

Annual IT Student Survey 2016

Date Created: 4/11/2016 7:25:35 PM

Date Range: 4/15/2016 12:00:00 AM - 5/13/2016 8:00:00 PM

Total Respondents: 1414

Q1. What best describes your current academic standing?

Count	Percent		
158	11.17%		Freshman
173	12.23%		Sophomore
444	31.40%		Junior
446	31.54%		Senior
193	13.65%		Graduate student
1414	Respondents		

Q2. Are you a full-time or part-time student?

Count	Percent		
1248	88.26%		Full - time
166	11.74%		Part - time
1414	Respondents		

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


Count	Respondent %	Response %		
68	4.81%	4.27%	<input type="checkbox"/>	Accountancy
6	0.42%	0.38%	<input type="checkbox"/>	Africana Studies
15	1.06%	0.94%	<input type="checkbox"/>	Anthropology
29	2.05%	1.82%	<input type="checkbox"/>	Art
4	0.28%	0.25%	<input type="checkbox"/>	Asian American Studies
5	0.35%	0.31%	<input type="checkbox"/>	Athletic Training
12	0.85%	0.75%	<input type="checkbox"/>	Biochemistry
81	5.73%	5.08%	<input type="checkbox"/>	Biology
45	3.18%	2.82%	<input type="checkbox"/>	Business Administration
6	0.42%	0.38%	<input type="checkbox"/>	Central American Studies
8	0.57%	0.50%	<input type="checkbox"/>	Chemistry
15	1.06%	0.94%	<input type="checkbox"/>	Chicano and Chicana Studies
48	3.39%	3.01%	<input type="checkbox"/>	Child Development
47	3.32%	2.95%	<input type="checkbox"/>	Cinema and Television Arts
17	1.20%	1.07%	<input type="checkbox"/>	Civil Engineering
19	1.34%	1.19%	<input type="checkbox"/>	Communicative Disorders
37	2.62%	2.32%	<input type="checkbox"/>	Communication Studies
11	0.78%	0.69%	<input type="checkbox"/>	Computer Engineering
24	1.70%	1.51%	<input type="checkbox"/>	Computer Information Technology
41	2.90%	2.57%	<input type="checkbox"/>	Computer Science
7	0.50%	0.44%	<input type="checkbox"/>	Construction Management Technology
29	2.05%	1.82%	<input type="checkbox"/>	Deaf Studies
9	0.64%	0.56%	<input type="checkbox"/>	Economics
23	1.63%	1.44%	<input type="checkbox"/>	Electrical Engineering
34	2.40%	2.13%	<input type="checkbox"/>	English
11	0.78%	0.69%	<input type="checkbox"/>	Environmental and Occupational Health
9	0.64%	0.56%	<input type="checkbox"/>	Engineering Management
37	2.62%	2.32%	<input type="checkbox"/>	Family and Consumer Sciences
40	2.83%	2.51%	<input type="checkbox"/>	Finance
1	0.07%	0.06%	<input type="checkbox"/>	French
6	0.42%	0.38%	<input type="checkbox"/>	Gender and Women's Studies
6	0.42%	0.38%	<input type="checkbox"/>	Geography
5	0.35%	0.31%	<input type="checkbox"/>	Geology
33	2.33%	2.07%	<input type="checkbox"/>	Health Administration
10	0.71%	0.63%	<input type="checkbox"/>	History
5	0.35%	0.31%	<input type="checkbox"/>	Humanities
12	0.85%	0.75%	<input type="checkbox"/>	Information Systems
18	1.27%	1.13%	<input type="checkbox"/>	Journalism
64	4.53%	4.02%	<input type="checkbox"/>	Kinesiology
1	0.07%	0.06%	<input type="checkbox"/>	Languages and Cultures
32	2.26%	2.01%	<input type="checkbox"/>	Liberal Studies
15	1.06%	0.94%	<input type="checkbox"/>	Linguistics
			<input type="checkbox"/>	

