important
41	13.71%		Very Important
299	Respondents		

**Q55. Have you downloaded the CSUN Mobile App?**

Count	Percent		
108	36.12%		Yes
191	63.88%		No
299	Respondents		

**Q56. What is the reason you have not installed the CSUN Mobile App? (Check all that apply)?**

Count	Respondent %	Response %		
29	15.26%	14.22%		I do not have a smart phone
91	47.89%	44.61%		I did not know about it
22	11.58%	10.78%		It does not offer the features I need
12	6.32%	5.88%		I didn't realize it was no additional cost
50	26.32%	24.51%		Other (please specify)
190	Respondents			
204	Responses			

**Q57. How often do you use the CSUN Mobile App?**

Count	Percent		
4	3.70%		Daily
21	19.44%		Weekly
42	38.89%		Monthly
41	37.96%		Never
108	Respondents		

Q58. Which features in the CSUN Mobile App do you use? (Check top three that apply)

Count	Respondent %	Response %		
38	35.19%	18.27%		Map
18	16.67%	8.65%		Employee Directory
3	2.78%	1.44%		Student Directory
3	2.78%	1.44%		Enroll in Classes
44	40.74%	21.15%		Moodle
11	10.19%	5.29%		News
22	20.37%	10.58%		Calendar
0	0.00%	0.00%		Videos
1	0.93%	0.48%		Social Media
1	0.93%	0.48%		Photos
8	7.41%	3.85%		Dining
2	1.85%	0.96%		Athletics
12	11.11%	5.77%		Library
0	0.00%	0.00%		Tutorial
3	2.78%	1.44%		Emergency Info
1	0.93%	0.48%		Police Services
1	0.93%	0.48%		Pay Now
1	0.93%	0.48%		USU
1	0.93%	0.48%		SRC
0	0.00%	0.00%		Ask Matty
0	0.00%	0.00%		Tour
38	35.19%	18.27%		None
108 Respondents				
208 Responses				

Q59. What features would you like to see added to the CSUN Mobile App? (Please specify)

Count	Percent	
43	100.00%	
43 Respondents		

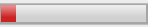

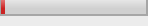
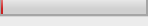
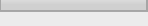
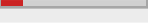
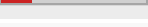
Q60. Are you aware that the myCSUNsoftware provides anywhere/anytime access to many software applications (e.g., SPSS, Microsoft Office, Mathematica, Adobe Acrobat, ArcMap, MATLAB)?

Count	Percent		
157	52.68%		Yes
141	47.32%		No
298 Respondents			


Q61. During the past 12 months, have you recommended myCSUNsoftware to your students?

Count	Percent		
77	49.36%		Yes
79	50.64%		No
156 Respondents			

Q62. What prevents you from recommending myCSUNsoftware to students?

Count	Percent		
8	10.13%		I didn't know it existed
39	49.37%		The students don't need it for my class
2	2.53%		The software I want my students to access is not available on myCSUNsoftware (please explain)
1	1.27%		I have experienced problems using myCSUNsoftware (please explain)
0	0.00%		My students have experienced problems using myCSUNsoftware (please explain)
12	15.19%		Other (please explain)
17	21.52%		Don't know
79	Respondents		

Q63. If we were able to provide more software at no additional cost, what would you like to see?

Count	Percent	
38	100.00%	
38	Respondents	


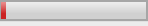
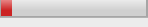

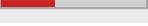
Q64. Are you aware that the Faculty Technology Center (FTC), located in the Garden level of Oviatt Library, provides support and facilities to help you incorporate technology into your teaching?

Count	Percent		
256	86.20%		Yes
41	13.80%		No
297	Respondents		

Q65. During the past twelve months, how many times have you contacted the Faculty Technology Center?

Count	Percent		
65	25.39%		Never
147	57.42%		1 - 5
30	11.72%		6 - 10
14	5.47%		More than 10 times
256	Respondents		

Q66. Please indicate your level of agreement with the following statements regarding the Faculty Technology Center: - The types of services available through the Faculty Technology Center are helpful to me.

Count	Percent		
15	7.89%		Strongly disagree
7	3.68%		Disagree
14	7.37%		Neither disagree nor agree
83	43.68%		Agree
71	37.37%		Strongly agree
190	Respondents		



Q67. Please indicate your level of agreement with the following statements regarding the Faculty Technology Center: - The Faculty Technology Center is able to address my problem or question.

Count	Percent		
16	8.42%		Strongly disagree
8	4.21%		Disagree
22	11.58%		Neither disagree nor agree
75	39.47%		Agree
69	36.32%		Strongly agree
190	Respondents		

Q68. Please indicate your level of agreement with the following statements regarding the Faculty Technology Center: - The Faculty Technology Center is knowledgeable.

