



TECHNOLOGY SURVEY 2014

LMU | **LA**

Information Technology
Services

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OVERVIEW

Each year, Loyola Marymount University's Information Technology Services (ITS) department surveys the campus community, seeking feedback on a number of technology-related topics. ITS then uses the data to improve services campus-wide. Distributed in November, the survey provides a snapshot of current staff, faculty, and students' attitudes about general and academic use of technology, including access to and support of these technologies.

The results discussed in this report are from the 2014-15 academic year, with historical comparisons drawn from the 2012 ITS Technology Survey where possible and meaningful.

Since faculty, staff, and students may not distinguish where technology services come from, this survey also asks questions about the William H. Hannon Library. ITS works closely with the Library to frame questions and to provide them with results.

2014 SURVEY FAST FACTS

- Faculty satisfaction with ITS Classroom Support rose 10% from the 2012 survey, to 76%.
- Both faculty and staff satisfaction with the ITS Help Desk rose in 2014: 86% of faculty were satisfied with the Help Desk, up from 77% in 2012. On the staff side, it was a smaller bump, with 90% of respondents satisfied, up from 89% in 2012.
- Sixty-five percent of students agreed (with 27% neutral) that by the time they graduate, the technology they have used in their courses will have adequately prepared them for the workplace. This is up from 55% in 2012, and 32% neutral.
- Fifty-three percent of student respondents said that most to all of their instructors in that semester effectively used technology to support their academic success. Thirty-four percent of respondents said that some of their professors do.
- Eighty-eight percent of students rated wireless access in learning spaces to be fair or better.

METHODOLOGY

On Monday, November 10, 2014, the annual ITS Technology Surveys were released to LMU Students, Faculty, and Staff. The surveys were released to a sample of 1,200 undergraduate students, 600 graduate students, and all faculty and staff. The surveys closed on Monday, November 24, 2014.

Campus communications about the surveys were sent via MYLMU blasts and email directly to faculty, staff, and the selected students. A reminder was posted on the LMU ITS blog, the LMU ITS Twitter account, and the Tech on 2 Facebook page.

All students, faculty, and staff were encouraged to share their opinions and experiences with technology at LMU, and offered a chance to win an iPad mini 2, a \$50 Visa gift card, or one of five \$20 Visa gift cards. On December 3, 2014, the winners were randomly selected and notified by email.

After partially completed surveys were removed, there were 491 student responses, 422 staff responses, and 196 faculty responses. The survey was conducted and analyzed using Qualtrics, LMU's survey solution, and other statistical software.

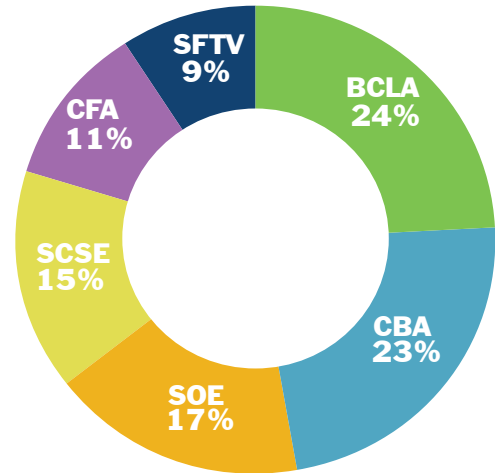


DEMOGRAPHICS

STUDENTS

A total of 491 students responded to the 2014 survey. This is a lower number of respondents than the 2012 survey, though the sample size was smaller. This number of respondents results in a ± 4.28 confidence interval. There were representative responses from each of the colleges and schools, spread across all majors and class year, including graduate students. As with the 2012 survey, 90% of respondents were full-time, and 10% part-time.

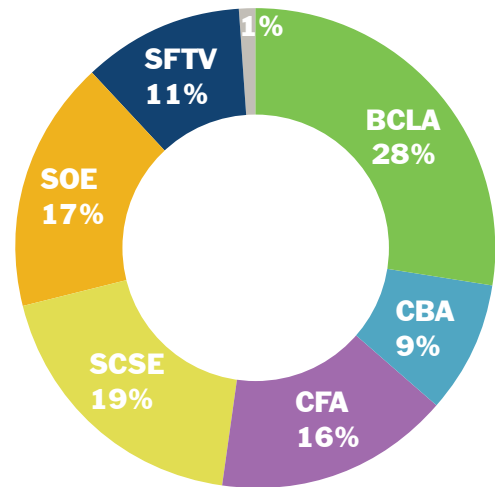
STUDENTS



FACULTY

The 2014 Technology survey had 196 faculty respondents, distributed well across University schools and colleges. Forty-five percent of faculty respondents were tenured or tenure track professors, with 37% adjunct professors or lecturers.

