

2011 ITS Survey – Faculty Questions

FACULTY TECHNOLOGY STUDY DETAILS

The purpose of this study is to identify faculty attitudes towards academic technology and identify how they use technology at Loyola Marymount University. The survey is designed to take no more than 10-15 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 faculty by providing insight into the needs of faculty 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 iPod Touch. 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 the technology landscape at LMU, and supporting your technology needs.

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 faculty. Thank you!

Please note: The survey period ends on Friday, February 3, 2012.

I have read the above information and consent to participate in this study. I verify that I am a current faculty member at Loyola Marymount University.

- Yes
- No

Demographics

Indicate the College or School you primarily teach in, as well as your primary department (required). Other Department or College, please specify.

- 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
- Other _____

Primary Department

- Bellarmino College of Liberal Arts
- African American Studies
 - Bioethics
 - Chicana/o Studies
 - Classics and Archaeology
 - Economics
 - English
 - History
 - Modern Languages and Literature
 - Philosophy

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- Political Science
- Psychology
- Sociology
- Theological Studies
- Women's Studies
- Other _____

College of Business Administration

- Accounting
- Business Law
- Computer Information Systems
- Finance
- Management
- Marketing
- Other _____

College of Communication and Fine Arts

- Art and Art History
- Communication Studies
- Dance
- Marital and Family Therapy
- Music
- Theatre Arts
- Other _____

College of Science and Engineering

- Biochemistry
- Biology
- Chemistry
- Civil Engineering
- Computer Science
- Electrical Engineering
- Engineering Physics
- Mathematics
- Mechanical Engineering
- Natural Science
- Physics
- Other _____

School of Education

- Clinical Education
- Doctoral Program
- Educational Leadership and Administration
- Educational Support Services
- Elementary and Secondary Education
- Language and Culture
- Specialized Programs in Urban Education
- Specialized Urban Education Partnership Programs
- Early Childhood Education
- Other _____

School of Film and Television

- Animation
- Film and Television Studies

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- Production
- Recording Arts
- Screenwriting
- Other _____

Other

- Other (please enter text on next page)

Indicate your primary position at LMU.

- Tenured/Tenure Track Professor
- Clinical Full-Time Professor
- Adjunct or Lecturer
- Visiting Professor/Scholar
- Department Chair
- Associate Dean/Dean
- Other, please specify _____

Access to Technology

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

- Don't have access to a computer at home.
- Windows - Desktop
- Windows - Laptop
- Mac - Desktop
- Mac - Laptop
- Netbook
- Other, please specify _____

What type of Internet connection do you have at HOME?

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

What type of computer/platform do you use at LMU? (check all that apply)

- Don't have access to a computer at work.
- Windows - Desktop
- Windows - Laptop
- Mac - Desktop
- Mac - Laptop
- Other, please specify (iPad, tablet) _____

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 office?

- 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!

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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)

Do you own a mobile device/phone 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
- Other (please specify) _____
- iPod Touch
- iPad

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

- No
- Yes

MYLMU Connect

Have you used MYLMU Connect (Blackboard system) for your courses in the last year?

- Yes
- No
- I'm not familiar with MYLMU Connect

Please rate your satisfaction level with MYLMU Connect.

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Ease of Use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Which of the following features of MYLMU Connect do you use?

	Never Heard Of	Know About but Don't Use	Use Occasionally	Use Often
Adaptive Release	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Announcements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assignment (collecting documents)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Blog/Journal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Calendar	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discussion Board	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email to class	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grade Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Never Heard Of	Know About but Don't Use	Use Occasionally	Use Often
Groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test/Survey	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Statistics Tracking/Report	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wiki	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Posting Documents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Files (central file storage for all content)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iTunes U Link	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mashups (Flickr Photos, SlideShare Presentation, YouTube Videos)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Modes of Instruction

Classes can be taught with different modes of instruction. These include:

A TRADITIONAL COURSE is one that is primarily face-to-face, which may or may not have an online component to enhance the course.