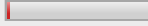

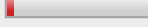
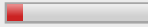
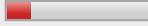
64	4.53%	4.02%		Management
10	0.71%	0.63%		Manufacturing Systems Engineering
34	2.40%	2.13%		Marketing
14	0.99%	0.88%		Mathematics
36	2.55%	2.26%		Mechanical Engineering
2	0.14%	0.13%		Modern Jewish Studies
16	1.13%	1.00%		Music
7	0.50%	0.44%		Nursing
3	0.21%	0.19%		Philosophy
6	0.42%	0.38%		Physics
32	2.26%	2.01%		Political Science
136	9.62%	8.54%		Psychology
37	2.62%	2.32%		Public Health Promotion
0	0.00%	0.00%		Public Sector Management
6	0.42%	0.38%		Radiologic Sciences
12	0.85%	0.75%		Recreation
7	0.50%	0.44%		Religious Studies
107	7.57%	6.72%		Sociology
4	0.28%	0.25%		Spanish
1	0.07%	0.06%		Special Major
9	0.64%	0.56%		Theatre
3	0.21%	0.19%		Urban Studies and Planning
16	1.13%	1.00%		Undeclared
86	6.08%	5.40%		Other (please specify)
1414	Respondents			
1593	Responses			


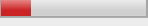
Q4. Are you a transfer student?			
Count	Percent		
607	42.93%		Yes
807	57.07%		No
1414	Respondents		

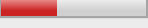
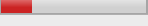
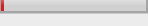
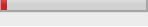
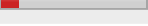
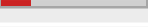
Q5. Which computing device(s) do you own and use for CSUN-related work? (Check all that apply)				
Count	Respondent %	Response %		
473	33.45%	13.55%		Desktop computer
1278	90.38%	36.61%		Laptop computer
583	41.23%	16.70%		Tablet
1077	76.17%	30.85%		Smartphone
53	3.75%	1.52%		Wearable technology (e.g., fitness device, smart watch)
22	1.56%	0.63%		Other (please specify)
5	0.35%	0.14%		None
1414	Respondents			
3491	Responses			


Q6. Have you downloaded the CSUN Mobile App?			
Count	Percent		
686	48.51%		Yes
728	51.49%		No
1414	Respondents		

Q7. What feature(s) would you like to see added to the CSUN Mobile App? (Please specify)			
Count	Percent		
436	100.00%		
436	Respondents		


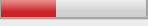
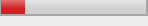
Q8. What are the reasons you have not installed the CSUN Mobile App? (Check top three that apply)				
Count	Respondent %	Response %		
19	2.66%	2.45%		I do not have a smartphone or tablet
504	70.69%	64.95%		I did not know about it
38	5.33%	4.90%		It does not offer the features I need (please specify features you would like to see added)
85	11.92%	10.95%		I didn't realize it was free
130	18.23%	16.75%		Other (please specify)
713	Respondents			
776	Responses			

Q9. Do you use University-provided computer labs?			
Count	Percent		
1093	79.32%		Yes
285	20.68%		No
1378	Respondents		


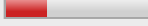
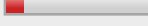
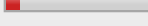
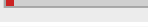
Q10. What is your primary reason for using University-provided computer labs?				
Count	Percent			
413	38.78%			They provide a working environment where I can focus
231	21.69%			The software I need is available in the computer labs
22	2.07%			I don't have another option
45	4.23%			I can get help from other students or staff in the computer lab
135	12.68%			I meet up with others, either socially or as a study group
219	20.56%			Other (please explain)
1065	Respondents			

Q11. What technologies would you like to see deployed and used at CSUN that would help your learning? (Please specify)			
Count	Percent		
766	100.00%		
766	Respondents		


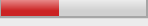
Q12. How often do you purchase required course materials (e.g. text books, ebooks)?

