



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

Count	Respondent %	Response %	
4	0.30%	0.27%	Engineering Management
39	2.96%	2.63%	Family and Consumer Sciences
18	1.36%	1.21%	Finance
0	0.00%	0.00%	Fine Arts in Art
1	0.08%	0.07%	French
6	0.45%	0.40%	Gender and Women's Studies
0	0.00%	0.00%	Geographic Information Science
7	0.53%	0.47%	Geography
7	0.53%	0.47%	Geology
19	1.44%	1.28%	Health Administration
2	0.15%	0.13%	Health Education
19	1.44%	1.28%	History
5	0.38%	0.34%	Humanities
1	0.08%	0.07%	Human Nutrition
11	0.83%	0.74%	Information Systems
15	1.14%	1.01%	Journalism
50	3.79%	3.37%	Kinesiology
3	0.23%	0.20%	Languages and Cultures
20	1.52%	1.35%	Liberal Studies
7	0.53%	0.47%	Linguistics
44	3.34%	2.97%	Management
4	0.30%	0.27%	Manufacturing Systems Engineering
33	2.50%	2.23%	Marketing
0	0.00%	0.00%	Mass Communication
11	0.83%	0.74%	Mathematics
0	0.00%	0.00%	Materials Engineering
37	2.81%	2.50%	Mechanical Engineering
1	0.08%	0.07%	Modern Jewish Studies
16	1.21%	1.08%	Music
6	0.45%	0.40%	Nursing
3	0.23%	0.20%	Philosophy
1	0.08%	0.07%	Physical Therapy
1	0.08%	0.07%	Physics
28	2.12%	1.89%	Political Science
104	7.88%	7.02%	Psychology
61	4.62%	4.12%	Public Health
0	0.00%	0.00%	Public Sector Management
7	0.53%	0.47%	Radiologic Sciences
4	0.30%	0.27%	Recreation
7	0.53%	0.47%	Religious Studies
72	5.46%	4.86%	Sociology
4	0.30%	0.27%	Spanish
7	0.53%	0.47%	Special Education
1	0.08%	0.07%	Structural Engineering
1	0.08%	0.07%	Special Major
1	0.08%	0.07%	Taxation
9	0.68%	0.61%	Theatre
7	0.53%	0.47%	Tourism, Hospitality, and Recreation Management
5	0.38%	0.34%	Urban Studies and Planning
66	5.00%	4.45%	Undeclared
59	4.47%	3.98%	Other (please specify)
1319	Respondents		
1482	Responses		

**Q4. Are you a transfer student?**

Count	Percent	
537	40.71%	Yes
782	59.29%	No
1319		Respondents

**Q5. CSUN is in the process of updating our multi-year plan for information technology (IT 20/20 Vision) and we'd like your thoughts on the following two questions:**

Count	Respondent %	Response %	
1278	96.89%	50.86%	How would you like to be using technology differently than you do today?
1235	93.63%	49.14%	Envisioning forward to 2020, what new technology capability would you like to see that CSUN doesn't have today?
1319			Respondents
2513			Responses

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

Count	Respondent %	Response %	
356	26.99%	10.92%	Desktop computer
1197	90.75%	36.72%	Laptop computer
420	31.84%	12.88%	Tablet
1098	83.24%	33.68%	Smartphone
171	12.96%	5.25%	Wearable technology (e.g., fitness device, smart watch)
11	0.83%	0.34%	Other (please specify)
7	0.53%	0.21%	None
1319			Respondents
3260			Responses

**Q7. Have you downloaded the CSUN Mobile App?**

Count	Percent	
863	65.43%	Yes
456	34.57%	No
1319		Respondents

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

Count	Percent	
627	75.27%	Yes
206	24.73%	No
833		Respondents

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

Count	Percent
722	100.00%
722	Respondents

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

Count	Respondent %	Response %	Response
5	1.13%	1.03%	I do not have a smartphone or tablet
287	65.08%	58.93%	I did not know about it
32	7.26%	6.57%	It does not offer the features I need (please specify features you would like to see added)
44	9.98%	9.03%	I didn't realize it was free
119	26.98%	24.44%	Other (please specify)
441	Respondents		
487	Responses		

**Q11. CSUN has recently transitioned from Moodle to the Canvas learning management system.****Have you used Canvas this semester?**

