

## Three Years in Review

This section reviews selected data over the past three years of the study.

### Faculty

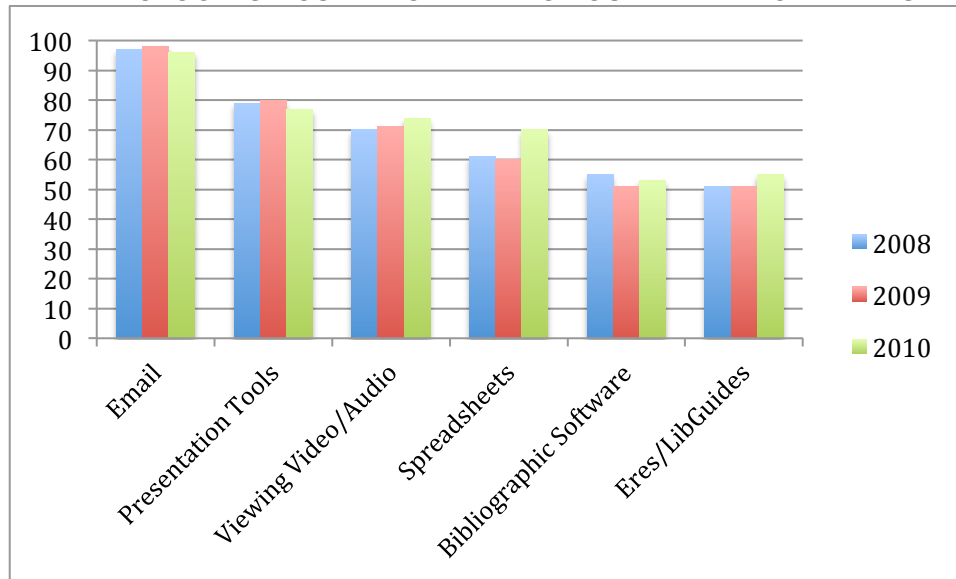
Over the past three years, faculty have taken the ITS annual survey 475 times, with the most recent 2010 survey doubling the number of participants averaged between the previous two years:

2008 – 135 Participants

2009 – 115 Participants

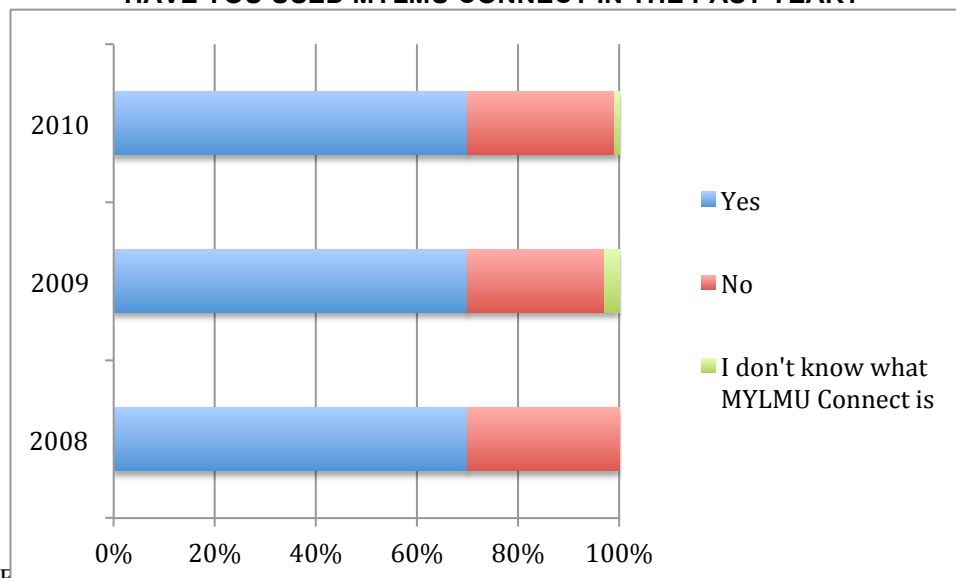
2010 – 225 Participants

#### WHAT TECHNOLOGY IS MOST IMPORTANT TO YOUR TEACHING AND RESEARCH?



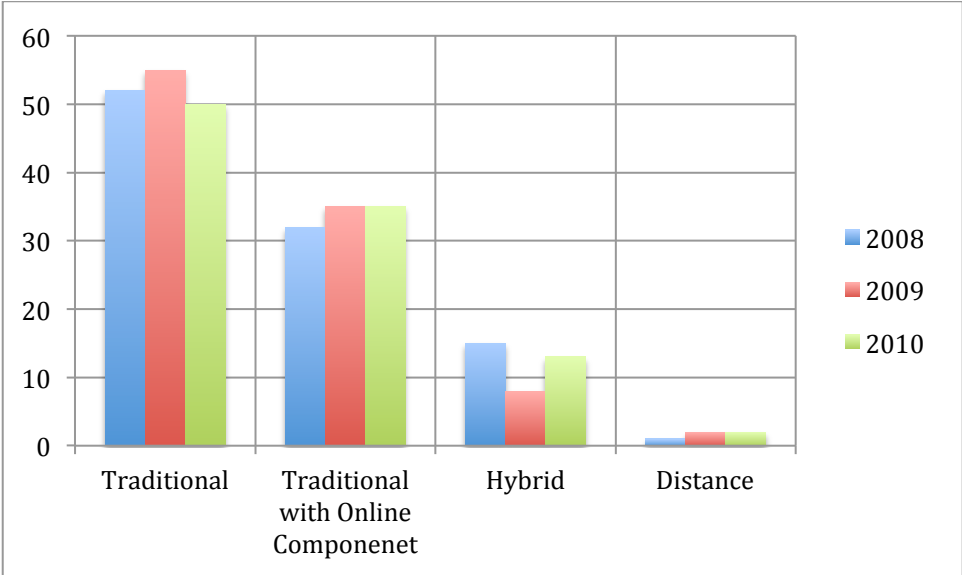
Email is still seen as the most important teaching and research tool, at above 95% each year. Presentation tools, such as PowerPoint, remain the second most important teaching and research tool. Percentages amongst the tools have remained consistent with the exception of Spreadsheets in 2010 increasing by 10%.

#### HAVE YOU USED MYLMU CONNECT IN THE PAST YEAR?



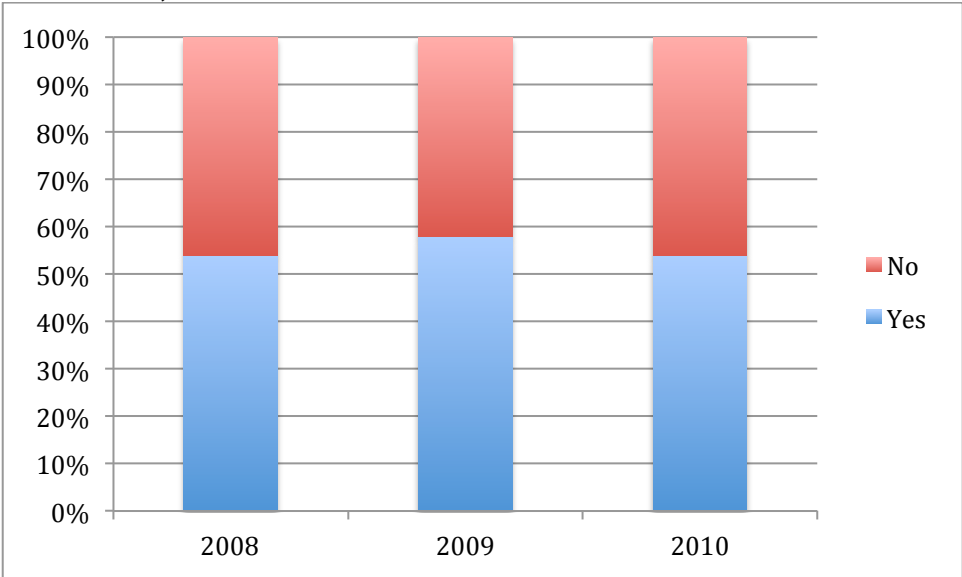
Over the past three years, faculty usage has remained consistent, as 70% of faculty have responded in each year that they have used MYLMU Connect.