Count	Percent		
610	45.45%		For all my CSUN courses
511	38.08%		For most of my CSUN courses
221	16.47%		For less than half of my CSUN courses
1342	Respondents		

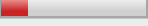

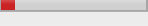
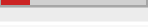
Q13. What are the reasons you don't purchase required course materials for all courses? (Check all that apply)

Count	Respondent %	Response %	
525	72.71%	43.28%	 Materials are too expensive
345	47.78%	28.44%	 Materials are not useful or not used much
151	20.91%	12.45%	 I prefer to borrow or share materials with other students
122	16.90%	10.06%	 I prefer to borrow or share materials from the library
70	9.70%	5.77%	 Other (please specify)
722	Respondents		
1213	Responses		

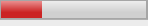

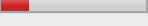
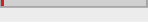
Q14. Are you aware that myCSUNsoftware provides anywhere/anytime access to many software applications at no cost to CSUN students (e.g., SPSS, Microsoft Office, Mathematica, Adobe Acrobat, ArcMap, MATLAB)?

Count	Percent	
795	59.77%	 Yes
535	40.23%	 No
1330	Respondents	



Q15. During the past 12 months, how many times have you accessed myCSUNsoftware?

Count	Percent	
150	18.92%	 Never
405	51.07%	 1 - 5 times
78	9.84%	 6 - 10 times
160	20.18%	 More than 10 times
793	Respondents	

Q16. What is the primary reason you use myCSUNsoftware?

Count	Percent	
182	28.48%	 To complete academic coursework without having to come to campus
319	49.92%	 To complete academic coursework without having to purchase the software myself
124	19.41%	 To complete academic coursework during a time that was convenient for me
14	2.19%	 Other (please specify)
639	Respondents	

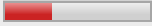

Q17. From which location(s) do you access myCSUNsoftware? (Check all that apply)

Count	Respondent %	Response %	
516	80.75%	56.64%	 Off campus
395	61.82%	43.36%	 On campus
639	Respondents		
911	Responses		

Q18. If we were able to provide more software in myCSUNsoftware at no additional cost, what applications would you like to see?

Count	Percent	
335	100.00%	
335	Respondents	



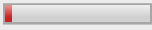
Q19. Are you aware that Lynda Online Training materials are available at no cost to you as a CSUN student?

Count	Percent		
430	32.53%		Yes
892	67.47%		No
1322	Respondents		

Q20. During the past 12 months, how many times have you accessed Lynda Online Training?

Count	Percent		
213	49.65%		Never
161	37.53%		1-5 times
23	5.36%		6-10 times
32	7.46%		More than 10 times
429	Respondents		

Q21. What is the primary reason you use Lynda Online Training?

Count	Percent		
85	40.67%		As a resource for course material
114	54.55%		To obtain the skills that can be used after graduation
10	4.78%		Other (please specify)
209	Respondents		

Q22. What are the most important paper based, manual processes that could be automated to improve student services? (Please specify up to three)

Count	Percent	
569	100.00%	
569	Respondents	


Q23. What are the most important paper forms you want to access and submit online to improve service? (Please specify up to three)

Count	Percent	
533	100.00%	
533	Respondents	

Q24. Are you aware that the IT Help Center is available to help with wireless access, password assistance, and more?

Count	Percent		
1089	86.16%		Yes
175	13.84%		No
1264	Respondents		

Q25. Are you aware that in person IT Help Center services are available in the Learning Commons in the Oviatt Library?

Count	Percent		
872	80.15%		Yes
216	19.85%		No
1088	Respondents		

Q26. 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		
587	53.95%		Never
473	43.47%		1 - 5 times
20	1.84%		6 - 10 times
8	0.74%		More than 10 times
1088	Respondents		

Q27. Was the IT Help Center able to address your problem or question?

Count	Percent		
412	95.15%		Yes
21	4.85%		No
433	Respondents		

Q28. Please provide any additional suggestions you have to improve information technology services and support for students at CSUN (Please specify):

Count	Percent	
503	100.00%	
503	Respondents	

Annual IT Faculty Survey 2016

Date Created: 4/11/2016 7:21:39 PM

Date Range: 4/15/2016 12:00:00 AM - 5/13/2016 8:00:00 PM

Total Respondents: 362

Q1. What best describes your academic appointment at CSUN?			
Count	Percent		
133	36.74%		Tenured faculty
74	20.44%		Tenure track/probationary faculty
131	36.19%		Part-time lecturer
15	4.14%		Full-time lecturer
0	0.00%		Visiting faculty
9	2.49%		Other (please specify)
362	Respondents		

