

Annual IT Student Survey 2017

Description:

Date Created: 2/20/2017 6:58:51 PM

Date Range: 2/24/2017 12:00:00 AM - 5/12/2017 11:59:00 PM

Total Respondents: 1525

Q1. What best describes your current academic standing?			
Count	Percent		
162	10.62%		Freshman
182	11.93%		Sophomore
515	33.77%		Junior
500	32.79%		Senior
166	10.89%		Graduate student
1525	Respondents		

Q2. Are you a full-time or part-time student?			
Count	Percent		
1345	88.20%		Full-time
180	11.80%		Part-time
1525	Respondents		

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

Count	Respondent %	Response %		
63	4.13%	3.83%	<input type="checkbox"/>	Accountancy
4	0.26%	0.24%	<input type="checkbox"/>	Africana Studies
11	0.72%	0.67%	<input type="checkbox"/>	Anthropology
41	2.69%	2.49%	<input type="checkbox"/>	Art
3	0.20%	0.18%	<input type="checkbox"/>	Asian American Studies
2	0.13%	0.12%	<input type="checkbox"/>	Athletic Training
10	0.66%	0.61%	<input type="checkbox"/>	Biochemistry
66	4.33%	4.01%	<input type="checkbox"/>	Biology
41	2.69%	2.49%	<input type="checkbox"/>	Business Administration
3	0.20%	0.18%	<input type="checkbox"/>	Central American Studies
5	0.33%	0.30%	<input type="checkbox"/>	Chemistry
9	0.59%	0.55%	<input type="checkbox"/>	Chicano and Chicana Studies
59	3.87%	3.59%	<input type="checkbox"/>	Child Development
63	4.13%	3.83%	<input type="checkbox"/>	Cinema and Television Arts
22	1.44%	1.34%	<input type="checkbox"/>	Civil Engineering
16	1.05%	0.97%	<input type="checkbox"/>	Communicative Disorders
38	2.49%	2.31%	<input type="checkbox"/>	Communication Studies
6	0.39%	0.36%	<input type="checkbox"/>	Computer Engineering
18	1.18%	1.09%	<input type="checkbox"/>	Computer Information Technology
24	1.57%	1.46%	<input type="checkbox"/>	Computer Science
2	0.13%	0.12%	<input type="checkbox"/>	Construction Management Technology
23	1.51%	1.40%	<input type="checkbox"/>	Deaf Studies
10	0.66%	0.61%	<input type="checkbox"/>	Economics
30	1.97%	1.82%	<input type="checkbox"/>	Electrical Engineering
22	1.44%	1.34%	<input type="checkbox"/>	English
9	0.59%	0.55%	<input type="checkbox"/>	Environmental and Occupational Health
2	0.13%	0.12%	<input type="checkbox"/>	Engineering Management
33	2.16%	2.01%	<input type="checkbox"/>	Family and Consumer Sciences
28	1.84%	1.70%	<input type="checkbox"/>	Finance
0	0.00%	0.00%	<input type="checkbox"/>	French
4	0.26%	0.24%	<input type="checkbox"/>	Gender and Women's Studies
10	0.66%	0.61%	<input type="checkbox"/>	Geography
0	0.00%	0.00%	<input type="checkbox"/>	Geology
44	2.89%	2.67%	<input type="checkbox"/>	Health Administration
16	1.05%	0.97%	<input type="checkbox"/>	History
9	0.59%	0.55%	<input type="checkbox"/>	Humanities
8	0.52%	0.49%	<input type="checkbox"/>	Information Systems
28	1.84%	1.70%	<input type="checkbox"/>	Journalism
67	4.39%	4.07%	<input type="checkbox"/>	Kinesiology
1	0.07%	0.06%	<input type="checkbox"/>	Languages and Cultures
37	2.43%	2.25%	<input type="checkbox"/>	Liberal Studies
7	0.46%	0.43%	<input type="checkbox"/>	Linguistics
			<input type="checkbox"/>	