Count	Percent	
1254	98.43%	Yes
20	1.57%	No
1274	Respondents	

**Q12. Do you find it easy to use?**

Count	Percent	
1151	92.01%	Yes
100	7.99%	No
1251	Respondents	

**Q13. If no, Please explain:**

Count	Percent
15	100.00%
15	Respondents

**Q14. Do you use University-provided computer labs?**

Count	Percent	
922	72.60%	Yes
348	27.40%	No
1270	Respondents	

**Q15. What is your primary reason for using university-provided computer labs?**

Count	Percent	
304	34.31%	They provide a working environment where I can focus
183	20.65%	The software I need is there
38	4.29%	I don't have another option
33	3.72%	I can get help from other students or laboratory staff there
97	10.95%	I meet up with others, either socially or as a study group
231	26.07%	Other (please explain)
886		Respondents

**Q16. If funding were available for software you don't have, what are the top 3 software packages you would want?**

Count	Percent	
1031	100.00%	
1031		Respondents

**Q17. If you had the opportunity to improve wi-fi inside one building, where would it be?**

Count	Percent	
1154	100.00%	
1154		Respondents

**Q18. 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

**Q19. 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	
785	64.40%	Yes
434	35.60%	No
1219		Respondents

**Q20. During the past 12 months, how many times have you accessed myCSUNsoftware?**

Count	Percent	
169	21.64%	Never
357	45.71%	1 - 5 times
66	8.45%	6 - 10 times
189	24.20%	More than 10 times
781		Respondents

**Q21. What is the primary reason you use myCSUNsoftware?**

Count	Percent	
186	30.64%	To complete academic coursework without having to come to campus
307	50.58%	To complete academic coursework without having to purchase the software myself
97	15.98%	To complete academic coursework during a time that was convenient for me
17	2.80%	Other (please specify)
607		Respondents

**Q22. From which location(s) do you access myCSUNsoftware? (Check all that apply)**

Count	Respondent %	Response %	
476	78.42%	54.03%	Off campus
405	66.72%	45.97%	On campus
607			Respondents
881			Responses

**Q23. If we were able to provide more myCSUNsoftware at no additional cost, what applications would you like to see? (Please specify)**

Count	Percent
434	100.00%
434	
	Respondents

**Q24. Are you aware that Lynda Online Training materials are available at no cost to you as a CSUN student?**

Count	Percent	
333	27.57%	Yes
875	72.43%	No
1208		Respondents

**Q25. During the past 12 months, how many times have you accessed Lynda Online Training?**

Count	Percent	
167	50.30%	Never
134	40.36%	1 - 5 times
16	4.82%	6 - 10 times
15	4.52%	More than 10 times
332		Respondents

**Q26. What is the primary reason you use Lynda Online Training?**

Count	Percent	
84	25.30%	Helps me in my coursework
134	40.36%	To obtain skills that can be used outside the classroom
114	34.34%	Other (please specify)
332		Respondents

**Q27. Are you aware that Zoom Video and Web Conferencing is available at no cost to you as a CSUN student?**

Count	Percent	
418	34.69%	Yes
787	65.31%	No
1205		Respondents

**Q28. During the past 12 months, how many times have you accessed Zoom?**

Count	Percent	
189	45.32%	Never
162	38.85%	1 - 5 times
28	6.71%	6 - 10 times
38	9.11%	More than 10 times
417		Respondents

**Q29. Select all the reasons you use Zoom?**

Count	Respondent %	Response %	
114	27.34%	17.95%	Online faculty office hours
113	27.10%	17.80%	Meet with other students
113	27.10%	17.80%	Video chat
50	11.99%	7.87%	Share my screen
81	19.42%	12.76%	Attend a webinar
164	39.33%	25.83%	Other (please specify)
417			Respondents
635			Responses

**Q30. Are you aware that the IT Help Center is available to help with wireless access, password assistance, and more?**

Count	Percent	
944	78.47%	Yes
259	21.53%	No
1203		Respondents

**Q31. Are you aware that in person IT Help Center services are available in the Learning Commons in the Oviatt Library?**

Count	Percent	
759	80.49%	Yes
184	19.51%	No
943		Respondents

**Q32. 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?**

<b>Count</b>	<b>Percent</b>	
555	58.85%	Never
358	37.96%	1 - 5 times
19	2.01%	6 - 10 times
11	1.17%	More than 10 times
943		Respondents

