

2011 ITS Survey – Student Questions

STUDENT TECHNOLOGY SURVEY DETAILS

The purpose of this study is to identify students' attitudes and use of technology at Loyola Marymount University. The survey is designed to take no more than 10 minutes of your time. The study involves no physical, psychological, social or medical risks, and is simply asking for your honest opinion. The study will benefit you and future students by providing insight into the needs of students and allowing for appropriate changes to the University infrastructure.

At the end of the survey, you have the option of entering your email address for a chance to win one of 5 iPod Touches. Your chance of winning will depend on the number of completed surveys with valid email addresses received. Participation in this survey is voluntary and at any time you are free to withdraw from the survey (simply close your browser). You may skip questions, but please remember that this information is vital to understanding you and supporting your technology needs. You must be 18 years or older to participate. Your privacy is very important to us. The survey is anonymous, and your email address will not be linked with your confidential answers. Your email address in the iPod Touch drawing will not be connected to the survey data.

If you have any questions or problems taking this survey, please contact the ITS Help Desk at 310-338-7777 or helpdesk@lmu.edu. Your participation is very important to ensuring that we have accurate information about LMU students. Thank you! Please note: The survey period ends on Friday, November 30, 2011.

I have read the above information and consent to participate in this study. I verify that I am a current student 18 years or older at Loyola Marymount University.

- Yes
- No

General Access to Technology

What type of computer/platform(s) do you own? (check all that apply)

- Don't own my own computer
- Windows - Desktop
- Windows - Laptop
- Mac - Desktop
- Mac - Laptop
- Other, please specify _____
- Netbook

How old is your primary personal computer?

- Less than 1 year old
- 1-2 years old
- 2-3 years old
- 3-4 years old
- 4 or more years old

For daily usage, what operating system do you PREFER to use?

- Windows PC
- Apple/Macintosh

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- Unix-derivative/Linux

What type of Internet connection do you have at HOME:

- Dial-Up
- High Speed (Cable, DSL, or Other)
- No Internet Connection at Home

How do you most often connect to the Internet on CAMPUS:

- Wired
- Wireless

How would you rate the wireless connection on campus?

- There's wireless on campus?
- Slow - I have to wait for a webpage to load up
- Average - E-mail, webpages, and chat work well.
- Fast - I can comfortably stream the internet.
- Amazing - I thought I was on a wired connection!

How would you rate the wireless connection in your dorm room?

- There's wireless on campus?
- Slow - I have to wait for a webpage to load up
- Average - E-mail, webpages, and chat work well.
- Fast - I can comfortably stream the internet.
- Amazing - I thought I was on a wired connection!
- I don't live on campus

We are looking to continually improve service on campus. If you are aware of any ongoing issues with wireless on campus, where are they? (Be as specific as possible and include building and floor. ex - Leavey 5, 2nd floor)

Technology Usage

What office suite do you use? (Check all that apply)

- Microsoft Office
- iWork
- Other _____

Which version of Microsoft Office are you using?

- 2003 or older (Windows)
- 2007 (Windows)
- 2010 (Windows)
- 2004 or older (Mac)
- 2008 (Mac)
- 2011 (Mac)

Which version of iWork are you using?

- iWork '05
- iWork '06

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- iWork '08
- iWork '09

Do you own a Smartphone that is capable of full web browsing (whether you use that capability or not)?

- No, and don't plan to purchase one in the next 12 months
- No, but plan to purchase one in the next 12 months
- Yes
- Don't Know

Choose the type of mobile device that has Internet connectivity that you own or plan to own.

- iPhone
- Blackberry
- Windows Mobile
- Android
- Palm
- iPod Touch
- iPad
- Other (please specify) _____

Have you used the iLMU app on an iPad, iPhone, or iPod Touch?

