

# Annual IT Student Survey 2018

Description:

Date Created: 2/27/2018 7:24:39 PM

Date Range: 3/5/2018 12:00:00 AM - 4/18/2018 11:59:00 PM

Total Respondents: 1319

## Q1. What best describes your current academic standing?

Count	Percent		
200	15.16%		Freshman
128	9.70%		Sophomore
417	31.61%		Junior
388	29.42%		Senior
186	14.10%		Graduate student
1319	Respondents		

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

Count	Percent		
1163	88.17%		Full-time
156	11.83%		Part-time
1319	Respondents		

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



Count	Respondent %	Response %		
41	3.11%	2.77%	<input type="checkbox"/>	Accountancy
6	0.45%	0.40%	<input type="checkbox"/>	Africana Studies
11	0.83%	0.74%	<input type="checkbox"/>	Anthropology
0	0.00%	0.00%	<input type="checkbox"/>	Applied Behavior Analysis
45	3.41%	3.04%	<input type="checkbox"/>	Art
5	0.38%	0.34%	<input type="checkbox"/>	Asian American Studies
0	0.00%	0.00%	<input type="checkbox"/>	Assistive Technology Studies and Human Services
5	0.38%	0.34%	<input type="checkbox"/>	Athletic Training
11	0.83%	0.74%	<input type="checkbox"/>	Biochemistry
81	6.14%	5.47%	<input type="checkbox"/>	Biology
49	3.71%	3.31%	<input type="checkbox"/>	Business Administration
2	0.15%	0.13%	<input type="checkbox"/>	Central American Studies
11	0.83%	0.74%	<input type="checkbox"/>	Chemistry
10	0.76%	0.67%	<input type="checkbox"/>	Chicano and Chicana Studies
55	4.17%	3.71%	<input type="checkbox"/>	Child and Adolescent Development
39	2.96%	2.63%	<input type="checkbox"/>	Cinema and Television Arts
14	1.06%	0.94%	<input type="checkbox"/>	Civil Engineering
25	1.90%	1.69%	<input type="checkbox"/>	Communication Studies
24	1.82%	1.62%	<input type="checkbox"/>	Communicative Disorders
14	1.06%	0.94%	<input type="checkbox"/>	Computer Engineering
25	1.90%	1.69%	<input type="checkbox"/>	Computer Information Technology
43	3.26%	2.90%	<input type="checkbox"/>	Computer Science
3	0.23%	0.20%	<input type="checkbox"/>	Construction Management
1	0.08%	0.07%	<input type="checkbox"/>	Counseling
17	1.29%	1.15%	<input type="checkbox"/>	Criminology and Justice Studies
25	1.90%	1.69%	<input type="checkbox"/>	Deaf Studies
6	0.45%	0.40%	<input type="checkbox"/>	Economics
17	1.29%	1.15%	<input type="checkbox"/>	Education
4	0.30%	0.27%	<input type="checkbox"/>	Educational Administration
3	0.23%	0.20%	<input type="checkbox"/>	Educational Leadership
19	1.44%	1.28%	<input type="checkbox"/>	Electrical Engineering
26	1.97%	1.75%	<input type="checkbox"/>	English
11	0.83%	0.74%	<input type="checkbox"/>	Environmental and Occupational Health
4	0.30%	0.27%	<input type="checkbox"/>	Engineering Management
39	2.96%	2.63%	<input type="checkbox"/>	Family and Consumer Sciences
18	1.36%	1.21%	<input type="checkbox"/>	Finance
0	0.00%	0.00%	<input type="checkbox"/>	Fine Arts in Art
1	0.08%	0.07%	<input type="checkbox"/>	French
6	0.45%	0.40%	<input type="checkbox"/>	Gender and Women's Studies
0	0.00%	0.00%	<input type="checkbox"/>	Geographic Information Science
7	0.53%	0.47%	<input type="checkbox"/>	Geography
7	0.53%	0.47%	<input type="checkbox"/>	Geology
			<input type="checkbox"/>	

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			

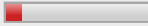
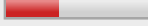
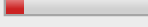
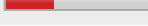
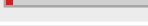
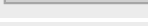
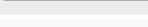
**Q4. Are you a transfer student?**

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 %		
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	


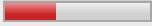
Q17. If you had the opportunity to improve wi-fi inside one building, where would it be?

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	



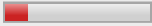
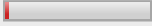
Q19. Are you aware that myCSUNsoftware provides anywhere/anytime access to many software applications at no cost to CSUN students (e.g., SPSS, Microsoft Office, Mathematica, Adobe Acrobat, MATLAB, etc.)?

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		

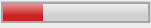

Q22. From which location(s) do you access myCSUNsoftware? (Check all that apply)

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	

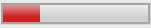
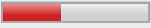
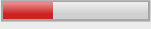
Q24. Are you aware that Lynda Online Training materials are available at no cost to you as a CSUN student?

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

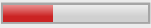

Q25. During the past 12 months, how many times have you accessed Lynda Online Training?

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?

Count	Percent		
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?

Count	Percent		
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.

Count	Percent		
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.