Q2. In which CSUN College is your primary appointment?			
Count	Percent		
28	7.73%		David Nazarian College of Business and Economics
21	5.80%		Engineering and Computer Science
55	15.19%		Health and Human Development
51	14.09%		Humanities
53	14.64%		Michael D. Eisner College of Education
46	12.71%		Mike Curb College of Arts, Media, and Communication
15	4.14%		Oviatt Library
33	9.12%		Science and Mathematics
54	14.92%		Social and Behavioral Sciences
1	0.28%		Tseng College: Graduate, International and Midcareer Education
5	1.38%		Other (please specify)
362	Respondents		

Q3. How long have you been a member of the CSUN faculty?			
Count	Percent		
46	12.71%		Less than 1 year
98	27.07%		1 - 5 years
64	17.68%		6 - 10 years
58	16.02%		11 - 15 years
96	26.52%		More than 15 years
362	Respondents		

Q4. Do you use any of these devices for your CSUN related work? (Check all that apply)					
Count	Respondent %	Response %			
271	74.86%	26.88%		Desktop	
311	85.91%	30.85%		Laptop computer	
187	51.66%	18.55%		Tablet	
203	56.08%	20.14%		Smartphone	
19	5.25%	1.88%		Wearable technology (e.g., fitness device, smart watch)	
14	3.87%	1.39%		Other (please specify)	
3	0.83%	0.30%		None	
362 Respondents					
1008 Responses					

Q5. Are you aware of CSUN's Affordable Learning Solutions program?			
Count	Percent		
151	45.07%		Yes
184	54.93%		No
335 Respondents			

Q6. Do you offer an e-text version of a publisher's textbook for your students?			
Count	Percent		
120	35.82%		Yes, I'm currently offering a publisher's e-text version of the course textbook
23	6.87%		I'm in the process of identifying a publisher's e-text version of the course textbook to offer
192	57.31%		No
335 Respondents			

Q7. Do you offer any digital content to your students that is not published for general use?			
Count	Percent		
188	56.12%		I use content that was created or assembled by me or another CSUN faculty member
57	17.01%		I use other material not from a publisher
11	3.28%		No, I do not offer any digital content, but I do have content I am interested in making digital
79	23.58%		No, I do not currently offer any additional digital content
335 Respondents			

Q8. Which of the following items regarding e-texts would you be most interested in learning about? (Check all that apply)					
Count	Respondent %	Response %			
90	26.87%	16.54%		How to adopt e-texts that are relevant to the classes I teach	
102	30.45%	18.75%		How to assemble e-texts using existing materials	
110	32.84%	20.22%		How to create my own e-text	
104	31.04%	19.12%		How to fund the development of my e-text	
18	5.37%	3.31%		Other (please specify)	
120	35.82%	22.06%		None	
335 Respondents					
544 Responses					

Q9. Would you be interested in receiving help to develop an educational app that could be used by students on their mobile devices to help reinforce a particular topic in your course?

Count	Percent		
109	32.54%		Yes (what topics would you like to support?)
226	67.46%		No
335	Respondents		

Q10. Are you aware that Lynda Online Training materials are available to you and students at no cost?

Count	Percent		
229	68.56%		Yes
105	31.44%		No
334	Respondents		

Q11. During the past 12 months, how many times have you accessed Lynda Online Training?

Count	Percent		
98	43.17%		Never
110	48.46%		1-5 times
12	5.29%		6-10 times
7	3.08%		More than 10 times
227	Respondents		

Q12. During the past 12 months have you recommended Lynda Online Training to students?

Count	Percent		
94	41.41%		Yes
133	58.59%		No
227	Respondents		

Q13. Are you aware that myCSUNsoftware provides anywhere/anytime access to many software applications at no cost (e.g., SPSS, Microsoft Office, Mathematica, Adobe Acrobat, ArcMap, MATLAB,)?

Count	Percent		
181	79.74%		Yes
46	20.26%		No
227	Respondents		

Q14. During the past 12 months, have you recommended myCSUNsoftware to your students?