**Q33. Was the IT Help Center able to address your problem or question?**

<b>Count</b>	<b>Percent</b>	
356	91.99%	Yes
31	8.01%	No
387		Respondents

**Q34. 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.**

<b>Count</b>	<b>Percent</b>	
17	4.39%	Strongly disagree
10	2.58%	Disagree
193	49.87%	Agree
167	43.15%	Strongly agree
387		Respondents

**Q35. 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.**

<b>Count</b>	<b>Percent</b>	
19	4.91%	Strongly disagree
18	4.65%	Disagree
186	48.06%	Agree
164	42.38%	Strongly agree
387		Respondents



**Annual IT Faculty Survey 2018**  
**Total Respondents: 379**

<b>Q1. What best describes your academic appointment at CSUN?</b>		
<b>Count</b>	<b>Percent</b>	
140	36.94%	Tenured faculty
66	17.41%	Tenure track/probationary faculty
140	36.94%	Part-time lecturer
22	5.80%	Full-time lecturer
0	0.00%	Visiting faculty
11	2.90%	Other (please specify)
379		Respondents

<b>Q2. In which CSUN College is your primary appointment?</b>		
<b>Count</b>	<b>Percent</b>	
32	8.44%	David Nazarian College of Business and Economics
26	6.86%	Engineering and Computer Science
59	15.57%	Health and Human Development
44	11.61%	Humanities
45	11.87%	Michael D. Eisner College of Education
45	11.87%	Mike Curb College of Arts, Media, and Communication
12	3.17%	Oviatt Library
43	11.35%	Science and Mathematics
63	16.62%	Social and Behavioral Sciences
2	0.53%	Tseng College: Graduate, International and Midcareer Education
8	2.11%	Other (please specify)
379		Respondents

<b>Q3. How long have you been a member of the CSUN faculty?</b>		
<b>Count</b>	<b>Percent</b>	
36	9.50%	Less than 1 year
96	25.33%	1 - 5 years
80	21.11%	6 - 10 years
58	15.30%	11 - 15 years
109	28.76%	More than 15 years
379		Respondents

<b>Q4. CSUN is in the process of updating our multi-year plan for information technology (IT 20/20 Vision) and we'd like your thoughts on the following two questions.</b>			
<b>Count</b>	<b>Respondent %</b>	<b>Response %</b>	
353	93.14%	52.69%	How would you like to be using technology differently than you do today?
317	83.64%	47.31%	Envisioning forward to 2020, what new technology capability would you like to see that CSUN doesn't have today?
379			Respondents
670			Responses

**Q5. Which of the following devices do you use for your CSUN-related work? (Check all that apply.)**

Count	Respondent %	Response %	
288	75.99%	26.30%	Desktop
335	88.39%	30.59%	Laptop computer
182	48.02%	16.62%	Tablet
236	62.27%	21.55%	Smartphone
29	7.65%	2.65%	Wearable technology (e.g., fitness device, smart watch)
25	6.60%	2.28%	Other (please specify)
0	0.00%	0.00%	None
379	Respondents		
1095	Responses		

**Q6. If funding was available, what additional software would help your CSUN work?**

Count	Respondent %	Response %	
243	100.00%	61.52%	1.
101	41.56%	25.57%	2.
51	20.99%	12.91%	3.
243	Respondents		
395	Responses		

**Q7. Over the past year, have you taught in a classroom/lecture room (e.g. a teaching space with a computer and projector available for instructional purposes)?**

Count	Percent	
341	93.94%	Yes
22	6.06%	No
363	Respondents	

**Q8. How would you rate your overall satisfaction with the technology in the classroom/lecture room?**

Count	Percent	
20	5.87%	Very dissatisfied
90	26.39%	Dissatisfied
209	61.29%	Satisfied
22	6.45%	Very satisfied
341	Respondents	

**Q9. If Very Dissatisfied or Dissatisfied, please enter the building and room number of the classroom/lecture room:**

Count	Percent
88	100.00%
88	Respondents

**Q10. Which computer (s) do you use in the classroom/lecture room?**

Count	Respondent %	Response %	
218	64.69%	53.04%	I use the instructor computer provided in the classroom/lecture room
186	55.19%	45.26%	I bring a computer or tablet
7	2.08%	1.70%	I do not use the instructor computer provided in the room nor bring my own computer
337	Respondents		
411	Responses		