56	3.67%	3.40%		Management
10	0.66%	0.61%		Manufacturing Systems Engineering
53	3.48%	3.22%		Marketing
15	0.98%	0.91%		Mathematics
49	3.21%	2.98%		Mechanical Engineering
0	0.00%	0.00%		Modern Jewish Studies
15	0.98%	0.91%		Music
13	0.85%	0.79%		Nursing
4	0.26%	0.24%		Philosophy
4	0.26%	0.24%		Physics
31	2.03%	1.88%		Political Science
152	9.97%	9.24%		Psychology
62	4.07%	3.77%		Public Health Promotion
0	0.00%	0.00%		Public Sector Management
11	0.72%	0.67%		Radiologic Sciences
5	0.33%	0.30%		Recreation
7	0.46%	0.43%		Religious Studies
91	5.97%	5.53%		Sociology
1	0.07%	0.06%		Spanish
0	0.00%	0.00%		Special Major
11	0.72%	0.67%		Theatre
8	0.52%	0.49%		Urban Studies and Planning
45	2.95%	2.74%		Undeclared
108	7.08%	6.57%		Other (please specify)
1525	Respondents			
1645	Responses			

Q4. Are you a transfer student?			
Count	Percent		
676	44.33%		Yes
849	55.67%		No
1525	Respondents		

Q5. What aspect of technology would you most like to see improved to help you succeed at CSUN?			
Count	Percent		
1286	100.00%		
1286	Respondents		

Q6. Which computing device(s) do you own and use for CSUN-related work? (Check all that apply)

Count	Respondent %	Response %		
402	26.36%	11.10%		Desktop computer
1405	92.13%	38.80%		Laptop computer
523	34.30%	14.44%		Tablet
1188	77.90%	32.81%		Smartphone
85	5.57%	2.35%		Wearable technology (e.g., fitness device, smart watch)
14	0.92%	0.39%		Other (please specify)
4	0.26%	0.11%		None
1525	Respondents			
3621	Responses			

Q7. Have you downloaded the CSUN Mobile App?

Count	Percent		
809	53.05%		Yes
716	46.95%		No
1525	Respondents		

Q8. Have you used the CSUN mobile app in the last six months?

Count	Percent		
571	72.92%		Yes
212	27.08%		No
783	Respondents		

Q9. What feature(s) would you like to see added to the CSUN Mobile App? (Please specify)

Count	Percent	
575	100.00%	
575	Respondents	

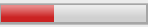
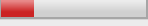
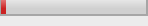
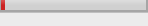
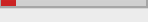
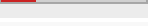
Q10. What are the reasons you have not installed the CSUN Mobile App? (Check top three that apply)

Count	Respondent %	Response %		
12	1.71%	1.56%		I do not have a smartphone or tablet
507	72.33%	66.10%		I did not know about it
34	4.85%	4.43%		It does not offer the features I need (please specify features you would like to see added)
77	10.98%	10.04%		I didn't realize it was free
137	19.54%	17.86%		Other (please specify)
701	Respondents			
767	Responses			


Q11. Do you use University-provided computer labs?

Count	Percent		
1177	79.31%		Yes
307	20.69%		No
1484	Respondents		


Q12. What is your primary reason for using University-provided computer labs?

Count	Percent		
399	36.47%		They provide a working environment where I can focus
253	23.13%		The software I need is available in the computer labs
40	3.66%		I don't have another option
29	2.65%		I can get help from other students or staff in the computer lab
111	10.15%		I meet up with others, either socially or as a study group
262	23.95%		Other (please explain)
1094	Respondents		

Q13. If funding were available for software you don't have, what are the top 3 software packages you would want?

Count	Percent	
996	100.00%	
996	Respondents	


Q14. If you had the opportunity to improve wi-fi inside one building, where would it be?

Count	Percent	
1173	100.00%	
1173	Respondents	

Q15. If you had the opportunity to improve wi-fi in one location on campus, where would it be?

Count	Percent	
1102	100.00%	
1102	Respondents	

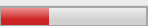

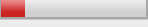
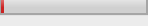
Q16. Are you aware that myCSUNsoftware provides anywhere/anytime access to many software applications at no cost to CSUN students (e.g., SPSS, Microsoft Office, Mathematica, Adobe Acrobat, MATLAB, etc.)?

Count	Percent		
788	57.35%		Yes
586	42.65%		No
1374	Respondents		



Q17. During the past 12 months, how many times have you accessed myCSUNsoftware?