Count	Percent		
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

Description:

Date Created: 2/27/2018 3:42:53 PM

Date Range: 3/5/2018 12:00:00 AM - 4/18/2018 11:59:00 PM

Total Respondents: 379

## Q1. What best describes your academic appointment at CSUN?

Count	Percent		
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		

## Q2. In which CSUN College is your primary appointment?

Count	Percent		
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		

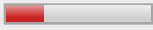
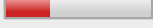
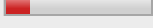
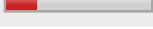
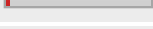
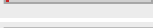
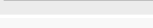
## Q3. How long have you been a member of the CSUN faculty?

Count	Percent		
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		


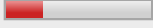
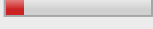
## Q4. CSUN is in the process of updating our multi-year plan for information technology (IT 20/20 Vision) and we'd like your thoughts on the following two questions.

Count	Respondent %	Response %	
353	93.14%	52.69%	
317	83.64%	47.31%	
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
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			

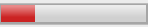
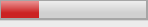
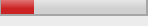
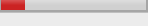
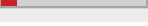
Q24. What areas require the most improvement for how you want to teach in classrooms? - Connection to project from my own laptop

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			

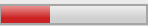
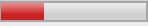
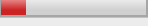
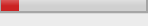
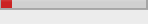
Q25. What areas require the most improvement for how you want to teach in classrooms? - Computer installed in classroom

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			

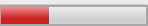
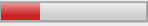
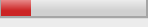
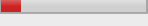
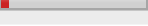
Q26. What areas require the most improvement for how you want to teach in classrooms? - Computers for students

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		


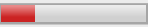
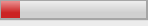
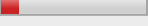
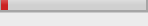
Q27. What areas require the most improvement for how you want to teach in classrooms? - High quality data projection (High Definition or near High Definition)

Count	Percent		
108	33.86%		Very Important
94	29.47%		Somewhat Important
54	16.93%		Not Critical
40	12.54%		Not Important
23	7.21%		Not Applicable
319	Respondents		

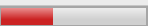
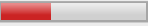
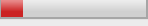
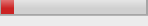
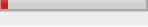
Q28. What areas require the most improvement for how you want to teach in classrooms? - Way to annotate/write notes over PowerPoint Slides or Websites, when you lecture

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		

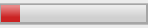
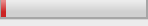
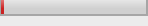
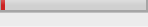

Q29. What areas require the most improvement for how you want to teach in classrooms? - Movable furniture to enable flexible space

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		

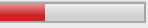
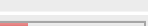
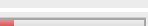


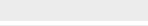
Q31. What areas require the most improvement for how you want to teach in classrooms? - Other (please specify below)

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		


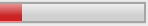
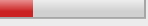
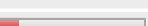
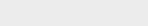
Q32. Please specify the other option:

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
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
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		



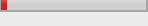
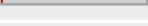
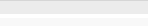
Q44. How often do you use the following technologies in your teaching? - Video conferencing

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		

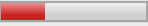

Q47. Please specify the other option:

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%	
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 %		
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%	
187	Respondents	

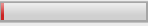
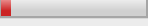


Q57. The Faculty Technology Center offers extensive faculty training and support for Canvas. Is there any specific way in which the Faculty Technology Center could help you get started with using Canvas at CSUN?

Count	Percent	
33	100.00%	
33	Respondents	

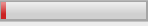
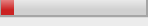

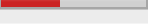
Q58. During the past twelve months, how many times have you contacted the Faculty Technology Center?

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		

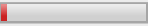
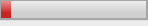

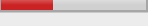
Q60. Please indicate your level of agreement with the following statements regarding the Faculty Technology Center: - The Faculty Technology Center is able to address my problem or question.

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
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		

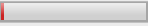
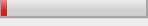

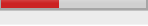
Q74. Are you aware that the IT Help Center is available to help with questions about wireless access, password reset, and more?

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

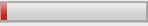
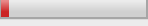

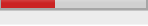
Q75. During the past twelve months, how many times have you contacted the IT Help Center via online, e-mail, phone or in person?

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		

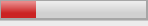
Q76. Please indicate your level of agreement with the following statements regarding the IT Help Center: - The types of services available from the IT Help Center are helpful to me.

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		




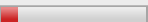



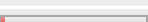
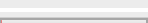
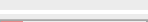
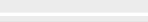
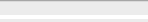
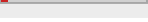
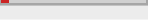
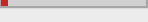
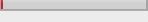
# Annual IT Staff Survey 2018

Description:



Date Created: 3/5/2018 4:17:06 PM

Date Range: 3/9/2018 12:00:00 AM - 4/18/2018 11:59:00 PM


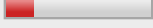
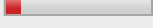
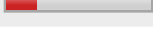
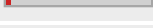
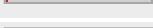
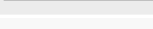
Total Respondents: 585

Q1. In which unit do you primarily work on campus?			
Count	Percent		
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		

Q2. How long have you worked at CSUN?			
Count	Percent		
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		

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.				
Count	Respondent %	Response %		
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			

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

Count	Respondent %	Response %		
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				
1153 Responses				


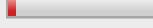
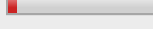
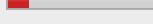
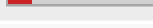
Q5. Have you used Zoom Video and Web Conferencing for meetings?

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?

Count	Percent		
291	69.95%		Yes
125	30.05%		No
416	Respondents		