- Yes
- No

How often do you do the following (for school, work, or recreation)? Select one answer for each activity. (Examples are in parentheses)

Creation Tools

	Never	Once per Year	Once per Semester	Monthly	Weekly	Several Times per Week	Daily
Spreadsheet software (Excel, Numbers, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presentation software (PowerPoint, Keynote, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Graphics software (Photoshop, Flash, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio-creation software (Audible, GarageBand, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video-creation software (Director, iMovie, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create podcasts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Communication

	Never	Once per Year	Once per Semester	Monthly	Weekly	Several Times per Week	Daily
Instant messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use the Internet from a cell phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Web

	Never	Once per Year	Once per Semester	Monthly	Weekly	Several Times per Week	Daily
Download web-based music or videos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use LMU's website/MYLMU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social networking websites (Facebook, MySpace, Bebo, LinkedIn, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online multiuser computer games (World of Warcraft, Everquest, Poker, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Online virtual worlds (Second Life, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Create or participate in webcasts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social bookmark/tagging (del.icio.us, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Micro-blogging sites (Twitter, etc...)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How often do you contribute content to the following (for school, work, or recreation)?

Wikis (Wikipedia, course wiki, etc.)
Blogs
Photo or video websites (Flickr, YouTube, Vimeo, etc.)

How skilled would you rate yourself at the following:

	Not at all skilled	Not very skilled	fairly skilled	Very skilled	Expert
Using the University	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Not at all skilled	Not very skilled	fairly skilled	Very skilled	Expert
website/MYLMU					
Spreadsheets (Excel, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Presentation software (Powerpoint, Keynote, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Graphics software (Photoshop, Flash, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Computer maintenance (software updates, security, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Using the Internet to effectively and efficiently search for information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Evaluating the reliability and credibility of online sources of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understanding the ethical/legal issues surrounding the access and use of digital information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Technology in the Classroom

Which best describes your preference for technology in the classroom (this refers to technology used for teaching, not technology that is directly part of the curriculum):

- I prefer taking courses that use no technology.
- I prefer taking courses that use limited technology.
- I prefer taking courses that use a moderate level of technology.
- I prefer taking courses that use technology extensively.
- I prefer taking courses that use technology exclusively (as in an online course).

Are you using the following for any of your courses this semester? Check all that apply.

- Audio-creation software (Audible, Garageband, etc.)
- Blogs
- CompClass
- Discipline-specific technologies (Mathematica, AutoCAD, etc.)
- E-portfolios
- Eres
- Google Apps (Google Docs, Calendar, everything EXCEPT GMAIL)
- Graphics software (Photoshop, Flash, etc.)
- Instant messaging
- LMU Website/MYLMU
- MYLMU Connect (Blackboard)

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- Online virtual worlds (Second Life, etc.)
- Podcasts
- Presentation software (PowerPoint, Keynote, etc.)
- Programming languages (C++, Java, etc.)
- Social networking websites (Facebook, MySpace, Bebo, LinkedIn, etc.)
- Spreadsheets (Excel, Numbers, etc.)
- SPSS/SAS/Other Statistical Programs
- Video--creation software (Director, iMovie, etc.)
- Webcasts
- Wikis
- Other, please specify _____

Online Learning

Do you agree or disagree with the following statement: "I would be willing to take a fully online course from an LMU Professor."

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

Have you ever taken a course where part of the class was spent online rather than in the classroom? These are sometimes called a hybrid or blended class.

- Yes
- No

Have you ever taken a course where you didn't meet face-to-face with your instructor in the form of an online or distance education course?

- Yes
- No

For the following classroom activities, please indicate if you prefer to have the interaction face-to-face (in person) or through some form of digital technology. For example, if you had your choice would you prefer to communicate with your instructor in class and their office hours (in person), or do you prefer to email your instructor (digitally)?

	Completely in Person	Mostly in Person	Half in Person/ Half Digitally	Mostly Digitally	Completely Digitally
Communication with instructor (e.g. office hours or email and instant messenger)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lectures (e.g. in class or watching a streaming video)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Handing in assignments (e.g. paper copies or email and through MYLMU Connect)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Completely in Person	Mostly in Person	Half in Person/ Half Digitally	Mostly Digitally	Completely Digitally
Classroom discussions (e.g. in class or web discussion boards and blogs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reading assignments (e.g. paper copies or reading online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Research (e.g. in the library or online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Group assignments (e.g. meeting face-to-face or communicating online)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Receiving your grades (e.g. paper grade postings or online posting)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your Professors and Technology