Count	Percent		
187	23.85%		Never
346	44.13%		1 - 5 times
71	9.06%		6 - 10 times
180	22.96%		More than 10 times
784	Respondents		


Q18. What is the primary reason you use myCSUNsoftware?

Count	Percent		
195	33.16%		To complete academic coursework without having to come to campus
287	48.81%		To complete academic coursework without having to purchase the software myself
96	16.33%		To complete academic coursework during a time that was convenient for me
10	1.70%		Other (please specify)
588	Respondents		

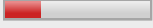

Q19. From which location(s) do you access myCSUNsoftware? (Check all that apply)

Count	Respondent %	Response %	
462	78.57%	56.07%	 Off campus
362	61.56%	43.93%	 On campus
588	Respondents		
824	Responses		

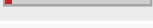
Q20. If we were able to provide more myCSUNsoftware at no additional cost, what applications would you like to see? (Please specify)

Count	Percent	
313	100.00%	
313	Respondents	

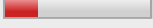

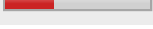
Q21. Are you aware that Lynda Online Training materials are available at no cost to you as a CSUN student?

Count	Percent		
337	24.80%	 Yes	
1022	75.20%	 No	
1359	Respondents		

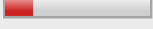

Q22. During the past 12 months, how many times have you accessed Lynda Online Training?

Count	Percent		
153	46.22%	 Never	
143	43.20%	 1 - 5 times	
20	6.04%	 6 - 10 times	
15	4.53%	 More than 10 times	
331	Respondents		


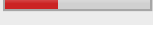
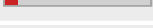
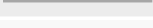
Q23. What is the primary reason you use Lynda Online Training?

Count	Percent		
76	22.96%	 Helps me in my coursework	
142	42.90%	 To obtain skills that can be used outside the classroom	
113	34.14%	 Other (please specify)	
331	Respondents		

Q24. Are you aware that Zoom Video and Web Conferencing is available at no cost to you as a CSUN student?

Count	Percent		
263	19.45%	 Yes	
1089	80.55%	 No	
1352	Respondents		

Q25. During the past 12 months, how many times have you accessed Zoom?

Count	Percent		
119	45.42%	 Never	
96	36.64%	 1 - 5 times	
24	9.16%	 6 - 10 times	
23	8.78%	 More than 10 times	
262	Respondents		

Q26. Select all the reasons you use Zoom?

Count	Respondent %	Response %		
79	30.15%	22.01%		Online faculty office hours
63	24.05%	17.55%		Meet with other students
52	19.85%	14.48%		Video chat
28	10.69%	7.80%		Share my screen
39	14.89%	10.86%		Attend a webinar
98	37.40%	27.30%		Other (please specify)
262	Respondents			
359	Responses			

Q27. Are you aware that the IT Help Center is available to help with wireless access, password assistance, and more?

Count	Percent		
1070	79.26%		Yes
280	20.74%		No
1350	Respondents		

Q28. Are you aware that in person IT Help Center services are available in the Learning Commons in the Oviatt Library?

Count	Percent		
839	78.63%		Yes
228	21.37%		No
1067	Respondents		

Q29. 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		
612	57.36%		Never
438	41.05%		1 - 5 times
7	0.66%		6 - 10 times
10	0.94%		More than 10 times
1067	Respondents		

Q30. Was the IT Help Center able to address your problem or question?

Count	Percent		
421	92.53%		Yes
34	7.47%		No
455	Respondents		

Q31. 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		
34	7.47%		Strongly disagree
11	2.42%		Disagree
196	43.08%		Agree
214	47.03%		Strongly agree
455	Respondents		

Q32. 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		
37	8.13%		Strongly disagree
18	3.96%		Disagree
174	38.24%		Agree
226	49.67%		Strongly agree
455	Respondents		

Q33. Would you be willing to participate in a focus group?