**Q11. Do you have challenges, with the setup of the technology in your classroom/lecture room?**

Count	Percent	
204	60.53%	Yes (please specify):
133	39.47%	No
337	Respondents	

**Q12. Is the software available on the instructor computer provided in the classroom/lecture room sufficient to meet your instructional needs?**

Count	Percent	
167	76.61%	Yes
38	17.43%	No
13	5.96%	Not applicable
218	Respondents	

**Q13. Please explain what software you would like to have available.**

Count	Percent
33	100.00%
33	Respondents

**Q14. 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 and rank them in order of importance, with 1 being the most important. Leave others blank)****- Increase wireless capacity in teaching spaces**

Count	Percent	
117	47.95%	1
75	30.74%	2
52	21.31%	3
244	Respondents	

**Q15. 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 and rank them in order of importance, with 1 being the most important. Leave others blank)**

**- Increase the number of teaching spaces with document cameras**

**Count    Percent**

15    19.23%    1

29    37.18%    2

34    43.59%    3

78    Respondents

**Q16. 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 and rank them in order of importance, with 1 being the most important. Leave others blank)**

**- Upgrade the instructor computers provided in teaching spaces to newer computers**

**Count    Percent**

88    39.46%    1

76    34.08%    2

59    26.46%    3

223    Respondents

**Q17. 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 and rank them in order of importance, with 1 being the most important. Leave others blank)**

**- Provide additional software to the instructor computers provided in teaching spaces**

**Count    Percent**

20    18.02%    1

40    36.04%    2

51    45.95%    3

111    Respondents

**Q18. 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 and rank them in order of importance, with 1 being the most important. Leave others blank)**

**- 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**

56    32.94%    1

61    35.88%    2

53    31.18%    3

170    Respondents

**Q19. 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 and rank them in order of importance, with 1 being the most important. Leave others blank)**

**- Other**

**Count    Percent**

31	49.21%	1
12	19.05%	2
20	31.75%	3
63	Respondents	

**Q20. If you ranked "Other", please specify:**

**Count    Percent**

65	100.00%
65	Respondents

**Q21. How would you characterize your primary use of technology when teaching in classrooms/lecture rooms? (Select only one answer)**

**Count    Percent**

233	73.04%	Teach using computer and projector
60	18.81%	Teaching with classroom technology but using different methods (i.e. untethered, interact with content on student devices, etc.)
21	6.58%	Teach with infrequent use of classroom technology
5	1.57%	Teach without the use of classroom technology
319	Respondents	

**Q22. Currently, my teaching style is:**

**Count    Percent**

35	10.97%	1 - Lecturer
7	2.19%	2
26	8.15%	3
36	11.29%	4
77	24.14%	5
39	12.23%	6
47	14.73%	7
39	12.23%	8
4	1.25%	9
9	2.82%	10 - Facilitator
319	Respondents	

**Q23. I would like my teaching style to become more like:**

**Count    Percent**

19	5.96%	1 - Lecturer
4	1.25%	2
17	5.33%	3
11	3.45%	4

**Q23. I would like my teaching style to become more like:****Count    Percent**

53	16.61%	5
37	11.60%	6
55	17.24%	7
49	15.36%	8
22	6.90%	9
52	16.30%	10 - Facilitator
319		Respondents

**Q24. What areas require the most improvement for how you want to teach in classrooms? - Connection to project from my own laptop****Count    Percent**

154	48.28%	Very Important
46	14.42%	Somewhat Important
43	13.48%	Not Critical
51	15.99%	Not Important
25	7.84%	Not Applicable
319		Respondents

**Q25. What areas require the most improvement for how you want to teach in classrooms? - Computer installed in classroom****Count    Percent**

154	48.28%	Very Important
68	21.32%	Somewhat Important
31	9.72%	Not Critical
39	12.23%	Not Important
27	8.46%	Not Applicable
319		Respondents

**Q26. What areas require the most improvement for how you want to teach in classrooms? - Computers for students****Count    Percent**

74	23.20%	Very Important
83	26.02%	Somewhat Important
73	22.88%	Not Critical
53	16.61%	Not Important
36	11.29%	Not Applicable
319		Respondents

**Q27. What areas require the most improvement for how you want to teach in classrooms? - High quality data projection (High Definition or near High Definition)****Count    Percent**