Count	Percent		
110	48.46%		Yes
117	51.54%		No
227	Respondents		

Q15. Are you familiar with Open Educational Resources (OER)?

Count	Percent		
107	47.14%		Yes
120	52.86%		No
227	Respondents		

Q16. Have you used Open Education Resources (OER) within your course curriculum?

Count	Percent		
35	38.04%		Yes
46	50.00%		No
11	11.96%		I cannot find any in my discipline that fits my needs
92 Respondents			

Q17. What types of Open Educational Resources (OER) have you used? (check all that apply)

Count	Respondent %	Response %	
18	51.43%	12.77%	open textbooks
26	74.29%	18.44%	videos
17	48.57%	12.06%	images
14	40.00%	9.93%	interactive tutorials
10	28.57%	7.09%	audio podcasts
8	22.86%	5.67%	infographics
3	8.57%	2.13%	tests/quizzes
7	20.00%	4.96%	assignments
7	20.00%	4.96%	assemblage of resources
21	60.00%	14.89%	open access academic journal articles
3	8.57%	2.13%	MOOC
7	20.00%	4.96%	other
35 Respondents			
141 Responses			


Q18. How would you rate your overall satisfaction with the technology available in the rooms where you teach students (e.g. classrooms, lecture rooms, labs used for teaching)?

Count	Percent		
17	5.36%		Very Dissatisfied
67	21.14%		Dissatisfied
198	62.46%		Satisfied
35	11.04%		Very Satisfied
317 Respondents			

Q19. When teaching in rooms where an instructor computer is provided, do you primarily use the computer provided or do you bring a laptop or tablet device into the room?

Count	Percent		
166	52.37%		I use the computer provided
141	44.48%		I bring my own computer or tablet
10	3.15%		I do not use the instructor computer provided in the room nor bring my own computer
317 Respondents			

Q20. Funding for new technology is limited. Which of the following technology changes would you like to see in the next 2-3 years in teaching spaces (e.g. classrooms, lecture rooms, labs used for teaching)? (Select top three in sequential order of importance) - Increase wireless capacity in learning spaces

Count	Percent		
101	50.00%		1
48	23.76%		2
53	26.24%		3
202 Respondents			

Q21. Funding for new technology is limited. Which of the following technology changes would you like to see in the next 2-3 years in teaching spaces (e.g. classrooms, lecture rooms, labs used for teaching)? (Select top three in sequential order of importance) - Increase the number of teaching spaces with document cameras

Count	Percent		
22	27.50%		1
26	32.50%		2
32	40.00%		3
80 Respondents			

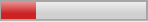
Q22. Funding for new technology is limited. Which of the following technology changes would you like to see in the next 2-3 years in teaching spaces (e.g. classrooms, lecture rooms, labs used for teaching)? (Select top three in sequential order of importance) - Upgrade the instructor computers provided in teaching spaces to newer computers

Count	Percent		
70	37.84%		1
71	38.38%		2
44	23.78%		3
185 Respondents			


Q23. Funding for new technology is limited. Which of the following technology changes would you like to see in the next 2-3 years in teaching spaces (e.g. classrooms, lecture rooms, labs used for teaching)? (Select top three in sequential order of importance) - Add software to the instructor computers provided in teaching spaces (please specify the software in the comment box below)

Count	Percent		
17	22.08%		1
39	50.65%		2
21	27.27%		3
77 Respondents			


Q24. Funding for new technology is limited. Which of the following technology changes would you like to see in the next 2-3 years in teaching spaces (e.g. classrooms, lecture rooms, labs used for teaching)? (Select top three in sequential order of importance) - Expand the number of teaching spaces that can support untethered teaching

Count	Percent		
39	24.07%		1
65	40.12%		2
58	35.80%		3
162 Respondents			



Q25. Funding for new technology is limited. Which of the following technology changes would you like to see in the next 2-3 years in teaching spaces (e.g. classrooms, lecture rooms, labs used for teaching)? (Select top three in sequential order of importance) - Other (Please specify in the comment box below)

Count	Percent		
41	65.08%		1
7	11.11%		2
15	23.81%		3
63	Respondents		

Q26. Please specify, if applicable:

Count	Percent	
93	100.00%	
93	Respondents	

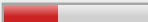

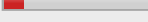
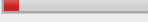
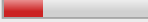
Q27. Is the software available on the instructor computer provided in the room sufficient to meet your instructional needs?