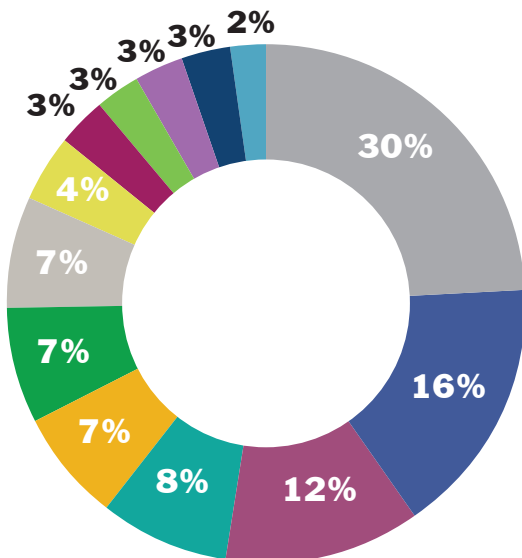
FACULTY



STAFF

A total of 422 staff took the survey, distributed across campus divisions, departments, colleges and schools.

STAFF



- | | | | |
|--|----------------------|--|---|
| | Academic Affairs | | Seaver College of Science & Engineering |
| | Student Affairs | | President's Office |
| | Administration | | Bellarmino College of Liberal Arts |
| | University Relations | | College of Communication & Fine Arts |
| | School of Education | | College of Business Administration |
| | Business & Finance | | School of Film & Television |
| | Other | | |

KEY FINDINGS

OVERALL FACULTY AND STAFF SATISFACTION

Staff and faculty were asked to agree or disagree with the following question, a new addition for 2014: “Overall, I have the technology support I need to do my job effectively.” Eighty-eight percent of staff agreed or strongly agreed with this question, as did 80% of faculty.

For 2014, 89% of staff agreed that they have the technology needed to do their jobs effectively, and 81% of faculty felt the same way.

When it comes to ITS communication, 84% of staff agreed that ITS communicates effectively, a 10 percent increase over the 2012 survey.

Sixty-six percent of faculty agreed that ITS communicates effectively, with 26% of faculty neutral on the subject.

STUDENT ATTITUDES TOWARD TECHNOLOGY

Sixty-five percent of students agree that technology makes them feel more connected to what’s going on at LMU, while 62% say technology makes them feel connected to other students, and 65% feel more connected to instructors through technology. Despite the connection technology brings to students, 66% of respondents prefer to keep their academic and social lives separate on social media.

DEVICES ON CAMPUS

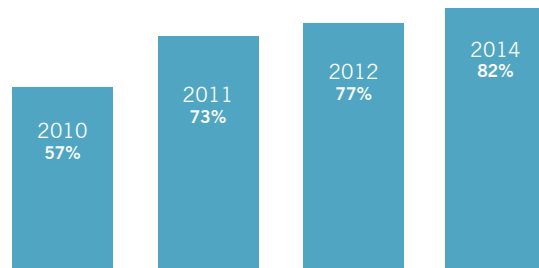
Nearly all students (99.3%) own a computer, and use it on campus. Ninety-three percent of students own a laptop, and 82% of student respondents also have a smartphone.

Sixty-nine percent of students use two devices on campus, with 14% of students

using a single device. Thirteen percent of students using three devices on campus, and 3% use four or more.

While 84% of student respondents say their laptop is their primary device for academic purposes, 8% give that title to their smartphone.

STUDENT SMARTPHONE OWNERSHIP 2010-14



ITS HELP DESK

Overall, 90% of staff were satisfied with the ITS Help Desk, and 93% of staff cited the Help Desk as their primary resource for work-related technology support.

Seventy-six percent of faculty were satisfied with the Help Desk with 16% neutral. Seventy-six percent of faculty respondents reach out to the Help Desk for technology support. Seventy-one percent of students were satisfied with the Help Desk, with 19% neutral.