A HYBRID COURSE has one- to two-thirds of the classroom time replaced by online, therefore it is a blend of face-to-face time and online.

A DISTANCE EDUCATION COURSE never, or rarely, meets face-to-face at LMU and may use online or other technologies. Please refer to these definitions for the questions below.

All things being equal, which of the following mode of instruction would you prefer to teach (using the definitions above)? Check one.

- Traditional Course (no Online Component)
- Traditional Course (with Online Component)
- Hybrid Course
- Distance Education Course

Would you be willing to experiment with a hybrid or distance education course, if you had the proper support and training?

- Yes, I'd be willing to try
- Definitely Not
- Perhaps, I need more information

Overall Technology Usage

Instead of asking you how frequently you use the following technologies below, we think that it's important to know your real interest and needs in teaching and research. We have also added a check box next to each technology asking if you'd like to know more about it. Since the survey is anonymous, the purpose of these check boxes is to better gauge faculty interest and accordingly plan workshops and training on high interest technologies.

How important are the following technologies to your teaching and research?(Examples are in the parentheses)

Communication

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	Importance to Your Teaching and Research					Interest
	Not at all important	Unimportant	Neither Important nor Unimportant	Important	Extremely Important	I'd like to know more about it
Chat/IM (AIM, Jabber)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Text Messaging (Cellphone)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Smartphone + Web Browsing (iPhone, Blackberry, Android, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Web Conferencing (Audio, Skype, Adobe Connect, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
LMU Videoconferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

Presentations & Podcasting

	Importance to Your Teaching and Research					Interest
	Not at all important	Unimportant	Neither Important nor Unimportant	Important	Extremely Important	I'd like to know more about it
Podcasting/iTunes U	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Presentation (PowerPoint, Keynote, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Student Digital Portfolio (KEEP Toolkit, Google Sites, LiveText, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Pencast (Livescribe, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Classroom Capture (Echo360)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

Web & Multimedia

	Importance to Your Teaching and Research					Interest
	Not at all important	Unimportant	Neither Important nor Unimportant	Important	Extremely Important	I'd like to know more about it
Creating Website(s) (iWeb, Dreamweaver, Microsoft FrontPage, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Creating/Editing Graphics (Photoshop, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Viewing Audio/Video (YouTube, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Creating Basic Audio/Video (iMovie, Movie Maker,	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

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	Importance to Your Teaching and Research					Interest
Garageband, etc.) Editing Advanced Audio/Video (Final Cut Pro, Soundtrack Pro, Avid, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

Other Web Tools

	Importance to Your Teaching and Research					Interest
	Not at all important	Unimportant	Neither Important nor Unimportant	Important	Extremely Important	I'd like to know more about it
Social Media (Facebook, Blog, Wiki, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Second Life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Publishers Online/Digital Content (3D simulation, homework modules, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

Data/Information Management

	Importance to Your Teaching and Research					Interest
	Not at all important	Unimportant	Neither Important nor Unimportant	Important	Extremely Important	I'd like to know more about it
Spreadsheet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Mathematics (Mathematica, Maple, Matlab, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Database (File Maker, Microsoft Access, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Bibliography/Citation (EndNote, Citation, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
ERes/LibGuides	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
File Sharing (Lionshare, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

Research Tools

	Importance to Your Teaching and Research					Interest
	Not at all important	Unimportant	Neither Important nor Unimportant	Important	Extremely Important	I'd like to know more about it
Quantitative Research Analysis (SPSS, SAS, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Qualitative Research Analysis (Nvivo, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Online Survey (Qualtrics)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

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	Importance to Your Teaching and Research					Interest
High Performance Computing - HPC (Render farm, supercomputing for computational problems)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

If you are interested in sharing your High Performance Computing needs with the Task Force on High Performance Computing, please give us your name. Your name will not be associated with this survey - [Click here](#).

