

Appendix A – Acknowledgments

We would like to acknowledge and thank those who have made the survey possible over the past three years since we have started. It has brought valuable data that has provided positive technical and service change to the LMU community.

First and foremost, we appreciate the participation of the over 3,000 students and almost 500 faculty who have taken the survey over these three years. Without your assistance and feedback in this endeavor, we would not be able to provide the services and support that makes LMU a better place to teach, learn and live.

Second, we would like to thank the University's Administration, especially Lynne Scarboro, Senior Vice President for Administration, for allowing us to conduct this annual survey. Your dedication to make LMU a better place on a daily basis is greatly appreciated and shows the true character of the University.

Lastly, we would like to thank the Academic Technology Team for putting together, implementing, and analyzing the survey. Your collaboration and hard work are appreciated.

Appendix B – 2010 Faculty Survey

Faculty Academic Technology Survey 2010

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 of 2 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 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, December 10, 2010.

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.

- 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 _____

Indicate the primary department you teach in.

- African American Studies
- Bioethics
- Chicana/o Studies
- Classics and Archaeology
- Economics
- English
- History
- Modern Languages and Literature
- Philosophy
- Political Science
- Psychology
- Sociology
- Theological Studies
- Women's Studies

Indicate the primary department you teach in.

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

Indicate the primary department you teach in.

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

Indicate the primary department you teach in.

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

Indicate the primary department you teach in.

- 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

Indicate the primary department you teach in.

- Animation
- Film and Television Studies
- Production
- Recording Arts
- Screenwriting

Other Department or College, please specify.

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!

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

Did you know LMU now offers iPad/iPhone/iPod Touch apps that provide Directory, Maps, Course Information, LMU Images, LMU Videos, Alumni Links, and News? The apps are iLMU, LMU Magazine, and LMU Lions Official 2010.

- Yes
- No

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"/>
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 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
- Traditional Course with an 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

	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	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
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, Garageband, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
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 Publishers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
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"/>
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

Academic Technology Support

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)? (These include: Haejung Chung, Elaine Coates, David Greenfield, Joseph Russo, David Scozzaro, Michelle Yeung)

- 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
- 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
- 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"/>

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

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.

Appendix C – 2010 Student Survey

Student Academic Technology Survey 2010

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, December 10, 2010.

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
- 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
- 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) _____

Did you know LMU now offers iPad/iPhone/iPod Touch apps that provide Directory, Maps, Course Information, LMU Images, LMU Videos, Alumni Links, and News? The apps are iLMU, LMU Magazine, and LMU Lions Official 2010.

- 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"/>

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 website/MYLMU	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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)
- 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"/>
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"/>

Using Information Technology Services (ITS)

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 (in St. Robert's Hall)
- 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. _____

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

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"/>

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. (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
- Other _____

Indicate your primary major.

- 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

Indicate your primary major.

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

Indicate your primary major.

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

Indicate your primary major.

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

Indicate your primary program.

- 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

Indicate your primary major.

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

Other: Indicate your primary major.