The Help Desk’s professionalism of responses remained the same as in 2012: 92% from staff and 81% from faculty, respectively.

TECH ON 2

Formerly the Student Innovation Center and Help Desk, Tech on 2 moved to level two of the William H. Hannon Library in Spring 2014. ITS and the Library share this space to offer technical support to students, while also offering them the chance to sign

out equipment such as cameras, Wacom tablets, chargers, cables, connectors, and more. Overall, 66% of students were satisfied with the quality of service they've received at Tech on 2. However, when students need technology support, only 10% of student respondents cite Tech on 2 as a preferred resource.

TRAINING

ITS regularly offers instructor-led, in-person workshops on a variety of technological topics, including a variety of software. This format is preferred by 69% of staff at LMU. Self-paced online tutorials were also popular for training, with 60% of staff stating they preferred to learn this way. Such training is available to all LMU staff, faculty, and students via Lynda.com.

A small number of staff respondents were asked additional questions about the level of training and support offered for a number

of enterprise-wide systems, including Banner, Blackboard Transact, NoliWeb, and more. The sample size of these responses is too small to report on, but will anecdotally help ITS with future projects.

WIRELESS

Faculty and Staff are generally satisfied with WiFi on Campus, with 90% each of staff and faculty rating wireless access on campus as at least fair. Eighty-eight percent of students rated wireless reliability in learning spaces as fair or better. However, residence halls remain an area of focus for improvements: 61% of students considered wireless access fair or better. To improve students' access, the ITS networking team moved up wireless improvements in McKay Hall from Summer 2015 to Fall 2014, with the bulk of the work taking place in the middle of the survey period.



TECHNOLOGY IN THE CLASSROOM

When it comes to the use of technology in the classroom, 53% of students agree that most to all of their professors effectively use technology to support their academic success, and 58% of their professors have adequate technical skills to carry out course instruction.

Forty-seven percent of students agree that in-class use of mobile devices is distracting, and while faculty weren't asked a specific question about mobile device distraction, a number of free-text responses alluded to faculty frustrations with mobile device usage in class.

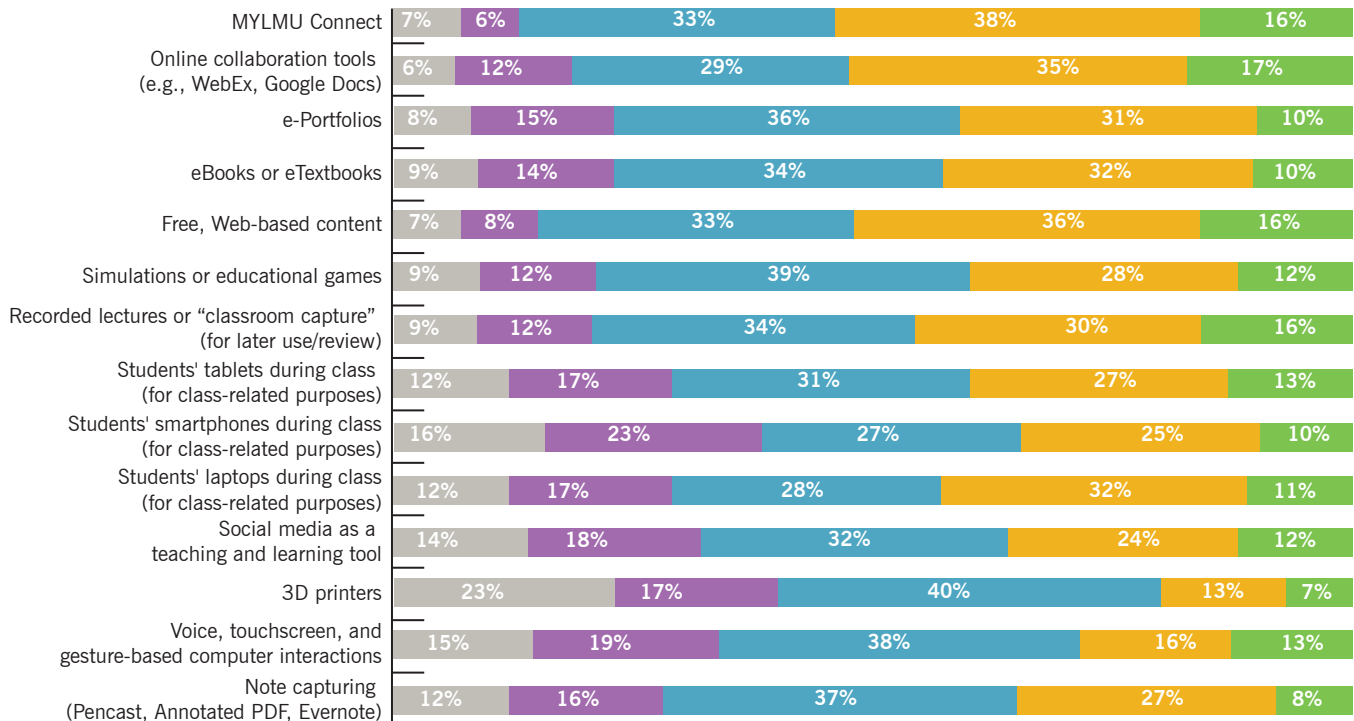
Eighty percent of students agree or strongly agree that they were adequately prepared to use the technology needed in