108	33.86%	Very Important
94	29.47%	Somewhat Important
54	16.93%	Not Critical
40	12.54%	Not Important

**Q27. What areas require the most improvement for how you want to teach in classrooms? - High quality data projection (High Definition or near High Definition)**

Count	Percent	
23	7.21%	Not Applicable
319		Respondents

**Q28. What areas require the most improvement for how you want to teach in classrooms? - Way to annotate/write notes over PowerPoint Slides or Websites, when you lecture**

Count	Percent	
107	33.54%	Very Important
85	26.65%	Somewhat Important
67	21.00%	Not Critical
43	13.48%	Not Important
17	5.33%	Not Applicable
319		Respondents

**Q29. What areas require the most improvement for how you want to teach in classrooms? - Movable furniture to enable flexible space**

Count	Percent	
149	46.71%	Very Important
74	23.20%	Somewhat Important
42	13.17%	Not Critical
39	12.23%	Not Important
15	4.70%	Not Applicable
319		Respondents

**Q30. What areas require the most improvement for how you want to teach in classrooms? - Lighting**

Count	Percent	
115	36.05%	Very Important
111	34.80%	Somewhat Important
49	15.36%	Not Critical
29	9.09%	Not Important
15	4.70%	Not Applicable
319		Respondents

**Q31. What areas require the most improvement for how you want to teach in classrooms? - Other (please specify below)**

Count	Percent	
42	13.17%	Very Important
10	3.13%	Somewhat Important
7	2.19%	Not Critical
9	2.82%	Not Important
251	78.68%	Not Applicable
319		Respondents

**Q32. Please specify the other option:**

Count	Percent
71	100.00%
71	Respondents

**Q33. What impediments, if any, prevent you from adding innovation to your classes and/or using technology in learning spaces? (Check all that apply)**

Count	Respondent %	Response %	
139	44.27%	31.95%	Not Applicable: I already use technology and innovate when necessary
89	28.34%	20.46%	Not enough time
45	14.33%	10.34%	Not enough support staff to help me
81	25.80%	18.62%	Not enough training
51	16.24%	11.72%	Unable to access a classroom that can support the technology
30	9.55%	6.90%	Other: (please specify)
314	Respondents		
435	Responses		

**Q34. I need . . .**

Count	Respondent %	Response %	
94	33.10%	20.04%	More training to use technology
77	27.11%	16.42%	More technical support for computers and applications
111	39.08%	23.67%	More access to technology tools to integrate in my classroom instruction
65	22.89%	13.86%	More opportunities to collaborate with colleagues on how to use technology
122	42.96%	26.01%	More options for professional development in the areas of technology
284	Respondents		
469	Responses		

**Q35. How often do you use the following technologies in your teaching? - Classroom Computer**

Count	Percent	
44	14.29%	Never
41	13.31%	Rarely
34	11.04%	Occasionally
52	16.88%	Frequently
137	44.48%	All the time
308	Respondents	

**Q36. How often do you use the following technologies in your teaching? - Laptop**

Count	Percent	
56	18.18%	Never
38	12.34%	Rarely
47	15.26%	Occasionally
55	17.86%	Frequently
112	36.36%	All the time



**Q36. How often do you use the following technologies in your teaching? - Laptop**

Count	Percent
308	Respondents

**Q37. How often do you use the following technologies in your teaching? - Tablet**

Count	Percent	
133	43.18%	Never
47	15.26%	Rarely
54	17.53%	Occasionally
42	13.64%	Frequently
32	10.39%	All the time
308		Respondents

**Q38. How often do you use the following technologies in your teaching? - Document Camera**

Count	Percent	
221	71.75%	Never
40	12.99%	Rarely
26	8.44%	Occasionally
11	3.57%	Frequently
10	3.25%	All the time
308		Respondents

**Q39. How often do you use the following technologies in your teaching? - Blackboard/ Whiteboard**

Count	Percent	
30	9.74%	Never
26	8.44%	Rarely
56	18.18%	Occasionally
72	23.38%	Frequently
124	40.26%	All the time
308		Respondents

**Q40. How often do you use the following technologies in your teaching? - Data Projector**

Count	Percent	
116	37.66%	Never
14	4.55%	Rarely
19	6.17%	Occasionally
42	13.64%	Frequently
117	37.99%	All the time
308		Respondents