Count	Percent		
267	36.33%		Yes
468	63.67%		No
735	Respondents		

Q34. Please list the following information to be contacted about participating in a focus group:

Count	Respondent %	Response %	
265	100.00%	50.00%	Full name:
265	100.00%	50.00%	Email address:
265	Respondents		
530	Responses		

Annual IT Faculty Survey 2017

Description:

Date Created: 2/20/2017 6:46:41 PM

Date Range: 2/24/2017 12:00:00 AM - 5/12/2017 11:59:00 PM

Total Respondents: 305


Q1. What best describes your academic appointment at CSUN?			
Count	Percent		
115	37.70%		Tenured faculty
65	21.31%		Tenure track/probationary faculty
95	31.15%		Part-time lecturer
21	6.89%		Full-time lecturer
0	0.00%		Visiting faculty
9	2.95%		Other (please specify)
305 Respondents			

Q2. In which CSUN College is your primary appointment?			
Count	Percent		
24	7.87%		David Nazarian College of Business and Economics
28	9.18%		Engineering and Computer Science
44	14.43%		Health and Human Development
42	13.77%		Humanities
40	13.11%		Michael D. Eisner College of Education
35	11.48%		Mike Curb College of Arts, Media, and Communication
11	3.61%		Oviatt Library
34	11.15%		Science and Mathematics
43	14.10%		Social and Behavioral Sciences
0	0.00%		Tseng College: Graduate, International and Midcareer Education
4	1.31%		Other (please specify)
305 Respondents			

Q3. How long have you been a member of the CSUN faculty?			
Count	Percent		
25	8.20%		Less than 1 year
76	24.92%		1 - 5 years
66	21.64%		6 - 10 years
46	15.08%		11 - 15 years
92	30.16%		More than 15 years
305 Respondents			

Q4. What aspect of technology would you most like to see improved at CSUN?			
Count	Percent		
252	100.00%		
252 Respondents			

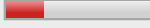
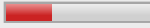
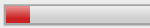
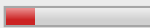


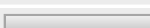
Q5. What CSUN task is time consuming that you would like to see made more efficient through the use of technology?

Count	Percent	
216	100.00%	
216	Respondents	


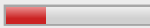

Q6. What change could we make through the use of technology that would make a difference to help CSUN students succeed?

Count	Percent	
198	100.00%	
198	Respondents	

Q7. Which of the following devices do you use for your CSUN-related work? (Check all that apply.)

Count	Respondent %	Response %		
219	71.80%	26.42%		Desktop
264	86.56%	31.85%		Laptop computer
141	46.23%	17.01%		Tablet
170	55.74%	20.51%		Smartphone
20	6.56%	2.41%		Wearable technology (e.g., fitness device, smart watch)
14	4.59%	1.69%		Other (please specify)
1	0.33%	0.12%		None
305	Respondents			
829	Responses			

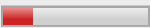


Q8. If funding was available, what additional software would help your CSUN work?

Count	Respondent %	Response %		
158	100.00%	59.62%		1.
74	46.84%	27.92%		2.
33	20.89%	12.45%		3.
158	Respondents			
265	Responses			

Q9. Over the past year, have you taught in a classroom/lecture room (e., a teaching space with a computer and projector available for instructional purposes)?

Count	Percent		
272	91.89%		Yes
24	8.11%		No
296	Respondents		


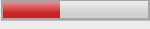
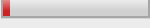
Q10. How would you rate your overall satisfaction with the technology in the classroom/lecture room?

Count	Percent		
9	3.32%		Very dissatisfied
56	20.66%		Dissatisfied
184	67.90%		Satisfied
22	8.12%		Very satisfied
271	Respondents		


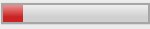
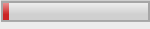
Q11. If Very Dissatisfied or Dissatisfied, please enter the building and room number of the classroom/lecture room:

Count	Percent	
53	100.00%	
53	Respondents	

Q12. What computer do you use in the classroom/lecture room?

Count	Percent		
151	55.93%		I use the instructor computer
106	39.26%		I bring a computer or tablet
13	4.81%		I do not use the instructor computer provided in the room nor bring my own computer
270	Respondents		

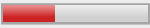

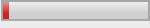
Q13. Is the software available on the instructor computer provided in the classroom/lecture room sufficient to meet your instructional needs?

Count	Percent		
123	82.00%		Yes
21	14.00%		No
6	4.00%		Not applicable
150	Respondents		

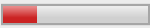

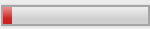
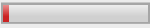

Q14. Please explain what software you would like to have available.