How many of your instructors:

	Almost None	Some	About Half	Most	Almost All	All
Use technology effectively in courses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide you with adequate training for any technology used in the course	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Understand your technology skill set	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What is your opinion about the following statements:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
I get more actively involved in courses that use technology.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The use of technology in my courses improves my learning.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technology makes doing my course activities more convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By the time I graduate, the technology I have used in my courses will have adequately prepared me for the workplace.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
LMU's Information Technology Services Help Desk is always available when I need assistance with my coursework.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I skip classes when materials from course lectures are available online.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Information Technology Services (ITS) Support

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How would you prefer to contact the ITS Help Desk? Rank in order of preference with 1 being your top preference and 5 being your least preference. Drag and drop your answers in the order of preference.

- _____ Phone
- _____ Email
- _____ Online chat
- _____ Walk-in
- _____ Self-service/web form

How have you ever contacted LMU's ITS Help Desk? Check all that apply.

- Via phone (at 310-338-7777)
- Via email (at helpdesk@lmu.edu)
- Online chat (available at <http://its.lmu.edu>)
- Walk-in (Von der Ahe lower level: Student Innovation Center / Student Helpdesk)
- I have not contacted the ITS Help Desk

How satisfied are you with the following services from the ITS Help Desk?

	Very Unsatisfied	Somewhat Unsatisfied	Neutral	Somewhat Satisfied	Very Satisfied	N/A
Availability and convenience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promptness of response to your initial request	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Thoroughness of response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical expertise of response	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistency with responding to issues in a professional manner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If available, which of the following technology workshops would you be interested in attending? Check all that apply.

- Not interested in technology workshops
- Microsoft Windows Operating System training
- Macintosh Operating System Training
- Microsoft Office applications (Word, Excel, Powerpoint, etc.)
- Introduction to computer hardware
- iWork applications (Numbers, Pages, Keynote)
- iLife applications (iMovie, iDVD, Garageband, etc.)
- Podcast creation
- SPSS
- SAS
- Mathematica
- Adobe Creative Suite (Photoshop, Illustrator, etc)
- Final Cut Studio
- Google Apps
- Other, please specify. _____

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Information Commons in the Library

Have you used the public computers in the Information Commons in the William H. Hannon Library?

- Yes
- No

If yes, how often have you used a computer in the Information Commons this semester?

- 1-4 times (approximately once a month or less)
- 5-8 times (approximately every other week)
- Weekly
- 2-3 times a week
- More than 3 times a week

When you login to the Information Commons computers, which Operating System do you use?

- Windows
- Macintosh

Why do you use the computers (check all that apply)?

- Personal
- Research
- Class Paper/Presentation writing

What primary applications do you use on these computers?

- Internet
- Microsoft Office
- Adobe Suite
- Other _____

Are there any applications you would like to have added?

How satisfied are you with the following areas regarding the Information Commons

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Computer ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of help (if applicable)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Are there any computer services you would like added to the Information Commons?

If you have ever experienced any technical issues in the Information Commons, please describe:

Have you used the Chat help feature available on the William H. Hannon Library home page?

- Yes
- No

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If yes, were you satisfied with the help provided?

- Yes
- No

Have you used one of the Group Study Rooms?

- Yes
- No

Have you reserved a Group Study Room online?

- Yes
- No

How often have you made reservations to use a Group Study Room this semester?

- 1-4 times in the semester (approximately once a month or less)
- 5-8 times in the semester (approximately every other week)
- Weekly
- 2-3 times a week
- More than 3 times a week

How satisfied were you with the online reservation process for the Group Study Rooms?

- Very Dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very Satisfied

Computer Labs outside the Library

How often do you use computers on campus to do school work or personal usage (i.e. surfing, checking email)?

	Never	1-2 times per semester	3-5 times per semester	Every other week	At least once a week	Every day or every other day
School related work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Personal Activity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Information Technology Services manages over 50 computer labs outside of the Information Commons in the William H. Hannon Library across the campus for general use and specific disciplines. Please provide your overall perspective of these computer labs by rating them and providing additional comments were necessary.