Count	Percent		
99	66.00%		Yes
51	34.00%		No (please explain what you would like to have available)
150	Respondents		

Q28. Do you have problems viewing and displaying digital content in teaching spaces?

Count	Percent		
122	38.73%		Yes
193	61.27%		No
315	Respondents		

Q29. Is the problem related to: (Check all that apply)

Count	Respondent %	Response %	
65	54.62%	37.57%	 Streaming content from the internet on the computer provided in the teaching space
19	15.97%	10.98%	 Streaming content from the internet using a mobile device
24	20.17%	13.87%	 Viewing a DVD/BluRay
18	15.13%	10.40%	 Viewing content through the University Video Network system
47	39.50%	27.17%	 Other (please specify)
119	Respondents		
173	Responses		

Q30. What technologies would you like to see deployed and used at CSUN that would be beneficial to your students' learning? (Please specify)

Count	Percent	
146	100.00%	
146	Respondents	

Q31. How do you request that your students submit their work to you? (Check all that apply)

Count	Respondent %	Response %		
117	37.74%	21.79%		E-mail
205	66.13%	38.18%		Learning Management System (Moodle)
177	57.10%	32.96%		Hard copy
38	12.26%	7.08%		Other (please explain)
310	Respondents			
537	Responses			

Q32. Please describe how often you require students to submit printed paper copies of their course work:

Count	Percent		
54	17.42%		Never (all work is submitted electronically)
96	30.97%		Seldom
111	35.81%		Multiple times a semester
29	9.35%		Every week
20	6.45%		Not Applicable -subject matter does not require production of computer-generated written work by students
310	Respondents		

Q33. Have you used any of the following methods for electronic grading of student work?

Count	Respondent %	Response %		
151	48.71%	32.68%		Turnitin
106	34.19%	22.94%		Track changes in Microsoft Word
57	18.39%	12.34%		PDF Annotation
13	4.19%	2.81%		Respondus
32	10.32%	6.93%		Other
103	33.23%	22.29%		None
310	Respondents			
462	Responses			

Q34. Have you downloaded the CSUN Mobile App?

Count	Percent		
122	39.35%		Yes
188	60.65%		No
310	Respondents		

Q35. What features would you like to see added to the CSUN Mobile App to support faculty? (Please specify)

Count	Percent	
52	100.00%	
52	Respondents	

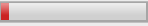
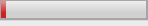

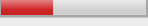
Q36. Are you aware that the Faculty Technology Center (FTC) provides support and facilities to help you incorporate technology into your teaching?

Count	Percent		
272	87.74%		Yes
38	12.26%		No
310	Respondents		

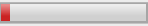
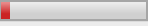

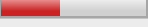
Q37. During the past twelve months, how many times have you contacted the Faculty Technology Center?

Count	Percent		
67	24.63%		Never
160	58.82%		1-5
32	11.76%		6-10
13	4.78%		More than 10 times
272	Respondents		

Q38. 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		
12	5.36%		Strongly disagree
8	3.57%		Disagree
124	55.36%		Agree
80	35.71%		Strongly agree
224	Respondents		

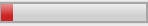
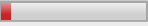

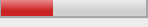
Q39. Please indicate your level of agreement with the following statements regarding the Faculty Technology Center: - The Faculty Technology Center is able to address my problem or question.

Count	Percent		
14	6.25%		Strongly disagree
13	5.80%		Disagree
106	47.32%		Agree
91	40.63%		Strongly agree
224	Respondents		

Q40. Are you aware that your College offers technology support to help with faculty computers, software, web support, and other technology related issues/problems?

Count	Percent		
216	89.26%		Yes
26	10.74%		No
242	Respondents		

Q41. 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		
18	8.33%		Strongly disagree
14	6.48%		Disagree
107	49.54%		Agree
77	35.65%		Strongly agree
216	Respondents		

Q42. 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		
17	7.87%		Strongly disagree
31	14.35%		Disagree
93	43.06%		Agree
75	34.72%		Strongly agree
216	Respondents		

Q43. Who is your primary source of technical support when teaching in one of the lecture rooms?