Count	Percent		
13	6.84%		Strongly disagree
5	2.63%		Disagree
19	10.00%		Neither disagree nor agree
70	36.84%		Agree
83	43.68%		Strongly agree
190	Respondents		

Q69. Are you aware that your College offers technology support to help with faculty computers, software and web support, and other technology related issues/problems?

Count	Percent		
260	88.14%		Yes
35	11.86%		No
295	Respondents		

Q70. During the past twelve months, how many times have you contacted your College Technology Support?

Count	Percent		
55	21.24%		Never
158	61.00%		1 - 5 times
34	13.13%		6 - 10 times
12	4.63%		More than 10 times
259	Respondents		

Q71. What type of support did you receive from your College Technology Support? (Check top three that apply)

Count	Respondent %	Response %		
159	78.71%	36.38%		Computer
38	18.81%	8.70%		Lab
66	32.67%	15.10%		Classroom
10	4.95%	2.29%		Research
22	10.89%	5.03%		Printing
82	40.59%	18.76%		Software
17	8.42%	3.89%		Web
22	10.89%	5.03%		Server
21	10.40%	4.81%		Other (please specify)
202	Respondents			
437	Responses			

Q72. Please indicate your level of agreement with the following statements regarding your College Technology Support: - The types of services available from my College Technology Support are helpful to me.

Count	Percent		
17	8.42%		Strongly disagree
11	5.45%		Disagree
19	9.41%		Neither disagree nor agree
82	40.59%		Agree
73	36.14%		Strongly agree
202	Respondents		

Q73. Please indicate your level of agreement with the following statements regarding your College Technology Support: - My College Technology Support is able to address my problem or question.

Count	Percent		
19	9.41%		Strongly disagree
19	9.41%		Disagree
17	8.42%		Neither disagree nor agree
80	39.60%		Agree
67	33.17%		Strongly agree
202	Respondents		

Q74. Please indicate your level of agreement with the following statements regarding your College Technology Support: - My College Technology support is knowledgeable.

Count	Percent		
16	7.92%		Strongly disagree
11	5.45%		Disagree
19	9.41%		Neither disagree nor agree
76	37.62%		Agree
80	39.60%		Strongly agree
202	Respondents		

Q75. Are you aware that the IT Help Center is available to help with wireless access, password assistance, and more?

Count	Percent		
274	93.84%		Yes
18	6.16%		No
292	Respondents		

Q76. During the past twelve months, how many times have you contacted the IT Help Center via online, e-mail, phone or in-person?

Count	Percent		
66	24.09%		Never
189	68.98%		1 - 5 times
13	4.74%		6 - 10 times
6	2.19%		More than 10 times
274	Respondents		

Q77. Please indicate your level of agreement with the following statements regarding the IT Help Center: - The types of services available from the IT Help Center are helpful to me.

Count	Percent		
15	7.25%		Strongly disagree
9	4.35%		Disagree
30	14.49%		Neither disagree nor agree
97	46.86%		Agree
56	27.05%		Strongly agree
207	Respondents		

Q78. Please indicate your level of agreement with the following statements regarding the IT Help Center: - The IT Help Center is able to address my problem or question.

Count	Percent		
17	8.21%		Strongly disagree
9	4.35%		Disagree
31	14.98%		Neither disagree nor agree
94	45.41%		Agree
56	27.05%		Strongly agree
207	Respondents		

Q79. Please indicate your level of agreement with the following statements regarding the IT Help Center: - The IT Help Center is knowledgeable.

Count	Percent		
18	8.70%		Strongly disagree
9	4.35%		Disagree
30	14.49%		Neither disagree nor agree
96	46.38%		Agree
54	26.09%		Strongly agree
207	Respondents		

**Q80. Are you aware that in-person IT Help Center services are available in the Library Learning Commons?**

Count	Percent		
189	65.17%		Yes
101	34.83%		No
290 Respondents			

**Q81. Please provide any additional suggestions you have to improve information technology services and support for faculty at CSUN:**

Count	Percent	
101	100.00%	
101 Respondents		

**Q82. Would you be willing to participate in a post IT-Survey focus group?**

Count	Percent		
72	24.83%		Yes
218	75.17%		No
290 Respondents			

**Q83. Please list the following information to be contacted about participating in a focus group:**

Count	Respondent %	Response %	
72	100.00%	50.00%	Full name:
72	100.00%	50.00%	E-mail address:
72 Respondents			
144 Responses			