their courses when they entered college, and 65% of respondents believe that the technology used in their courses will have adequately prepared them for the workplace. Both students and faculty believe that the integration of certain technologies will increase effective teaching and learning.

ONLINE VS. FACE-TO-FACE CLASSROOM ACTIVITIES

Students were asked about their experiences with hybrid/blended courses (a course that offers a mix of classroom and online instruction) and completely online courses, both in and outside LMU. 158 students have taken a hybrid/blended course, with 91 respondents taking

FACULTY: I COULD BE A MORE EFFECTIVE INSTRUCTOR IF I WERE BETTER SKILLED AT INTEGRATING THE FOLLOWING TECHNOLOGY INTO MY COURSES



Strongly Agree Agree Neutral Disagree Strongly Disagree



such a course at LMU, and 67 outside the University. One hundred forty-four respondents have taken an online course: 41 at LMU and 103 outside the University.

Fifty-five percent of student respondents would be willing to take a hybrid/blended course at LMU, which is up from 49% in 2012. The number of students willing to take a fully online course at LMU dropped one percent from 2012, to 33%. Forty-six percent of student respondents would not be willing to take a fully online course. However, 37% of students (up from 14% in 2012) say they would be more likely to skip classes when materials from course lectures are available online.

Similar questions about hybrid and online courses were asked of faculty.

Fifty-four faculty have taught a hybrid/blended course, 26 at LMU and 28 outside the University. Thirty-eight faculty have taught fully online courses: 9 at LMU, and 29 elsewhere.

Fifty-four percent of faculty would be willing to teach a hybrid/blended course at LMU, while 39% would be willing to teach a fully online course—with 47% being unwilling to do so.

MYLMU CONNECT

Students have identified MYLMU Connect as a tool that will help increase their effectiveness, and 72% of student respondents were satisfied with the Learning Management System. Sixty-four percent of faculty were satisfied with MYLMU Connect overall.

INSTRUCTIONAL TECHNOLOGY SUPPORT

While slightly fewer faculty worked with their Instructional Technologist in 2014 (52% vs 54% in 2012), 86% of those were satisfied with their college or school's Instructional Technologist.

Seventy-two percent of faculty respondents say their Instructional Technologist has broadened their perspective on teaching, learning, and research.

LEARNING SPACES AND LABS

ITS supports approximately 1,000 classroom and lab computers across campus, housed within 86 general purpose classrooms and 165 department-controlled spaces.

Overall, 74% of student respondents were satisfied with the general classrooms on campus, and 23% were neutral. Seventy-six percent of faculty were satisfied with ITS Classroom Support (formerly Classroom Management Office, or CMO), up from 66% in 2012. In 2014, 18% of faculty were neutral about ITS Classroom Support, down from 19% in 2012.

The vast majority of faculty do not teach in computer labs or e-Classrooms, but for the 28 respondents who do, 63% were

satisfied with the lab spaces. Sixty percent of students who have used a computer lab were satisfied.

WILLIAM H. HANNON LIBRARY

The Information Commons in the William H. Hannon Library has been used by 62% of students, down from 81% in 2012. Eighty-three percent of these students were satisfied with the computers in the space, with 18% neutral.

HOW OFTEN HAVE YOU USED THE COMPUTERS IN THE LIBRARY INFORMATION COMMONS?