**Q41. How often do you use the following technologies in your teaching? - Presentation Software**

Count	Percent	
50	16.23%	Never

**Q41. How often do you use the following technologies in your teaching? - Presentation Software****Count**    **Percent**

23	7.47%	Rarely
37	12.01%	Occasionally
57	18.51%	Frequently
141	45.78%	All the time
308		Respondents

**Q42. How often do you use the following technologies in your teaching? - Special software for your field****Count**    **Percent**

116	37.66%	Never
45	14.61%	Rarely
63	20.45%	Occasionally
33	10.71%	Frequently
51	16.56%	All the time
308		Respondents

**Q43. How often do you use the following technologies in your teaching? - Student Response System (i.e. Clickers)****Count**    **Percent**

216	70.13%	Never
36	11.69%	Rarely
24	7.79%	Occasionally
17	5.52%	Frequently
15	4.87%	All the time
308		Respondents

**Q44. How often do you use the following technologies in your teaching? - Video conferencing****Count**    **Percent**

178	57.79%	Never
49	15.91%	Rarely
49	15.91%	Occasionally
23	7.47%	Frequently
9	2.92%	All the time
308		Respondents

**Q45. How often do you use the following technologies in your teaching? - Streaming video****Count**    **Percent**

75	24.35%	Never
44	14.29%	Rarely
79	25.65%	Occasionally
64	20.78%	Frequently
46	14.94%	All the time
308		Respondents

**Q46. How often do you use the following technologies in your teaching? - Other (please specify below)****Count    Percent**

251	81.49%	Never
8	2.60%	Rarely
13	4.22%	Occasionally
4	1.30%	Frequently
32	10.39%	All the time
308		Respondents

**Q47. Please specify the other option:****Count    Percent**

63	100.00%
63	Respondents

**Q48. What online resources, if any, do you access during your classes? (i.e., Box, Canvas, GoogleDocs, etc.)?****Count    Percent**

285	100.00%
285	Respondents

**Q49. Is there a specific classroom (or building) you really like, which might serve as a model for future renovations?****Count    Percent**

93	30.59%	Yes (please specify)
211	69.41%	No
304		Respondents

**Q50. Is there a classroom (or building) you really dislike, which should be improved sooner rather than later?****Count    Percent**

148	48.68%	Yes (please specify)
156	51.32%	No
304		Respondents

**Q51. What is the most significant challenge (i.e., outdated equipment, lighting, broken furniture, etc.) you experience while teaching in a classroom or lab that affects student learning?****Count    Percent**

274	100.00%
274	Respondents

**Q52. What is the most important change that could be made in the learning spaces to facilitate teaching and learning?****Count    Percent**

250	100.00%
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**Q52. What is the most important change that could be made in the learning spaces to facilitate teaching and learning?**

Count	Percent
250	Respondents

**Q53. Have you taught using Canvas?**

Count	Percent	
258	84.87%	Yes
46	15.13%	No
304	Respondents	

**Q54. Which of the following features are the most helpful for your teaching? Select up to three.**

Count	Respondent %	Response %	Response
5	1.99%	0.70%	Not applicable
6	2.39%	0.84%	Analytics
66	26.29%	9.26%	Announcements
138	54.98%	19.35%	Assignments
27	10.76%	3.79%	Attendance (Roll Call)
26	10.36%	3.65%	Calendar
2	0.80%	0.28%	Chat
21	8.37%	2.95%	Course Import Tool
48	19.12%	6.73%	Discussions
0	0.00%	0.00%	ePortfolios - Portfolium
15	5.98%	2.10%	External Apps (LTI)
77	30.68%	10.80%	Files
105	41.83%	14.73%	Grades (gradebook)
7	2.79%	0.98%	Groups
1	0.40%	0.14%	Outcomes
27	10.76%	3.79%	Pages
14	5.58%	1.96%	People
53	21.12%	7.43%	Quizzes
4	1.59%	0.56%	Rich Content Editor
9	3.59%	1.26%	Rubrics
62	24.70%	8.70%	SpeedGrader
251	Respondents		
713	Responses		

**Q55. Is there a feature of Canvas you find particularly helpful that you would like other faculty to know about?**

Count	Percent
172	100.00%
172	Respondents

**Q56. Canvas training is offered almost every week, covering all levels from beginner to advanced. What specific training would you like to receive?**