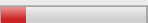



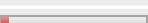
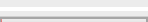
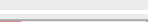
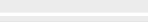
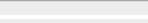
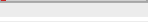
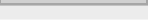
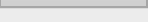
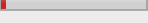
# Annual IT Staff Survey 2015

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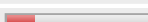
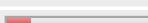
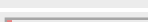
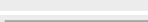
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Total Respondents: 549

Q1. In which division do you primarily work on campus?			
Count	Percent		
138	25.14%		Academic Affairs
94	17.12%		Administration and Finance
4	0.73%		Associated Students
10	1.82%		Athletics
60	10.93%		Information Technology
29	5.28%		Library
5	0.91%		President's Office
74	13.48%		Student Affairs
14	2.55%		Tseng College
19	3.46%		University Advancement
1	0.18%		University Corporation
0	0.00%		University Student Union
19	3.46%		VPAC
82	14.94%		Other (please specify)
549	Respondents		


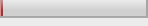
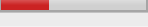
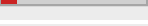
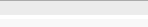
Q2. How long have you worked at CSUN?			
Count	Percent		
59	10.75%		Less than 1 year
129	23.50%		1 - 5 years
112	20.40%		6 - 10 years
102	18.58%		11 - 15 years
147	26.78%		More than 15 years
549	Respondents		

Q3. Which computing device(s) do you use? (Check all that apply)				
Count	Respondent %	Response %		
492	89.62%	36.47%		Desktop computer
266	48.45%	19.72%		Laptop computer (e.g., Macbook, Dell)
228	41.53%	16.90%		Tablet (e.g., iPad, Galaxy, Kindle Fire, MS Surface)
47	8.56%	3.48%		E-book reader (e.g., Kindle, Nook, Sony Reader)
316	57.56%	23.42%		Smartphone (e.g., iPhone, Android, Windows)
549	Respondents			
1349	Responses			

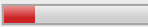
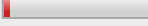
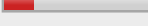
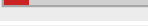

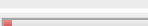
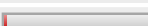

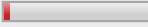
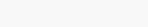
Q4. What type of tablet do you use? If you have more than one tablet, please select the one you use most often for school-related work.

Count	Percent		
178	79.82%		iPad
12	5.38%		Surface
15	6.73%		Samsung Galaxy
9	4.04%		Kindle Fire
6	2.69%		Other (please describe)
3	1.35%		Don't know
223 Respondents			

Q5. How did you obtain the tablet you use for your CSUN-related work?

Count	Percent		
114	51.12%		My Department purchased the tablet
3	1.35%		I used grant funds to purchase the tablet
74	33.18%		I purchased the tablet myself or received it as a gift
25	11.21%		I do not use my tablet for CSUN-related work
7	3.14%		Other (please specify)
223 Respondents			

Q6. Which of these activities do you do with your tablet? (Check top three that apply)

Count	Respondent %	Response %		
195	87.44%	21.81%		Access information on the internet
36	16.14%	4.03%		Access library resources
185	82.96%	20.69%		Access my CSUN email account
154	69.06%	17.23%		Access information on the CSUN website
141	63.23%	15.77%		Access myNorthridge portal
33	14.80%	3.69%		Create a presentation for work use
52	23.32%	5.82%		Display a presentation in a meeting
18	8.07%	2.01%		Create a video or sound recording for work related activities
43	19.28%	4.81%		Develop other digital content for work use
37	16.59%	4.14%		Other (please describe)
223 Respondents				
894 Responses				

Q7. Have you downloaded the CSUN Mobile App?

Count	Percent		
235	43.20%		Yes
309	56.80%		No
544 Respondents			

Q8. What are the reasons you have not installed the CSUN Mobile App? (Check top three that apply)

Count	Respondent %	Response %		
56	18.67%	16.87%		I do not have a smart phone or tablet
112	37.33%	33.73%		I did not know about it
44	14.67%	13.25%		It does not offer the features I need
15	5.00%	4.52%		I didn't realize it was no additional cost
105	35.00%	31.63%		Other (please specify)
300	Respondents			
332	Responses			


Q9. How often do you use the CSUN Mobile App?