**ALL THINGS BEING EQUAL, IN WHICH MODE OF INSTRUCTION DO YOU PREFER TO TEACH?**



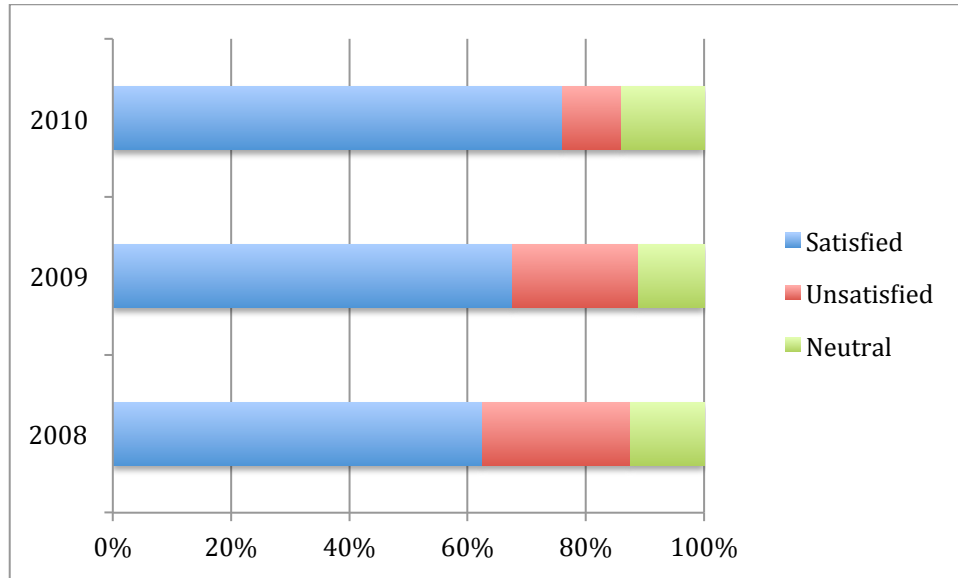
Overall, the faculty have remained consistent, as approximately 50% prefer traditional courses, with another third preferring to teach traditional courses with an online component. Responses for hybrid and distance courses have remained low, topping out at a combined 16% in 2008.

**IN THE PAST YEAR, HAVE YOU PARTICIPATED IN AN ACADEMIC TECHNOLOGY EVENT?**



Academic Technology event participation has also remained consistent, as 54% of faculty attended at least one in 2008 and 2010, while 2009 saw a small spike to 58%, likely attributed to the opening of the Faculty Innovation Center in the William H. Hannon Library in that year.

### WHAT IS YOUR OVERALL IMPRESSION OF THE HELPDESK?



Satisfaction with the HelpDesk has risen steadily over the past three years from 62% satisfied in 2008 to 76% satisfied in 2010. Dissatisfaction has dropped this most recent year down to 10%.

## Students

Over the past three years, students have taken the ITS annual survey 3,043 times, with participation steadily rising over the years:

2008 – 971 Participants

2009 – 1,013 Participants

2010 – 10,59 Participants

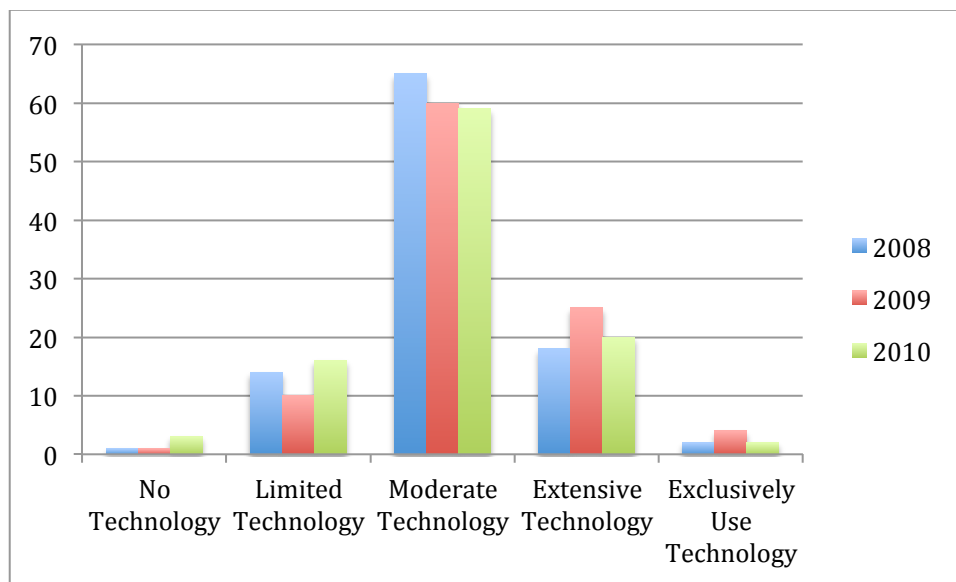
### TOP 5 TECHNOLOGIES

Students were asked ‘what are the top 5 technologies used at LMU?’ The list has remained practically the same over the previous three years:

1. Blackboard/MYLMU Connect
2. LMU Website & Manegate/MyLMU
3. Presentation Tools
4. Spreadsheet Tools
5. Social Networking (2008), ERes (2009 & 2010)

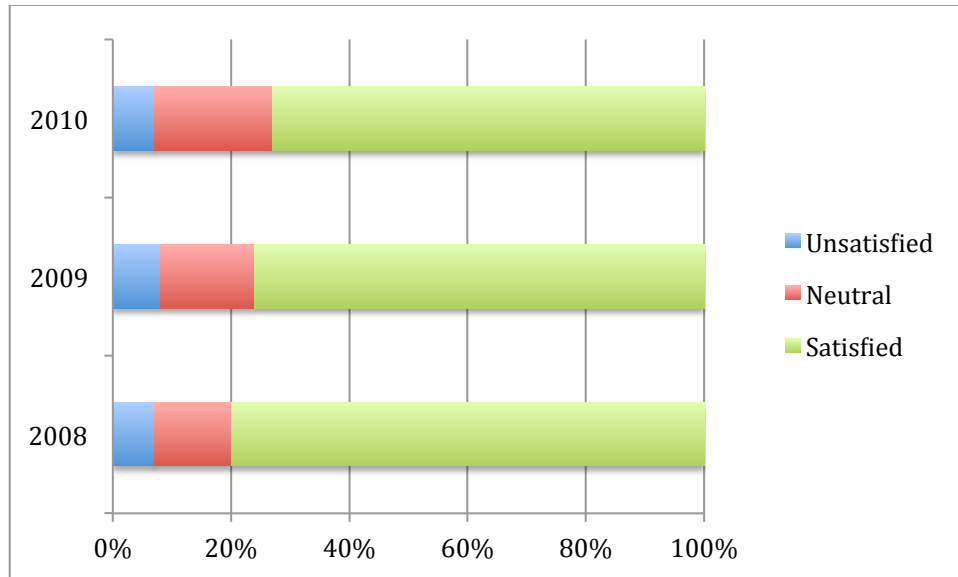
Outside of the technological offering (ManeGate was retired and replaced with MyLMU in 2009) and/or rebranding (Blackboard was rebranded to MYLMU Connect in 2009), the only technology that changed over time on the list is the replacement of Social Networking with ERes in 2009. However, it should be noted that ERes was not listed in the 2008 survey.