Count	Percent	
17	100.00%	
17	Respondents	

Q15. Do you have problems viewing and displaying digital content in the classroom/lecture room?

Count	Percent		
97	36.19%		Yes
161	60.07%		No
10	3.73%		Not Applicable
268	Respondents		

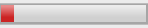
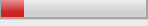

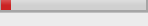
Q16. Is the problem related to:

Count	Percent		
23	23.71%		Streaming content from the internet on the computer provided in the classroom/lecture room
8	8.25%		Streaming content from the internet using a mobile device
6	6.19%		Viewing a DVD/BluRay
4	4.12%		Viewing content through the library's UVN system
56	57.73%		Other (please specify)
97	Respondents		

Q17. Over the past year, have you taught in a computer lab (i.e., a teaching space that has individual computer stations for student learning and faculty instruction.)?

Count	Percent		
99	33.90%		Yes
193	66.10%		No
292	Respondents		


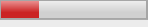
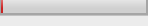
Q18. How would you rate your overall satisfaction with the technology in the computer lab?

Count	Percent		
9	9.09%		Very dissatisfied
16	16.16%		Dissatisfied
67	67.68%		Satisfied
7	7.07%		Very satisfied
99	Respondents		

Q19. If you were Very Dissatisfied or Dissatisfied, please enter the building and room number of the computer lab:

Count	Percent	
22	100.00%	
22	Respondents	

Q20. What computer do you use in the computer lab?

Count	Percent		
72	72.73%		I use the instructor computer
26	26.26%		I bring a computer or tablet
1	1.01%		I do not use the instructor computer provided in the room nor bring my own computer
99	Respondents		

Q21. Is the software available on the instructor computer provided in the computer lab sufficient to meet your instructional needs?

Count	Percent		
62	86.11%		Yes
10	13.89%		No
72	Respondents		

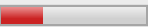

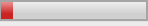
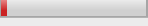

Q22. Please explain what software you would like to have available.

Count	Percent	
7	100.00%	
7	Respondents	

Q23. Do you have problems viewing and displaying digital content in the computer lab?

Count	Percent		
24	24.24%		Yes
75	75.76%		No
99	Respondents		

Q24. Is the problem related to:

Count	Percent		
7	29.17%		Streaming content from the internet on the computer provided in the teaching space/computer lab
1	4.17%		Streaming content from the internet using a mobile device
2	8.33%		Viewing a DVD/BluRay
1	4.17%		Viewing content through the library's UVN system
13	54.17%		Other (please specify)
24	Respondents		

Q25. With the understanding that 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, computer labs used for teaching)? (Select top three in sequential order of importance, with 1 being most important) - Increase wireless capacity in teaching spaces

Count	Percent		
89	43.84%		1
63	31.03%		2
51	25.12%		3
203 Respondents			

Q26. With the understanding that 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, computer labs used for teaching)? (Select top three in sequential order of importance, with 1 being most important) - Increase the number of teaching spaces with document cameras

Count	Percent		
22	25.29%		1
33	37.93%		2
32	36.78%		3
87 Respondents			

Q27. With the understanding that 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, computer labs used for teaching)? (Select top three in sequential order of importance, with 1 being most important) - Upgrade the instructor computers provided in teaching spaces to newer computers

Count	Percent		
72	40.00%		1
61	33.89%		2
47	26.11%		3
180 Respondents			

Q28. With the understanding that 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, computer labs used for teaching)? (Select top three in sequential order of importance, with 1 being most important) - Provide additional software to the instructor computers provided in teaching spaces

Count	Percent		
16	19.05%		1
29	34.52%		2
39	46.43%		3
84 Respondents			

Q29. With the understanding that 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, computer labs used for teaching)? (Select top three in sequential order of importance, with 1 being most important) - Increase the number of rooms that support untethered teaching (e.g., a classroom with mobile-enhanced infrastructure that supports a tablet-focused pedagogy.)