Count	Percent		
9	3.90%		Daily
39	16.88%		Weekly
99	42.86%		Monthly
84	36.36%		Never
231	Respondents		



Q10. Which features in the CSUN Mobile App do you use? (Check top three that apply)

Count	Respondent %	Response %		
83	35.93%	19.39%		Map
71	30.74%	16.59%		Employee Directory
8	3.46%	1.87%		Student Directory
10	4.33%	2.34%		Enroll in Classes
30	12.99%	7.01%		Moodle
32	13.85%	7.48%		News
31	13.42%	7.24%		Calendar
0	0.00%	0.00%		Videos
5	2.16%	1.17%		Social Media
3	1.30%	0.70%		Photos
24	10.39%	5.61%		Dining
10	4.33%	2.34%		Athletics
13	5.63%	3.04%		Library
3	1.30%	0.70%		Tutorial
9	3.90%	2.10%		Emergency Info
4	1.73%	0.93%		Police Services
0	0.00%	0.00%		Pay Now
2	0.87%	0.47%		USU
14	6.06%	3.27%		SRC
2	0.87%	0.47%		Ask Matty
3	1.30%	0.70%		Tour
71	30.74%	16.59%		None
231	Respondents			
428	Responses			


Q11. What features would you like to see added to the CSUN Mobile App? (Please specify)

Count	Percent	
63	100.00%	
63	Respondents	

Q12. Have you accessed any technology training guides and materials available on the IT website?

Count	Percent		
293	55.18%		Yes
238	44.82%		No
531	Respondents		

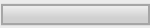
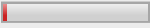

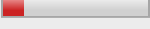
Q13. Have you used the Lynda Online Training available to you as a CSUN faculty or staff member?

Count	Percent		
275	51.79%		Yes
256	48.21%		No
531	Respondents		


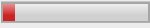
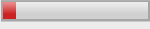
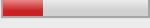
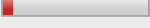
Q14. During the past 12 months, how many times have you accessed Lynda Online Training?

Count	Percent		
14	5.11%		Never
211	77.01%		1-5 times
27	9.85%		6-10 times
22	8.03%		More than 10 times
274	Respondents		

Q15. How would you rate your experience with Lynda Online Training videos?

Count	Percent		
0	0.00%		Extremely poor
7	2.55%		Below average
109	39.78%		Average
118	43.07%		Above average
40	14.60%		Excellent
274	Respondents		

Q16. What is the primary reason you use Lynda Online Training?

Count	Percent		
135	49.27%		To obtain skills needed for my job
22	8.03%		To obtain skills needed outside my job
24	8.76%		To complete training assigned by supervisor
75	27.37%		To keep up to date with technology
18	6.57%		Other (please specify)
274	Respondents		



Q17. Are you aware that the IT Help Center is available to help with wireless access, password assistance, and more?

Count	Percent		
501	94.53%		Yes
29	5.47%		No
530	Respondents		

Q18. During the past twelve months, how many times have you contacted the IT Help Center via online, e-mail, phone, or in person?

Count	Percent		
94	18.80%		Never
303	60.60%		1 - 5 times
47	9.40%		6 - 10 times
56	11.20%		More than 10 times
500	Respondents		

Q19. Please indicate your level of agreement with the following statements regarding the IT Help Center: - The types of services available from the IT Help Center are helpful to me.

Count	Percent		
22	5.54%		Strongly disagree
5	1.26%		Disagree
42	10.58%		Neither disagree nor agree
196	49.37%		Agree
124	31.23%		Strongly agree
8	2.02%		Don't know
397	Respondents		

Q20. Please indicate your level of agreement with the following statements regarding the IT Help Center: - The IT Help Center is able to address my problem or question.

Count	Percent		
21	5.29%		Strongly disagree
15	3.78%		Disagree
42	10.58%		Neither disagree nor agree
197	49.62%		Agree
118	29.72%		Strongly agree
4	1.01%		Don't know
397	Respondents		

Q21. Please indicate your level of agreement with the following statements regarding the IT Help Center: - The IT Help Center is knowledgeable.

Count	Percent		
20	5.04%		Strongly disagree
12	3.02%		Disagree
50	12.59%		Neither disagree nor agree
183	46.10%		Agree
125	31.49%		Strongly agree
7	1.76%		Don't know
397	Respondents		

**Q22. Are you aware that in-person IT Help Center services are available in the Library Learning Commons?**

Count	Percent		
339	65.32%		Yes
180	34.68%		No
519 Respondents			

**Q23. Please provide any additional suggestions you have to improve information technology services and support for staff at CSUN:**

Count	Percent	
98	100.00%	
98 Respondents		

**Q24. Would you like to be contacted about participating in a focus group?**

Count	Percent		
76	14.64%		Yes
443	85.36%		No
519 Respondents			

**Q25. Please list the following information to be contacted about participating in a focus group:**

Count	Respondent %	Response %	
76	100.00%	50.00%	Full name:
76	100.00%	50.00%	E-mail:
76 Respondents			
152 Responses			