### STUDENT PREFERENCE TOWARDS TECHNOLOGY IN THE CLASSROOM



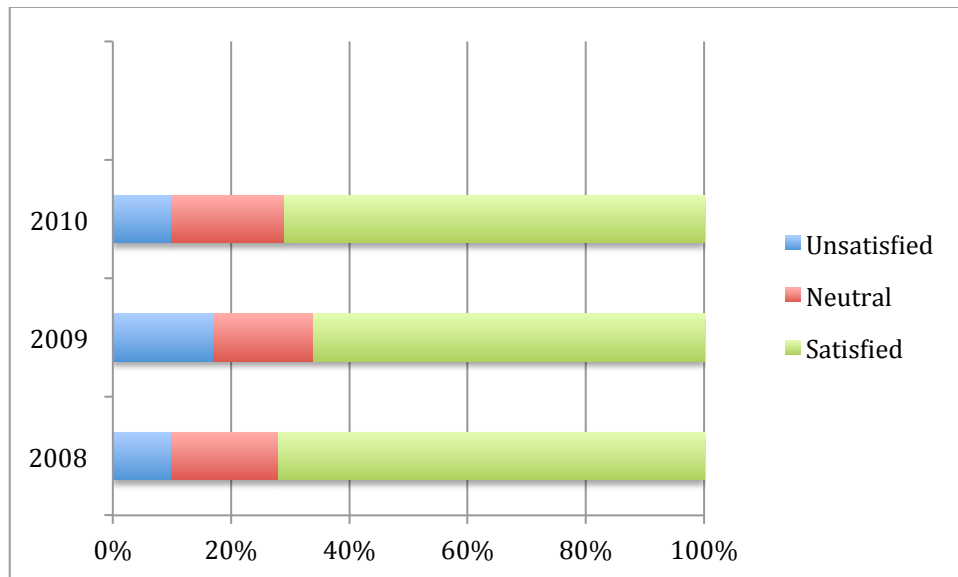
Although the question regarding the amount of technology used in class was asked of students differently than professors, a conclusion can be drawn that the student population has a greater desire for technology in the classroom; however, this disparity is not great. Professors prefer to teach traditionally, or traditionally with an online component. Students consistently prefer moderate technology, more than what professors reportedly prefer, however, there is not an extreme discrepancy, as would be the case if students were asking in mass for distance courses.

### WHAT IS THE OVERALL QUALITY OF COMPUTER LABS ON CAMPUS?



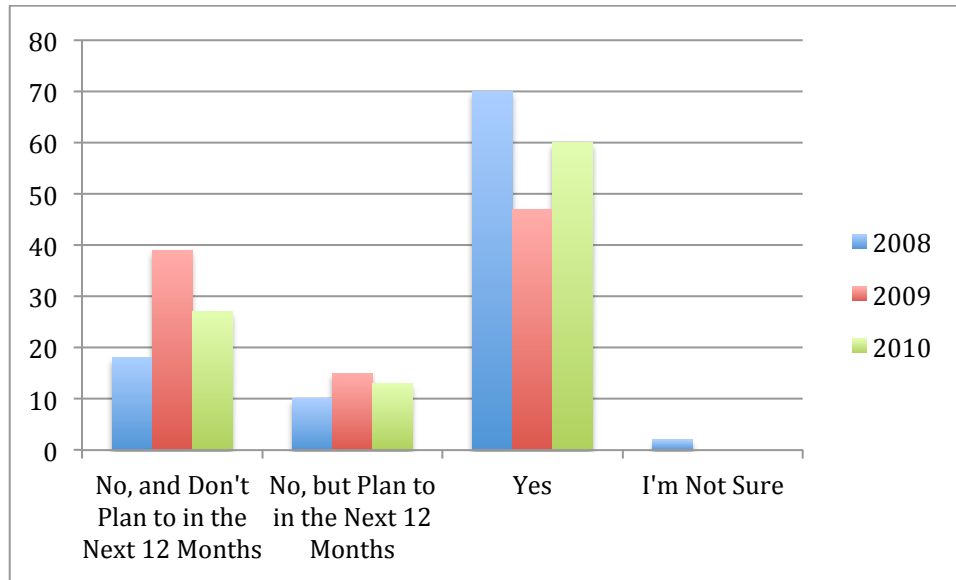
Over the past three years, the satisfaction rate of the quality of computer labs has slipped a bit, giving way to a more neutral response from 13% neutral responses in 2008 to 20% in 2010. It is important to note, however, that the dissatisfaction rate has remained unchanged across all three years.

### WHAT IS YOUR OVERALL IMPRESSION OF THE HELPDESK?



Students have rated the HelpDesk fairly consistently over the past three years, with a slight decline in 2009 to 66% satisfied, but then a bounce back to 71% in 2010.

### DO YOU OWN AN INTERNET-CAPABLE PHONE?



Student responses to the question 'do you own an internet-capable phone?' over a 3-year period have shown some of the most interesting results across this time frame. 'Yes' responses were particularly high at 70% in 2008, when smartphones were very much only in their infancy. A steep drop was seen in 2009 to 47%. Although not recorded in the survey responses, it is believed the downturn in the economy led to many students re-evaluating the need for higher-end technology, which caused a steep drop in internet-capable phones.