Academic Technology Support

In the past year, have you participated in an LMU academic technology event, training, workshop, or seminar?

- Yes
- No

Please select why you have not participated in any academic technology event:

- Did not hear about opportunities
- Workshop/training/event topics not of interest
- Scheduling Conflicts
- Location
- Other, please specify _____

How would you prefer to hear about faculty academic technology professional development opportunities? (Check all that apply)

- Email
- Campus mail
- Department/College flyers
- Website
- Other, please specify _____

Do you ever meet with your College's Instructional Technology Analyst (ITA)?

- What or who is an ITA?
- I know who my ITA is but we have never met
- I have met my ITA, but have never consulted with him or her
- I have gone to my ITA for specific help but not on a regular basis
- I consult my ITA regularly

Please provide any additional comments about the current ITA group.

Have you used the services and technologies in the Faculty Innovation Center (FIC) in the William H. Hannon Library?

- Never heard of the Faculty Innovation Center
- Heard of but not used yet
- Used once
- Used a few times
- Use frequently

How do you see yourself using the Faculty Innovation Center in the coming year to advance your teaching and research? (Check all that apply)

- Access to faculty-use only computers
- Learning basic technology
- Learning how to teach with technology

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- Assistance with redesigning course with technology
- Multimedia services (including PowerPoint, pictures, video, etc.)
- Assistance with scanning and digitizing materials
- Collaborative projects with other faculty
- Other _____

Please add your suggestions for creative use of the Faculty Innovation Center and/or workshops held there.

How often do you use your college-specific lab(s)/e-classroom(s)?

- Never
- 1-2 times per semester
- 3-5 times per semester
- Every week or every other week

Rate the lab(s)/e-classroom(s) 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"/>

What additional features would you like to see in the lab(s)/e-classroom(s) you use? (Workstation Privacy, Scanners, Web Cams, Color Printing, Software, etc.)

Web Services

Do you know your college's Web Manager? (These include: Ben Sullivan, Marissa Contreras, Amy Meredith, Shira Gotshalk)

- I am not aware of my college's Web manager and what he/she does.
- I know my college's Web manager but we have never met.
- I know my college's Web manager but have never consulted with him/her.
- I work with my college's Web manager on my departmental and/or college Web issues occasionally.
- I work with my college's Web manager on my departmental and/or college Web issues regularly.

Do you know your college Web Manager's role and how they may assist you? (check all that apply)

- I have no idea.
- I have consulted him/her when I need access to something on the Web and/or CMS training issues.
- I have collaborated with him/her on college/departmental Web redesign projects.
- I have collaborated with her/him on developing written content, designs, photography and/or social media aspects of my college/departmental Web pages.

Classroom Management Office

How often do you contact the Classroom Management Office (CMO at x81735 or x87777 option 1) to report problems requiring immediate attention?

- Never
- Very rarely
- Less than half of the sessions
- About half of the sessions

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- More than half of the sessions
- Almost every class session

How satisfied are you with the following services from the Classroom Management Services?

	Very Unsatisfied	Somewhat Unsatisfied	Neutral	Somewhat Satisfied	Very Satisfied	N/A
Overall quality of service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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"/>

If you have contacted CMO for immediate assistance, please describe and explain the classroom technology issues that prompted the call.

Do you have any suggestions for how the Classroom Management Office can improve its service and support?

Information Technology Services (ITS) Support

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

Have you ever contacted LMU's ITS Help Desk this year? Check all that apply.

- Via phone (at 310-338-7777)
- Via email (at helpdesk@lmu.edu)
- Via online chat (available at <http://its.lmu.edu>)
- Never contacted

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"/>

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Please provide any additional comments about your interactions with the ITS Help Desk.

Final Thoughts

If you could choose one priority for LMU, in terms of Academic Technology (technology that supports teaching and learning), what would it be?

If you have any other comments or insights about your needs with regards to teaching with 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.