Count	Percent		
46	31.08%		1
62	41.89%		2
40	27.03%		3
148 Respondents			

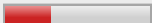
Q30. With the understanding that funding for new technology is limited, which of the following technology changes would you like to see in the next 2-3 years in teaching spaces (e.g. classrooms, lecture rooms, computer labs used for teaching)? (Select top three in sequential order of importance, with 1 being most important) - Other

Count	Percent		
29	56.86%		1
4	7.84%		2
18	35.29%		3
51	Respondents		

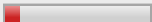



Q31. If you ranked "Other", please specify:

Count	Percent	
55	100.00%	
55	Respondents	

Q32. Have you used the new Canvas Learning Management System?

Count	Percent		
92	31.83%		Yes
197	68.17%		No
289	Respondents		

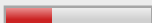



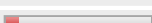
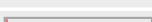
Q33. Moodle will no longer be available for teaching in Spring 2018. When do you plan to begin teaching with Canvas?

Count	Percent		
20	10.20%		Summer 2017
113	57.65%		Fall 2017
37	18.88%		Spring 2018
26	13.27%		Other
196	Respondents		

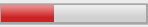
Q34. Course materials were automatically migrated from Moodle to Canvas for all 2016 and will be by the end of each semester for 2017 courses. Will you need help recreating your course from Moodle to Canvas?

Count	Percent		
159	55.21%		Yes
129	44.79%		No
288	Respondents		


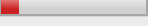
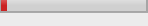
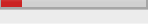
Q35. Are you aware you can get Canvas support from the following areas? (Select all of which you are aware)

Count	Respondent %	Response %	
203	70.49%	31.77%	 Faculty Technology Center
148	51.39%	23.16%	 Canvas Website
99	34.38%	15.49%	 Canvas 24/7 phone / chat support
122	42.36%	19.09%	 IT Helpdesk
58	20.14%	9.08%	 I wasn't aware.
9	3.13%	1.41%	 Other (please specify)
288	Respondents		
639	Responses		

Q36. Are you aware of CSUN's Affordable Learning Solution program?

Count	Percent		
105	36.59%		Yes
182	63.41%		No
287 Respondents			

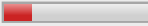
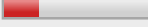
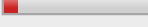
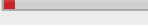
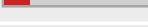

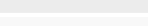
Q37. Do you require students to purchase a textbook for your courses?

Count	Percent		
198	68.99%		Yes, I require students to purchase a textbook
35	12.20%		I do not use a textbook
12	4.18%		The textbook I use is free
42	14.63%		Other (please specify)
287 Respondents			

Q38. Are you concerned about students not purchasing their required course materials?

Count	Percent		
190	66.20%		Yes
97	33.80%		No
287 Respondents			

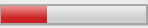

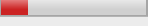
Q39. What is your criteria for choosing course materials? (Check all that apply)

Count	Respondent %	Response %	
190	66.20%	19.75%	 Trusted quality
238	82.93%	24.74%	 Topics covered
97	33.80%	10.08%	 Electronic version available
74	25.78%	7.69%	 Assignment/activities included
177	61.67%	18.40%	 Cost
166	57.84%	17.26%	 Up to date
20	6.97%	2.08%	 Other (please specify)
287 Respondents			
962 Responses			

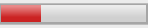

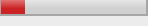
Q40. Are you familiar with Open Educational Resources (OER)?

Count	Percent		
114	39.72%		Yes
156	54.36%		No
17	5.92%		Don't know
287 Respondents			

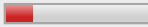
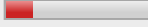
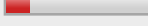
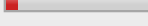
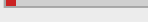
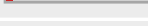

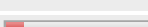
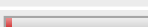

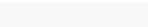
Q41. Have you used Open Education Resources (OER) within your course curriculum?

Count	Percent		
36	31.58%		Yes
57	50.00%		No
21	18.42%		I cannot find any in my discipline that fits my needs
114 Respondents			


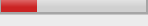
Q42. Do you use OERs as:

Count	Percent		
10	27.78%		Primary course materials
20	55.56%		Supplementary
6	16.67%		Other (please specify)
36	Respondents		

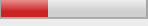

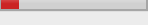
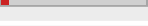
Q43. What types of OERs have you used? (Check all that apply)

Count	Respondent %	Response %		
25	69.44%	18.80%		Open textbooks
25	69.44%	18.80%		Videos
22	61.11%	16.54%		Images
11	30.56%	8.27%		Interactive tutorials
9	25.00%	6.77%		Audio podcasts
7	19.44%	5.26%		Infographics
1	2.78%	0.75%		Tests/quizzes/assignments
8	22.22%	6.02%		Assemblage of resources
17	47.22%	12.78%		Open Access academic journal articles
6	16.67%	4.51%		Open Courseware
2	5.56%	1.50%		Other (please specify)
36	Respondents			
133	Responses			

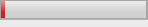
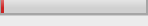


Q44. Are you aware that the Faculty Technology Center (FTC) provides support and facilities to help you incorporate technology into your teaching?

