2012 ITS Survey for Faculty

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)	○	○	○	○	○
I have the technology I need on a consistent basis (3)	○	○	○	○	○
I feel that ITS communicates effectively (2)	○	○	○	○	○

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

Answer If Which devices do you use at LMU? (Check all that apply.) I don't use any devices a t 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)	❍	❍	❍	❍	❍
Coverage (locations on campus) (2)	❍	❍	❍	❍	❍
Ability to connect (3)	❍	❍	❍	❍	❍

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

Q3.1 MYLMU Connect

Q3.2 How often have you used MYLMU Connect (Blackboard system) for your courses 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 Connect?

	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)
Ease of use (1)	❍	❍	❍	❍	❍
Ability to connect (2)	❍	❍	❍	❍	❍
Speed (3)	❍	❍	❍	❍	❍
Overall satisfaction (4)	❍	❍	❍	❍	❍

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

Q3.5 What new features would you like to see in MYLMU Connect?

Q4.1 MYLMU

Q4.2 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)

Q4.3 How satisfied are you with MYLMU?

	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)
Ease of Use (1)	❍	❍	❍	❍	❍
Ability to connect (2)	❍	❍	❍	❍	❍
Speed (3)	❍	❍	❍	❍	❍
Overall satisfaction (4)	❍	❍	❍	❍	❍

Q4.4 Please describe why you are less than satisfied with MYLMU.

Q4.5 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) _____

Q5.1 Modes of Instruction

Q5.2 Please indicate if you have taught the types of courses listed below and if you would be willing to teach these types of courses at LMU.

	I have taught a course like this		I would be willing to teach a course like this at LMU				
	at LMU (1)	outside LMU (2)	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)
Hybrid/Blended Course: part of the class is spent online rather than in the classroom (1)	❏	❏	○	○	○	○	○
Online Course: the whole class is spent online; there are no in-person meetings with students (2)	❏	❏	○	○	○	○	○

Q5.3   Which statements below best describe 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 teaching courses that use no technology. (1)
○   I prefer teaching courses that use limited technology. (2)
○   I prefer teaching courses that use a moderate level of technology. (3)
○   I prefer teaching courses that use technology extensively. (4)
○   I prefer teaching courses that use technology exclusively (as in an online course). (5)

Q6.1 Overall Technology Usage

Q6.2 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) _____

Q6.3 Please indicate the importance of the following technologies to your teaching and research? (Examples are in the parentheses.)Also, indicate if you are interested in learning more about any of the technologies listed.

Q6.4 Communication

	Importance to Your Teaching and Research					Interest
	Not at all important (1)	Unimportant (2)	Neither Important nor Unimportant (3)	Important (4)	Extremely Important (5)	I'd like to learn more about it (1)
Email (1)	❍	❍	❍	❍	❍	❑
Chat/IM (AIM, Blabber/Jabber, Gchat, Facebook Chat) (2)	❍	❍	❍	❍	❍	❑
Text Messaging (Cellphone) (3)	❍	❍	❍	❍	❍	❑
Smartphone + Web Browsing (iPhone, Blackberry, Android, etc.) (4)	❍	❍	❍	❍	❍	❑
Web Conferencing (Skype, WebEx, Dedicated Video Conferencing Unit) (5)	❍	❍	❍	❍	❍	❑
Clickers (6)	❍	❍	❍	❍	❍	❑

Q6.5 Presentations

	Importance to Your Teaching and Research					Interest
	Not at all important (1)	Unimportant (2)	Neither Important nor Unimportant (3)	Important (4)	Extremely Important (5)	I'd like to learn more about it (1)
Podcasting/iTunes U (1)	❍	❍	❍	❍	❍	❑
Presentation (PowerPoint, Keynote, etc.) (2)	❍	❍	❍	❍	❍	❑
Classroom Capture (Echo360) (3)	❍	❍	❍	❍	❍	❑
Student Digital Portfolio (KEEP Toolkit, Google Sites, LiveText, etc.) (4)	❍	❍	❍	❍	❍	❑
Pencast (Livescribe, etc.) (5)	❍	❍	❍	❍	❍	❑

