

2012 ITS Survey for Staff

Q1.1 Overall ITS Satisfaction

Q1.2 Please indicate your level of agreement with the following statements:

	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)
I have the technology I need to do my job well (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the technology I need on a consistent basis (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel that ITS communicates effectively (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2.1 Access to Technology

Q2.2 Which devices do you use at LMU? (Check all that apply.)

	LMU-owned device (1)	Personally-owned device (2)
Desktop Computer (1)	<input type="checkbox"/>	<input type="checkbox"/>
Laptop Computer (2)	<input type="checkbox"/>	<input type="checkbox"/>
Netbook (3)	<input type="checkbox"/>	<input type="checkbox"/>
E-Reader - a device primarily for books (Kindle, Nook, etc.) (4)	<input type="checkbox"/>	<input type="checkbox"/>
Tablet - a device that runs applications (iPad, Kindle Fire, Nexus, Surface, etc.) (5)	<input type="checkbox"/>	<input type="checkbox"/>
Smartphone (a phone with Internet access) (6)	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please specify make/model.) (7)	<input type="checkbox"/>	<input type="checkbox"/>
I don't use any devices at LMU (select BOTH or NEITHER) (8)	<input type="checkbox"/>	<input type="checkbox"/>

Answer If Which devices do you use at LMU? (Check all that apply.) I don't use any devices at LMU (**select BOTH or NEITHER**) - LMU-owned device Is Not Selected And Which devices do you use at LMU? (Check all that apply.) I don't use any devices at LMU (**select BOTH or NEITHER**) - Personally-owned device Is Not Selected

Q2.3 Of the items you selected, which is your PRIMARY device? (If only one item is listed, please select it as your PRIMARY device.)

Q2.4 Which operating system does your PRIMARY device use?

- Windows (1)
- Mac OS (2)
- Linux (3)
- iOS (4)
- Android (5)
- Other (Please specify.) (6) \_\_\_\_\_
- Don't Know (7)

Q2.5 In the last month, how satisfied have you been with the following aspects of LMU's wireless service?

	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)
Speed of connection (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coverage (locations on campus) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Consistently able to connect (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q2.6 Please list specific locations where wireless service has been less than satisfactory in the last month.

Q3.1 MYLMU

Q3.2 How often have you used MYLMU in 2012?

- Never (1)
- Less than once a month (2)
- Once a month (3)
- 2-3 times a month (4)
- Once a week (5)
- 2-3 times a week (6)
- Daily (7)

Q3.3 How satisfied are you with MYLMU?

	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)
Ease of Use (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ability to connect (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall satisfaction (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q3.4 Please describe why you are less than satisfied with MYLMU.

Q3.5 What do you use MYLMU for? (Check all that apply.)

- Announcements (4)
- Employee Self Service (5)
- myTime (6)
- MYLMU Connect (7)
- PROWL (8)
- LionShare (9)
- Email and Calendar (Outlook) (10)
- Web Conferencing (WebEx) (11)
- Lynda.com (Online Training Library) (12)
- Other (please specify) (13) \_\_\_\_\_

Q4.1 Overall Technology Usage

Q4.2 Other than your desktop or laptop hard drive, where do you store your files? (Check all that apply.)

- Thumb drive (USB drive) (1)
- Portable Hard Drive (2)
- Lionshare (3)
- Network Drive (personal, department, or college) (4)
- Dropbox.com (5)
- Box.net (6)
- Google Drive (7)
- SkyDrive (8)
- iCloud (9)
- Other (Please specify.) (10) \_\_\_\_\_

Q4.3 How often do you use the following applications for WORK. (Example are in parentheses.) Also, indicate if you are interested in learning more about any of the technologies listed.













Q4.9 Research Tools

	Frequency of Use for Work							Interest I'd like to learn more about it (1)
	Never (1)	Less than once a month (2)	Once a month (3)	2-3 times a month (4)	Once a week (5)	2-3 times a week (6)	Daily (7)	
Quantitative Research Analysis (SPSS, SAS, etc.) (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Qualitative Research Analysis (Nvivo, etc.) (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Online Survey (Qualtrics) (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
Bibliography/Citation (EndNote, Citation, etc.) (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
ERes (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>
LibGuides (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="checkbox"/>

Q5.1 Administrative Technology Support

Q5.2 In 2012, have you attended any event, training, or workshop, provided by ITS? (Not including HR or Library events.)