Count	Percent
187	100.00%

**Q56. Canvas training is offered almost every week, covering all levels from beginner to advanced. What specific training would you like to receive?**

Count	Percent
187	Respondents

**Q57. The Faculty Technology Center offers extensive faculty training and support for Canvas. Is there any specific way in which the Faculty Technology Center could help you get started with using Canvas at CSUN?**

Count	Percent
33	100.00%
33	Respondents

**Q58. During the past twelve months, how many times have you contacted the Faculty Technology Center?**

Count	Percent	
71	23.59%	Never
176	58.47%	1 - 5
32	10.63%	6 - 10
22	7.31%	More than 10 times
301	Respondents	

**Q59. 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	
5	2.19%	Strongly disagree
15	6.58%	Disagree
108	47.37%	Agree
100	43.86%	Strongly agree
228	Respondents	

**Q60. 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	
7	3.07%	Strongly disagree
20	8.77%	Disagree
108	47.37%	Agree
93	40.79%	Strongly agree
228	Respondents	

**Q61. Who is your primary source of technical support when teaching in one of the standard lecture rooms?**

Count	Percent	
135	45.15%	College/Department
164	54.85%	Classroom Technology Support (ext. 1500)
299	Respondents	

**Q62. 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	
13	4.35%	Strongly disagree
21	7.02%	Disagree
158	52.84%	Agree
107	35.79%	Strongly agree
299		Respondents

**Q63. 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	
13	4.35%	Strongly disagree
21	7.02%	Disagree
154	51.51%	Agree
111	37.12%	Strongly agree
299		Respondents

**Q64. If there is a particular classroom or teaching space where you currently experience a technology issue, please note the building, room number, and the problem:**

Count	Percent	
134	100.00%	
134		Respondents

**Q65. 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	
273	91.30%	Yes
26	8.70%	No
299		Respondents

**Q66. 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	
9	3.38%	Strongly disagree
21	7.89%	Disagree
138	51.88%	Agree
98	36.84%	Strongly agree
266		Respondents

**Q67. 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	
10	3.76%	Strongly disagree
25	9.40%	Disagree
136	51.13%	Agree
95	35.71%	Strongly agree
266		Respondents

**Q68. Who is your primary source of technical support when teaching in one of the lecture rooms?**

Count	Percent	
128	43.99%	College/Department Staff
163	56.01%	Classroom Technology Support (ext. 1500)
291		Respondents

**Q69. 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	
14	4.81%	Strongly disagree
21	7.22%	Disagree
149	51.20%	Agree
107	36.77%	Strongly agree
291		Respondents

**Q70. 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	
14	4.81%	Strongly disagree
21	7.22%	Disagree
147	50.52%	Agree
109	37.46%	Strongly agree
291		Respondents

**Q71. Who is your primary source of technical support when teaching in one of the computer labs?**

Count	Percent	
167	57.39%	College/Department
124	42.61%	Classroom Technology Support (ext. 1500)
291		Respondents

**Q72. 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	
15	5.15%	Strongly disagree

**Q72. 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	
17	5.84%	Disagree
158	54.30%	Agree
101	34.71%	Strongly agree
291		Respondents

**Q73. 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	
14	4.81%	Strongly disagree
23	7.90%	Disagree
149	51.20%	Agree
105	36.08%	Strongly agree
291		Respondents

**Q74. Are you aware that the IT Help Center is available to help with questions about wireless access, password reset, and more?**

Count	Percent	
284	97.59%	Yes
7	2.41%	No
291		Respondents

**Q75. 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	20.49%	Never
187	66.08%	1 - 5 times
24	8.48%	6 - 10 times
14	4.95%	More than 10 times
283		Respondents

**Q76. 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	
4	1.78%	Strongly disagree
9	4.00%	Disagree
122	54.22%	Agree
90	40.00%	Strongly agree
225		Respondents



**Q77. 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	
9	4.00%	Strongly disagree
12	5.33%	Disagree
120	53.33%	Agree
84	37.33%	Strongly agree
225		Respondents