Count	Percent		
154	49.84%		College/Department Staff
155	50.16%		Classroom Technology Support (ext. 1500)
309	Respondents		

Q44. Please indicate your general level of agreement with the following statements regarding the technical assistance you received: - The technician was able to solve the problem(s)

Count	Percent		
8	2.59%		Strongly disagree
27	8.74%		Disagree
163	52.75%		Agree
111	35.92%		Strongly agree
309	Respondents		

Q45. Please indicate your general level of agreement with the following statements regarding the technical assistance you received: - I am satisfied with the support I received

Count	Percent		
10	3.24%		Strongly disagree
35	11.33%		Disagree
154	49.84%		Agree
110	35.60%		Strongly agree
309	Respondents		

Q46. If there is a particular classroom or teaching space where you currently experience a technology issues, please note the room number and the problem:

Count	Percent		
89	100.00%		
89	Respondents		


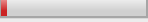

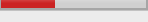
Q47. Are you aware that the IT Help Center is available to help with questions about wireless access, password reset, and more?

Count	Percent		
293	95.13%		Yes
15	4.87%		No
308	Respondents		


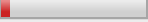

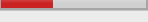
Q48. During the past twelve months, how many times have you contacted the IT Help Center via online, e-mail, phone or in person?

Count	Percent		
51	17.47%		Never
208	71.23%		1-5 times
28	9.59%		6-10 times
5	1.71%		More than 10 times
292	Respondents		

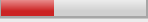
Q49. Please indicate your level of agreement with the following statements regarding the IT Help Center: - The types of services available from the IT Help Center are helpful to me.

Count	Percent		
5	2.02%		Strongly disagree
10	4.03%		Disagree
140	56.45%		Agree
93	37.50%		Strongly agree
248	Respondents		

Q50. 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		
7	2.82%		Strongly disagree
15	6.05%		Disagree
137	55.24%		Agree
89	35.89%		Strongly agree
248	Respondents		

Q51. Are you aware that in-person IT Help Center services are available in the Library Learning Commons?

Count	Percent		
189	63.42%		Yes
109	36.58%		No
298	Respondents		

Q52. Please provide any additional suggestions you have to improve information technology services and support for faculty at CSUN:

Count	Percent	
115	100.00%	
115	Respondents	


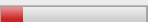



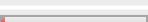
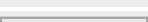
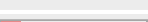
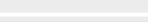
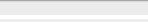
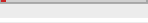
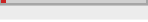
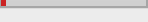
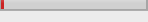
Annual IT Staff Survey 2016

Date Created: 4/11/2016 7:43:01 PM

Date Range: 4/15/2016 12:00:00 AM - 5/13/2016 8:00:00 PM

Total Respondents: 550



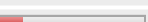
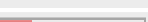
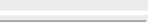
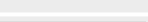
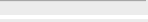
Q1. In which division do you primarily work on campus?

Count	Percent		
154	28.00%		Academic Affairs
85	15.45%		Administration and Finance
7	1.27%		Associated Students
7	1.27%		Athletics
45	8.18%		Information Technology
15	2.73%		Library
4	0.73%		President's Office
76	13.82%		Student Affairs
22	4.00%		Tseng College
19	3.45%		University Advancement
18	3.27%		University Corporation
19	3.45%		University Student Union
9	1.64%		VPAC
70	12.73%		Other (please specify)
550	Respondents		

Q2. How long have you worked at CSUN?