Q6.6 Web & Multimedia

	Importance to Your Teaching and Research					Interest
	Not at all important (1)	Unimportant (2)	Neither Important nor Unimportant (3)	Important (4)	Extremely Important (5)	I'd like to learn more about it (1)
Creating Website(s) (Wordpress, Dreamweaver, Drupal, Google Sites, Tumbler, etc.) (1)	❍	❍	❍	❍	❍	❑
Creating/Editing Graphics (Photoshop, etc.) (2)	❍	❍	❍	❍	❍	❑
Viewing Audio/Video (YouTube, etc.) (3)	❍	❍	❍	❍	❍	❑
Audio-creation software (Audacity, GarageBand, etc.) (4)	❍	❍	❍	❍	❍	❑
Video-creation software (Windows Movie Maker, iMovie, Final Cut, etc.) (5)	❍	❍	❍	❍	❍	❑

Q6.7 Other Web Tools

	Importance to Your Teaching and Research					Interest
	Not at all important (1)	Unimportant (2)	Neither Important nor Unimportant (3)	Important (4)	Extremely Important (5)	I'd like to learn more about it (1)
Social Media (Facebook, Twitter, Blog, Wiki, etc.) (1)	○	○	○	○	○	❑
Second Life (2)	○	○	○	○	○	❑
Publishers' Online/Digital Content (3D simulation, homework modules, etc.) (3)	○	○	○	○	○	❑

Q6.8 Data/Information Management

	Importance to Your Teaching and Research					Interest
	Not at all important (1)	Unimportant (2)	Neither Important nor Unimportant (3)	Important (4)	Extremely Important (5)	I'd like to learn more about it (1)
Administrative software (PROWL, MyTime, etc.) (1)	❍	❍	❍	❍	❍	❑
Spreadsheet (Excel, Numbers, etc.) (2)	❍	❍	❍	❍	❍	❑
Database (File Maker, Microsoft Access, etc.) (3)	❍	❍	❍	❍	❍	❑
File Sharing (DropBox, Box.net, Google Drive, SkyDrive, Lionshare, iCloud, etc.) (4)	❍	❍	❍	❍	❍	❑
Mathematics (Mathematica, Maple, Matlab, etc.) (5)	❍	❍	❍	❍	❍	❑

Q6.9 Research Tools

	Importance to Your Teaching and Research					Interest
	Not at all important (1)	Unimportant (2)	Neither Important nor Unimportant (3)	Important (4)	Extremely Important (5)	I'd like to learn more about it (1)
Quantitative Research Analysis (SPSS, SAS, etc.) (1)	❍	❍	❍	❍	❍	❑
Qualitative Research Analysis (Nvivo, etc.) (2)	❍	❍	❍	❍	❍	❑
Online Survey (Qualtrics) (3)	❍	❍	❍	❍	❍	❑
Bibliography/Citation (EndNote, Citation, etc.) (4)	❍	❍	❍	❍	❍	❑
ERes (5)	❍	❍	❍	❍	❍	❑
LibGuides (6)	❍	❍	❍	❍	❍	❑
High Performance Computing - HPC (Render farm, supercomputing for computational problems) (7)	❍	❍	❍	❍	❍	❑

Q7.1 Academic Technology Support

Q7.2 In 2012, have you attended any event, training, workshop, or seminar sponsored by ITS? (Not including CTE or Library events.)

❍ Yes (1)
❍ No (2)

Q7.3 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) _____

Q7.4 How would you prefer to hear about faculty academic technology professional development opportunities? (Check all that apply.)

- ❑ Email (1)
- ❑ Campus mail (2)
- ❑ Department/College flyers (3)
- ❑ LMU.edu (4)
- ❑ MYLMU Announcement (5)
- ❑ Other (Please specify.) (6) _____

Q7.5 Do you ever meet with your College's Instructional Technology Analyst (ITA)?

- ○ What or who is an ITA? (1)
- ○ I know who my ITA is but we have never met (2)
- ○ I have met my ITA, but have never consulted with him or her (3)
- ○ I have gone to my ITA for specific help but not on a regular basis (4)
- ○ I consult my ITA regularly (5)

Q7.6 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)
My ITA has helped me improve effectiveness in my teaching, research, and personal productivity. (1)	❍	❍	❍	❍	❍
My ITA has directly contributed to a better classroom experience. (2)	❍	❍	❍	❍	❍
My ITA has directly contributed to improved student performance. (3)	❍	❍	❍	❍	❍
My ITA has broadened my perspective on teaching, learning, and research. (4)	❍	❍	❍	❍	❍

Q7.7   Please provide any additional comments about the current ITA group.