Count	Percent		
215	74.91%		Yes
72	25.09%		No
287	Respondents		

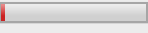
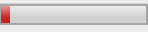


Q45. During the past twelve months, how many times have you contacted the Faculty Technology Center?

Count	Percent		
70	32.71%		Never
106	49.53%		1 - 5
26	12.15%		6 - 10
12	5.61%		More than 10 times
214	Respondents		

Q46. 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		
4	2.80%		Strongly disagree
3	2.10%		Disagree
74	51.75%		Agree
62	43.36%		Strongly agree
143	Respondents		

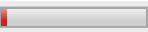



Q47. Please indicate your level of agreement with the following statements regarding the Faculty Technology Center: - The Faculty Technology Center is able to address my problem or question.

Count	Percent		
4	2.80%		Strongly disagree
9	6.29%		Disagree
64	44.76%		Agree
66	46.15%		Strongly agree
143	Respondents		





Q48. 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		
248	87.02%		Yes
37	12.98%		No
285	Respondents		



Q49. 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		
10	4.18%		Strongly disagree
24	10.04%		Disagree
124	51.88%		Agree
81	33.89%		Strongly agree
239	Respondents		

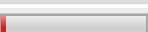



Q50. Please indicate your level of agreement with the following statements regarding your College Technology Support: - My College Technology Support is able to address my problem or question.

Count	Percent		
13	5.44%		Strongly disagree
28	11.72%		Disagree
108	45.19%		Agree
90	37.66%		Strongly agree
239	Respondents		

Q51. Who is your primary source of technical support when teaching in one of the lecture rooms?

Count	Percent		
128	47.06%		College/Department Staff
144	52.94%		Classroom Technology Support (ext. 1500)
272	Respondents		

Q52. Please indicate your general level of agreement with the following statements regarding the technical assistance you received for support in the lecture room: - The technician was able to solve the problem(s)

Count	Percent		
10	3.68%		Strongly disagree
22	8.09%		Disagree
140	51.47%		Agree
100	36.76%		Strongly agree
272	Respondents		

Q53. Please indicate your general level of agreement with the following statements regarding the technical assistance you received for support in the lecture room: - I am satisfied with the support I received

Count	Percent		
13	4.78%		Strongly disagree
19	6.99%		Disagree
135	49.63%		Agree
105	38.60%		Strongly agree
272	Respondents		

Q54. Who is your primary source of technical support when teaching in one of the computer labs?

Count	Percent		
170	62.50%		College/Department
102	37.50%		Classroom Technology Support (ext. 1500)
272	Respondents		

Q55. 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		
18	6.62%		Strongly disagree
20	7.35%		Disagree
146	53.68%		Agree
88	32.35%		Strongly agree
272	Respondents		

Q56. 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		
17	6.25%		Strongly disagree
21	7.72%		Disagree
144	52.94%		Agree
90	33.09%		Strongly agree
272	Respondents		

Q57. Are you aware that the IT Help Center is available to help with questions about wireless access, password reset, and more?

Count	Percent		
246	90.44%		Yes
26	9.56%		No
272	Respondents		

Q58. 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		
54	21.95%		Never
163	66.26%		1 - 5 times
25	10.16%		6 - 10 times
4	1.63%		More than 10 times
246	Respondents		

Q59. 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		
7	3.66%		Strongly disagree
13	6.81%		Disagree
93	48.69%		Agree
78	40.84%		Strongly agree
191	Respondents		

Q60. 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		
10	5.24%		Strongly disagree
19	9.95%		Disagree
88	46.07%		Agree
74	38.74%		Strongly agree
191	Respondents		

Q61. Are you aware that in-person IT Help Center services are available in the Library Learning Commons?