Count	Percent		
58	10.55%		Less than 1 year
160	29.09%		1 - 5 years
92	16.73%		6 - 10 years
71	12.91%		11 - 15 years
169	30.73%		More than 15 years
550	Respondents		


Q3. Which computing device(s) do you use? (Check all that apply)

Count	Respondent %	Response %		
495	90.00%	34.11%		Desktop computer
295	53.64%	20.33%		Laptop computer
248	45.09%	17.09%		Tablet
334	60.73%	23.02%		Smartphone
70	12.73%	4.82%		Wearable technology (e.g., fitness device, smart watch)
8	1.45%	0.55%		Other (please specify)
1	0.18%	0.07%		None
550	Respondents			
1451	Responses			

Q4. What are the most important paper based, manual processes that could be automated to improve service and efficiency? (Please specify up to three)

Count	Percent	
201	100.00%	
201	Respondents	


Q5. What are the top three paper forms that you would like to access and submit online to improve service and efficiency? (Please specify up to three)

Count	Percent	
188	100.00%	
188	Respondents	

Q6. What additional CSUN data would be most helpful for you to access via reports or dashboards to enhance your decision-making? (Please specify up to three)

Count	Percent	
129	100.00%	
129	Respondents	

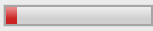
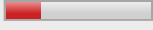
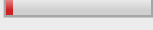


Q7. Please share content enhancements or other suggestions for the myNorthridge portal pages used by employees. (Please specify up to three)

Count	Percent	
106	100.00%	
106	Respondents	

Q8. Have you downloaded the CSUN Mobile App?

Count	Percent		
184	50.83%		Yes
178	49.17%		No
362	Respondents		

Q9. What are the reasons you have not installed the CSUN Mobile App? (Check all that apply)

Count	Respondent %	Response %	
13	7.56%	7.43%	 I do not have a smartphone or tablet
43	25.00%	24.57%	 I did not know about it
9	5.23%	5.14%	 It does not offer the features I need (please specify features you would like to see added)
21	12.21%	12.00%	 I did not realize it was available for no additional cost
89	51.74%	50.86%	 Other (please specify)
172	Respondents		
175	Responses		

Q10. What features would you like to see added to the CSUN Mobile App, specifically to support CSUN employees? (Please specify)

Count	Percent	
77	100.00%	
77	Respondents	


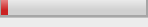
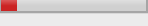
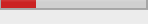
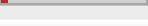
Q11. Have you used the Lynda Online Training available to you as a CSUN employee?

Count	Percent		
213	60.86%		Yes
137	39.14%		No
350	Respondents		



Q12. During the past 12 months, how many times have you accessed Lynda Online Training?

Count	Percent		
12	5.63%		Never
174	81.69%		1-5 times
15	7.04%		6-10 times
12	5.63%		More than 10 times
213	Respondents		


Q13. What is the primary reason you use Lynda Online Training?

Count	Percent		
112	55.45%		To obtain skills needed for my job
9	4.46%		To obtain skills needed outside my job
22	10.89%		To complete training assigned by supervisor
49	24.26%		To keep up to date with technology
10	4.95%		Other (please specify)
202	Respondents		

Q14. Are you aware that you can download the Microsoft Office Suite on up to five personally owned devices for free?

Count	Percent		
167	48.13%		Yes
180	51.87%		No
347	Respondents		

Q15. Do you have any suggestions for online technology training resources for CSUN employees? (Please specify)

Count	Percent		
107	100.00%		
107	Respondents		

Q16. Are you aware that the IT Help Center is available to help with wireless access, password assistance, and more?

Count	Percent		
325	93.66%		Yes
22	6.34%		No
347	Respondents		

Q17. 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		
58	17.90%		Never
188	58.02%		1 - 5 times
41	12.65%		6 - 10 times
37	11.42%		More than 10 times
324	Respondents		

Q18. 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		
19	7.22%		Strongly disagree
0	0.00%		Disagree
129	49.05%		Agree
113	42.97%		Strongly agree
2	0.76%		Don't know
263	Respondents		

Q19. 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		
19	7.22%		Strongly disagree
4	1.52%		Disagree
125	47.53%		Agree
113	42.97%		Strongly agree
2	0.76%		Don't know
263	Respondents		

Q20. Are you aware that in-person IT Help Center services are available in the Library Learning Commons?

Count	Percent		
245	71.64%		Yes
97	28.36%		No
342	Respondents		

Q21. Please provide any additional suggestions you have to improve information technology services and support for employees at CSUN:

Count	Percent	
97	100.00%	
97	Respondents	