Q7.8 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 (1)
○ Heard of but not used yet (2)
○ Used once (3)
○ Used a few times (4)
○ Use frequently (5)

Q7.9 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 (1)
❑ Learning basic technology (2)
❑ Learning how to teach with technology (3)
❑ Assistance with redesigning course with technology (4)
❑ Multimedia services (including PowerPoint, pictures, video, etc.) (5)
❑ Assistance with scanning and digitizing materials (6)
❑ Collaborative projects with other faculty (7)
❑ Other (Please specify.) (8) _____

Q7.10 Please add your suggestions for creative use of the Faculty Innovation Center and/or workshops held there.

Q7.11 Academic Creative Services is dedicated to the creation of multimedia -based resources to improve student learning and faculty outreach. We offer filming, editing, podcasting, we b, 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)	❍	❍	❍	❍	❍
Field Recording (2)	❍	❍	❍	❍	❍
Audio Podcasting (3)	❍	❍	❍	❍	❍
Video Conferencing (4)	❍	❍	❍	❍	❍
Web Conferencing/Online Collaboration (5)	❍	❍	❍	❍	❍

Q7.12 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) _____

Q8.1 Labs & eClassrooms

Q8.2 How often do you teach a class in your college -specific lab(s)/eClassroom(s)?

❍ Never (1)
❍ 1-2 times per semester (3)
❍ 3-5 times per semester (4)
❍ Every week or every other week (5)

Q8.3 Which lab or eClassroom do you use most?

Department / Lab Name (1)

Building / Room # (2)

Q8.4 Please rate this specific lab/eClassroom:

	Very Dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very Satisfied (5)
Availability of lab (open hours) (1)	❍	❍	❍	❍	❍
Availability of needed software (2)	❍	❍	❍	❍	❍
Overall quality of lab (3)	❍	❍	❍	❍	❍

Q8.5 What additional features would you like to see in the lab(s)/eClassroom(s) you use? (Workstation Privacy, Scanners, Web Cams, Color Printing, Software, etc.)

Q9.1 Classroom Management Office

Q9.2 How often do you contact the Classroom Management Office (CMO at x81735 or x87777 option 1) to report problems requiring immediate attention?

❍ Never (1)
❍ Very rarely (2)
❍ Less than half of my classes (3)
❍ About half of my classes (4)
❍ More than half of my classes (5)
❍ Almost every class (6)

If Never Is Selected, Then Skip To End of Block

Q9.3 How satisfied are you with the following services from the Classroom Management Office?

	Very Dissatisfied (1)	Somewhat Dissatisfied (2)	Neutral (3)	Somewhat Satisfied (4)	Very Satisfied (5)
Availability and convenience (1)	❍	❍	❍	❍	❍
Promptness of response to your initial request (2)	❍	❍	❍	❍	❍
Thoroughness of response (3)	❍	❍	❍	❍	❍
Technical expertise of response (4)	❍	❍	❍	❍	❍
Consistency with responding to issues in a professional manner (5)	❍	❍	❍	❍	❍
Overall quality of service (6)	❍	❍	❍	❍	❍

Q9.4   If you have contacted CMO for immediate assistance, please describe and explain the classroom technology issues that prompted the call.

Q9.5   Do you have any suggestions for how the Classroom Management Office can improve its service and support?

Q10.1   LMU Mobile Applications

Q10.2 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)	○	○	○	○	○	○	○
iLMU Library app (2)	○	○	○	○	○	○	○

Q10.3 How satisfied are you with the following services?

Q10.5 Do you have any suggestions for improving the iLMU app or iLMU Library app?

Q11.1 Online Training Library

Q11.2 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)
❑ I assigned it to my students (2)
❑ For my professional development (3)
❑ For personal development (4)
❑ Other (Please specify.) (5) _____

Q11.3 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)	❍	❍	❍	❍	❍
Variety of courses (2)	❍	❍	❍	❍	❍
Starting where you left off with Training History (3)	❍	❍	❍	❍	❍
Save and prioritize courses with queue or bookmarks (4)	❍	❍	❍	❍	❍
Certificate of completion (5)	❍	❍	❍	❍	❍
Downloadable exercise files (6)	❍	❍	❍	❍	❍
Searchable closed captioned transcripts (7)	❍	❍	❍	❍	❍

Q12.1 Information Technology Services (ITS) Support

Q12.2 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)
- ❑ ServiceNow (MLYMU > System Logins > ServiceNow) (4)
- ❑ Student Innovation Center (5)
- ❑ Faculty Innovation Center (6)
- ❑ Ask my ITA (7)
- ❑ Library (8)
- ❑ ITS Help Desk (9)
- ❑ Other (Please specify.) (10) _____

Q12.3 Have you contacted LMU's ITS Help Desk this year? (Check all that apply.)