Count	Percent		
181	66.79%		Yes
90	33.21%		No
271	Respondents		


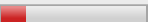



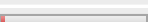
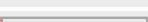
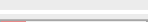
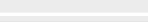
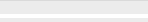
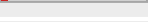
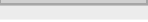
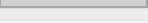
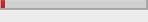
Annual IT Staff Survey

Description:


Date Created: 2/20/2017 7:08:20 PM


Date Range: 2/24/2017 12:00:00 AM - 5/12/2017 11:59:00 PM


Total Respondents: 498

Q1. In which division do you primarily work on campus?			
Count	Percent		
122	24.50%		Academic Affairs
86	17.27%		Administration and Finance
0	0.00%		Associated Students
12	2.41%		Athletics
46	9.24%		Information Technology
14	2.81%		Library
6	1.20%		President's Office
85	17.07%		Student Affairs
30	6.02%		Tseng College
23	4.62%		University Advancement
0	0.00%		University Corporation
1	0.20%		University Student Union
12	2.41%		VPAC
61	12.25%		Other (please specify)
498	Respondents		

Q2. How long have you worked at CSUN?			
Count	Percent		
58	11.65%		Less than 1 year
127	25.50%		1 - 5 years
87	17.47%		6 - 10 years
69	13.86%		11 - 15 years
157	31.53%		More than 15 years
498	Respondents		

Q3. What aspect of technology would you most like to see improved at CSUN?			
Count	Percent		
347	100.00%		
347	Respondents		

Q4. What CSUN task is time consuming that you would like to see made more efficient through the use of technology?			
Count	Percent		
297	100.00%		
297	Respondents		

Q5. What change could we make through the use of technology that would make a difference to help CSUN students succeed?			
Count	Percent		
245	100.00%		
245	Respondents		

Q6. Which computing device(s) do you use? (Check all that apply)

Count	Respondent %	Response %		
428	85.94%	32.06%		Desktop computer
275	55.22%	20.60%		Laptop computer
202	40.56%	15.13%		Tablet
338	67.87%	25.32%		Smartphone
81	16.27%	6.07%		Wearable technology (e.g., fitness device, smart watch)
9	1.81%	0.67%		Other (please specify)
2	0.40%	0.15%		None
498 Respondents				
1335 Responses				

Q7. Have you used Zoom Video and Web Conferencing?

Count	Percent		
234	46.99%		Yes
264	53.01%		No
498 Respondents			

Q8. During the past 12 months, how many times have you accessed Zoom?

Count	Percent		
15	6.47%		Never
144	62.07%		1 - 5
27	11.64%		6 - 10
46	19.83%		More than 10 times
232 Respondents			

Q9. What is the primary reason you use Zoom?

Count	Percent		
122	52.59%		Attend meetings
22	9.48%		Video chat
8	3.45%		Share my screen
37	15.95%		Attend a webinar
43	18.53%		Other (please specify)
232 Respondents			

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

Count	Percent		
437	88.46%		Yes
57	11.54%		No
494 Respondents			

Q11. Did you know Lynda.com offers more than simply software training? They also offer coursework in business, marketing, photography and more.

Count	Percent		
324	65.59%		Yes
170	34.41%		No
494 Respondents			

Q12. Are you aware that the IT Help Center is available to help with wireless access, password assistance, and more?

Count	Percent		
480	97.17%		Yes
14	2.83%		No
494 Respondents			

Q13. 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		
92	19.17%		Never
288	60.00%		1 - 5 times
52	10.83%		6 - 10 times
48	10.00%		More than 10 times
480 Respondents			

Q14. 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		
32	8.29%		Strongly disagree
10	2.59%		Disagree
202	52.33%		Agree
142	36.79%		Strongly agree
386 Respondents			

Q15. 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	8.55%		Strongly disagree
26	6.74%		Disagree
185	47.93%		Agree
142	36.79%		Strongly agree
386 Respondents			

Q16. Are you aware that in-person IT Help Center services are available in the Library Learning Commons?

Count	Percent		
290	75.13%		Yes
96	24.87%		No
386 Respondents			