- Yes (1)
- No (2)

Q5.3 Please select why you have not attended an ITS event:

- Did not hear about opportunities (1)
- Topics not of interest (2)
- Scheduling conflicts (3)
- Location (4)
- Other (Please specify.) (5) \_\_\_\_\_

Q5.4 Please indicate your level of agreement with the following statements.

	Strongly Disagree (1)	Disagree (2)	Neither Agree nor Disagree (3)	Agree (4)	Strongly Agree (5)
The workshop contents were appropriate to my needs. (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The instructor was knowledgeable and professional. (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The location and quality of training facility contributed to the success of my learning. (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend these workshops to others. (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5.5 How would you prefer to hear about ITS technology workshops? (Check all that apply.)

- Emails (1)
- Campus mail (2)
- Department/College flyers (3)
- Website or Blogs (4)
- MYLMU Announcements (5)
- Other (Please specify.) (6) \_\_\_\_\_

Q5.6 How do you prefer to learn a new application? (Check all that apply.)

- Instructor-led in-person workshops (1)
- Web conferencing workshops (2)
- Self-paced online tutorials (3)
- Step-by-step printed instructions (4)
- Other (Please specify.) (5) \_\_\_\_\_

Q5.7 Academic Creative Services is dedicated to the creation of multimedia -based resources to improve student learning and faculty outreach. We offer filming, editing, podcasting, web, and innovative pedagogical consultation services to LMU faculty and staff. Please indicate the likeliness that you will use the following services in the next year:

	Very Unlikely (1)	Unlikely (2)	Undecided (3)	Likely (4)	Very Likely (5)
Studio Recording (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Field Recording (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Audio Podcasting (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Video Conferencing (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Web Conferencing/Online Collaboration (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q5.8 What would you like to see Academic Creative Services offer in the future? (Check all that apply.)

- Web Design (1)
- E-Book Creation (2)
- Mobile App Creation (3)
- Graphic Design (4)
- Other (Please specify.) (5) \_\_\_\_\_

Q6.1 LMU Mobile Applications

Q6.2 How often have you used the following services this semester?

	Never (1)	Less than once a month (2)	Once a month (3)	2-3 times a month (4)	Once a week (5)	2-3 times a week (6)	Daily (7)
iLMU app (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
iLMU Library app (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Answer If How often have you used the following services this semes... - Never Is Not Equal to 2

Q6.3 How satisfied are you with the following services?

Q6.5 Do you have any suggestions for improving the iLMU app or iLMU Library app?

Q7.1 Online Training Library

Q7.2 LMU has partnered with lynda.com to offer free access to software training to faculty, students, and staff. To take advantage of the numerous online tutorials, login to MYLMU > System Logins >

lynda.com (Online Training Library). If you have accessed online training at lynda.com, what was the purpose for using it? (Check all that apply.)

- I have not accessed lynda.com (1)
- For work-related professional development (2)
- For personal development (3)
- Other (Please specify.) (4) \_\_\_\_\_

Q7.3 How satisfied are you with the following features of lynda.com?

	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)
Ease of use (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Variety of courses (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Starting where you left off with Training History (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Save and prioritize courses with queue or bookmarks (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Certificate of completion (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downloadable exercise files (6)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Searchable closed captioned transcripts (7)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8.1 ITS Help Desk

Q8.2 When you need to search for LMU technology information (wireless, printing, email, etc.), where do you go? (Check all that apply.)

- MYLMU (1)
- LMU.edu (2)
- Google (3)
- Student Innovation Center (4)
- Faculty Innovation Center (5)
- Ask my ITA (6)
- Library (7)
- ITS Help Desk (8)
- Other (Please specify.) (9) \_\_\_\_\_

Q8.3 Have you contacted LMU's ITS Help Desk this year? (Check all that apply.)