Rate the computer labs you use, making note in the space below each section which lab you are referring to most:

	Very Unsatisfied	Unsatisfied	Neutral	Satisfied	Very Satisfied	N/A
Availability of labs (open hours)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of needed software	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of computer labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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What type of computers do you prefer to use in the labs:

- Windows Desktop
- Mac Desktop
- Windows Laptop
- Mac Laptop

Rank the Operating System you prefer to see in the labs with 1 being the most preferred? Drag and drop your answers in the order of preference.

- _____ Windows 7
- _____ Windows Vista
- _____ Windows XP
- _____ Apple Snow Leopard
- _____ Apple Leopard

What additional features would you like to see in labs (Workstation Privacy, Scanners, Web Cams, Color Printing, Software, etc...)

Demographics

What is your gender?

- Male
- Female

What is your class standing?

- Freshman
- Sophomore
- Junior
- Senior
- Graduate Student

Are you currently a full-time or part-time student?

- Full-time
- Part-time

Do you reside on campus or off campus?

- On campus
- Off campus

Indicate the College or School your primary major is in, as well as your primary major. (Required)

- Bellarmine College of Liberal Arts
- College of Business Administration
- College of Communication and Fine Arts
- College of Science and Engineering
- School of Education
- School of Film and Television

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Other _____

Indicate your primary major.

Bellarmino College of Liberal Arts

- African American Studies
- Asian and Pacific Studies
- Chicana/o Studies
- Classical Civilization
- Classics
- Economics
- English
- European Studies
- French
- Greek
- History
- Humanities
- Latin
- Liberal Studies
- Masters of Arts in Bioethics
- Masters of Arts in English
- Masters of Arts in Pastoral Theology
- Masters of Arts in Philosophy
- Masters of Arts in Theology
- Philosophy
- Political Science
- Psychology
- Sociology
- Spanish
- Theological Studies
- Urban Studies
- Women's Studies
- Other _____

College of Business Administration

- Accounting
- Applied Information Management Systems
- EMBA
- Entrepreneurship
- Finance
- Management
- Marketing
- MBA
- Other _____

College of Communication and Fine Arts

- Art and Art History
- Communication
- Dance
- Marital and Family Therapy
- Music
- Studio Arts
- Theater Arts
- Other _____

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School of Education

- Teacher Credential Programs
- School Counseling
- School Psychology
- Administrative Leadership Programs
- 5th Year Professional 2042 Clear Credential
- Special Education
- Literacy Education
- Bilingual Education
- Early Childhood Education
- MA General Education
- Teaching English as a Second Language (TESL)
- California Teachers of English Learners (CTEL) Certificate
- Programs for Catholic Educators
- Ed.D. in Educational Leadership for Social Justice
- Teacher Credential Programs: Undergrad
- Partners in Los Angeles Catholic Education (PLACE Corps)
- Teach for America (TFA) Partnership
- Other _____

College of Science and Engineering

- Applied Mathematics
- Athletic Training
- Biology
- Chemistry and Biochemistry
- Civil Engineering
- Computer Science
- Electrical Engineering
- Engineering Physics
- Environmental Science
- Masters of Science in Engineering
- Masters of Environmental Science
- Masters of Science in Systems Engineering
- Mathematics
- Mechanical Engineering
- Natural Science
- Physics
- Other _____

School of Film and Television

- Animation
- Film + Television Production
- Recording Arts
- Screenwriting
- Other _____

Other

Other (please enter text on next page)

If you are a member of a Living Learning Community, please select your community below.

- Compass (a community for undeclared students exploring their major)
- Healthy Living and Learning Community (HLLC)

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- Honors Living and Learning Community
- Life Science Early Awareness Program (LEAP)
- Program for an Engineering Education Community (PEEC)
- Psychology Early Awareness Program (PEAP)
- Not a member of a Living Learning Community

If you have any other comments or insights about your needs with regard to learning with technology, or with LMU's support for technology, please feel free to share them below.

Thank you for taking your time to take this important survey. By clicking on "Submit" below, you will submit this survey and be taken to a page to enter your name into the drawing for an iPod Touch.