**Q78. Are you aware that in-person IT Help Center services are available in the Library Learning Commons?**

Count	Percent	
220	75.86%	Yes
70	24.14%	No
290		Respondents

**Annual IT Staff Survey 2018**  
**Total Respondents: 585**

<b>Q1. In which unit do you primarily work on campus?</b>		
<b>Count</b>	<b>Percent</b>	
120	20.51%	Academic Affairs
70	11.97%	Administration and Finance
14	2.39%	Associated Students
7	1.20%	Athletics
53	9.06%	Information Technology
17	2.91%	Library
5	0.85%	President's Office
89	15.21%	Student Affairs
26	4.44%	Tseng College
29	4.96%	University Advancement
33	5.64%	University Corporation
29	4.96%	University Student Union
8	1.37%	VPAC
85	14.53%	Other (please specify)
585		Respondents

<b>Q2. How long have you worked at CSUN?</b>		
<b>Count</b>	<b>Percent</b>	
67	11.45%	Less than 1 year
155	26.50%	1 - 5 years
99	16.92%	6 - 10 years
92	15.73%	11 - 15 years
172	29.40%	More than 15 years
585		Respondents

<b>Q3. CSUN is in the process of updating our multi-year plan for information technology (IT 20/20 Vision) and we'd like your thoughts on the following two questions.</b>			
<b>Count</b>	<b>Respondent %</b>	<b>Response %</b>	
540	92.31%	51.53%	How would you like to be using technology differently than you do today?
508	86.84%	48.47%	Envisioning forward to 2020, what new technology capability would you like to see that CSUN doesn't have today?
585			Respondents
1048			Responses

<b>Q4. Which computing device(s) do you primarily use for your CSUN work when on campus? (Check all that apply)</b>			
<b>Count</b>	<b>Respondent %</b>	<b>Response %</b>	
495	84.62%	42.93%	Desktop computer
224	38.29%	19.43%	Laptop computer
125	21.37%	10.84%	Tablet
248	42.39%	21.51%	Smartphone
44	7.52%	3.82%	Wearable technology (e.g., fitness device, smart watch)
15	2.56%	1.30%	Other (please specify)
2	0.34%	0.17%	None
585			Respondents

**Q4. Which computing device(s) do you primarily use for your CSUN work when on campus? (Check all that apply)**

Count	Respondent %	Response %
1153		Responses

**Q5. Have you used Zoom Video and Web Conferencing for meetings?**

Count	Percent	
334	57.09%	Yes
251	42.91%	No
585		Respondents

**Q6. During the past 12 months, how many times have you accessed Zoom?**

Count	Percent	
20	6.04%	Never
190	57.40%	1 - 5
48	14.50%	6 - 10
73	22.05%	More than 10 times
331		Respondents

**Q7. What is the primary reason you use Zoom?**

Count	Percent	
189	57.10%	Attend meetings
19	5.74%	Video chat
21	6.34%	Share my screen
48	14.50%	Attend a webinar
54	16.31%	Other (please specify)
331		Respondents

**Q8. Are you aware that Lynda Online Training materials are available at no cost to you?**

Count	Percent	
504	86.60%	Yes
78	13.40%	No
582		Respondents

**Q9. Did you know Lynda.com offers more than simply software training? They also offer coursework in business, marketing, photography and more.**

Count	Percent	
382	65.64%	Yes
200	34.36%	No
582		Respondents

**Q10. eProcess+ is a campus-wide productivity improvement initiative focused on streamlining and transitioning manual, paper-based processes online using workflow and electronic signatures.**

Count	Respondent %	Response %	
530	96.19%	53.81%	What university process would make your work significantly more productive if it transitions online?
455	82.58%	46.19%	What process do you think would positively impact the largest number of CSUN employees if it transitions online?
551	Respondents		
985	Responses		

**Q11. Are you aware that the IT Help Center is available to help with wireless access, password assistance, and more?**

Count	Percent	
532	96.55%	Yes
19	3.45%	No
551	Respondents	

**Q12. 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	
112	21.05%	Never
308	57.89%	1 - 5 times
64	12.03%	6 - 10 times
48	9.02%	More than 10 times
532	Respondents	

**Q13. 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	
21	5.05%	Strongly disagree
5	1.20%	Disagree
223	53.61%	Agree
167	40.14%	Strongly agree
416	Respondents	

**Q14. 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	
22	5.29%	Strongly disagree
19	4.57%	Disagree
209	50.24%	Agree
166	39.90%	Strongly agree
416	Respondents	

**Q15. Are you aware that in-person IT Help Center services are available in the Library Learning Commons?**

<b>Count</b>	<b>Percent</b>	
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291	69.95%	Yes
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125	30.05%	No
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416	Respondents	
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