- Via phone (at 310-338-7777) (1)
- Via email (at helpdesk@lmu.edu) (2)
- Via self-service (MYLMU > System Logins > ServiceNow) (3)
- Never contacted (4)

Q8.4 How satisfied are you with the ITS Help Desk?

	Very Dissatisfied (1)	Somewhat Dissatisfied (2)	Neutral (3)	Somewhat Satisfied (4)	Very Satisfied (5)
Hours (1)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technician's knowledge (2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of resolution (3)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Professionalism of response (4)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of service (5)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q8.5 Please provide any additional comments about your interactions with ITS Help Desk.



Q9.1 Demographics

Q9.2 Select your division.

- Academic Affairs (1)
- Administration (2)
- Business & Finance (3)
- Student Affairs (4)
- President's Office (5)
- University Relations (6)
- Other (Please indicate division/department.) (7) \_\_\_\_\_

Q9.3 Select your department in Academic Affairs division.

- Chief Academic Officer and Academic Affairs (1)
- Admission (Undergraduate) (2)
- Admission (Graduate, Graduate Division) (3)
- Faculty Resources (4)
- Financial Aid (13)
- Registrar (14)
- Bellarmine College of Liberal Arts (5)
- College of Business Administration (6)
- College of Communication + Fine Arts (7)
- School of Education (8)
- School of Film + Television (9)
- Seaver College of Science + Engineering (10)
- University Library (11)
- Other (Please specify.) (12) \_\_\_\_\_

Q9.4 Select your department in Administration division.

- Administration Office (1)
- Conference Services (2)
- Event Scheduling (3)
- Executive Recruitment (4)
- Facilities Management (5)
- Human Resources (6)
- Information Technology Services (7)
- Parking & Transportation (8)
- Public Safety (9)
- Other (Please specify.) (10) \_\_\_\_\_

Q9.5 Select your department in Business & Finance division.

- Auxiliary Management (1)
- Campus Business Services + OneCard (2)
- Controller's Office (3)
- Risk Management (4)
- Other (Please specify.) (5) \_\_\_\_\_

Q9.6 Select your department in Student Affairs division.

- Assessment Lounge (1)
- Campus Recreation (2)
- Career Development Services (CDS) (3)
- Center for Service + Action (CSA) (4)
- Ethics and Intercultural Services (EIS) (5)
- Judicial Affairs (6)
- Office of First Year Experience (7)
- Office of International Students + Scholars (OISS) (8)
- Student Housing (9)
- Student Leadership + Development (10)
- Upward Bound (11)
- Other (Please specify.) (12) \_\_\_\_\_

Q9.7 Select your department in University Relations division.

- Web New Media + Design (1)
- Alumni Relations (2)
- Community Relations (3)
- Other (Please specify.) (4) \_\_\_\_\_

Q9.8 Select your department in President's Office division.

- President's Office (1)
- Campus Ministry (2)
- Center for Ignatian Spirituality (3)
- Other (Please specify.) (4) \_\_\_\_\_

Q9.9 Select your years of continuous service at LMU.

- Less than one year (1)
- 1-5 years (2)
- 6-10 years (3)
- 11-15 years (4)
- More than 15 years (5)

Q10.1 Final Thoughts

Q10.2 During this academic year, ITS is creating a three-year strategic plan. (Click this link to learn more about the LMU Strategic Plan.) What would you like ITS to take into consideration as it develops this plan?

Q10.3 Are there services you use that you would change?

Q10.4 Are there services that don't exist that you would like ITS to add?

Q10.5 `Event.observe(window, 'load', function(){ var newName = 'Submit'; if ($('#NextButton').nodeName == 'INPUT') { $('#NextButton').setValue(newName); } else if ($('#NextButtonText').nodeName ==`

```
'SPAN') { $('NextButtonText').innerHTML = newName; } else // next button is probably a button {  
$('NextButton').innerHTML = newName; } });
```

Thank you for taking your time to take this important survey. Click "Submit" below to submit your responses. A link to the raffle entry will be provided on the next page.