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

Q12.4 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)	❍	❍	❍	❍	❍
Technician's knowledge (2)	❍	❍	❍	❍	❍
Timeliness of resolution (3)	❍	❍	❍	❍	❍
Professionalism of response (4)	❍	❍	❍	❍	❍
Overall quality of service (5)	❍	❍	❍	❍	❍

Q12.5 Please provide any additional comments about your interactions with the ITS Help Desk.

Q13.1 Demographics

Q13.2 Select the College or School you PRIMARILY teach in.

- ○ Bellarmine College of Liberal Arts (1)
- ○ College of Business Administration (2)
- ○ College of Communication and Fine Arts (3)
- ○ College of Science and Engineering (4)
- ○ School of Education (5)
- ○ School of Film and Television (6)
- ○ Other (Please specify.) (7) _____

Q13.3 Select the PRIMARY department you teach in.

- ○ African American Studies (1)
- ○ Bioethics (2)
- ○ Chicana/o Studies (3)
- ○ Classics and Archaeology (4)
- ○ Economics (5)
- ○ English (6)
- ○ History (7)
- ○ Modern Languages and Literature (8)
- ○ Philosophy (9)
- ○ Political Science (10)
- ○ Psychology (11)
- ○ Sociology (12)
- ○ Theological Studies (13)
- ○ Women's Studies (14)
- ○ Other (Please specify.) (15) _____

Q13.4 Select the PRIMARY department you teach in.

- ❍ Accounting (1)
- ❍ Business Law (2)
- ❍ Finance (3)
- ❍ Computer Information Systems (4)
- ❍ Management (5)
- ❍ Marketing (6)
- ❍ Other (Please specify.) (7) _____

Q13.5 Select the PRIMARY department you teach in.

- ❍ Art and Art History (1)
- ❍ Communication Studies (2)
- ❍ Dance (3)
- ❍ Marital and Family Therapy (4)
- ❍ Music (5)
- ❍ Theatre Arts (6)
- ❍ Other (Please specify.) (7) _____

Q13.6 Select the PRIMARY department you teach in.

- ❍ Biochemistry (1)
- ❍ Biology (2)
- ❍ Chemistry (3)
- ❍ Civil Engineering (4)
- ❍ Computer Science (5)
- ❍ Electrical Engineering (6)
- ❍ Engineering Physics (7)
- ❍ Mathematics (8)
- ❍ Mechanical Engineering (9)
- ❍ Natural Science (10)
- ❍ Physics (11)
- ❍ Other (Please specify.) (12) _____

Q13.7 Select the PRIMARY department you teach in.

○ Clinical Education (1)
○ Doctoral Program (2)
○ Educational Leadership and Administration (3)
○ Educational Support Services (4)
○ Elementary and Secondary Education (5)
○ Language and Culture (6)
○ Specialized Programs in Urban Education (7)
○ Specialized Urban Education Partnership Programs (8)
○ Early Childhood Education (9)
○ Other (Please specify.) (10) _____

Q13.8 Select the PRIMARY department you teach in.

○ Animation (1)
○ Film and Television Studies (2)
○ Production (3)
○ Recording Arts (4)
○ Screenwriting (5)
○ Other (Please specify.) (6) _____

Q13.9 Select your PRIMARY position at LMU.

○ Tenured/Tenure Track Professor (1)
○ Clinical Full-Time Professor (2)
○ Adjunct or Lecturer (3)
○ Visiting Professor/Scholar (4)
○ Department Chair (5)
○ Associate Dean/Dean (6)
○ Other (Please specify.) (7) _____

Q14.1 Final Thoughts

Q14.2 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?

Q14.3 Are there services you use that you would change?

Q14.4 Are there services that don't exist that you would like ITS to add?

Q14.5 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.