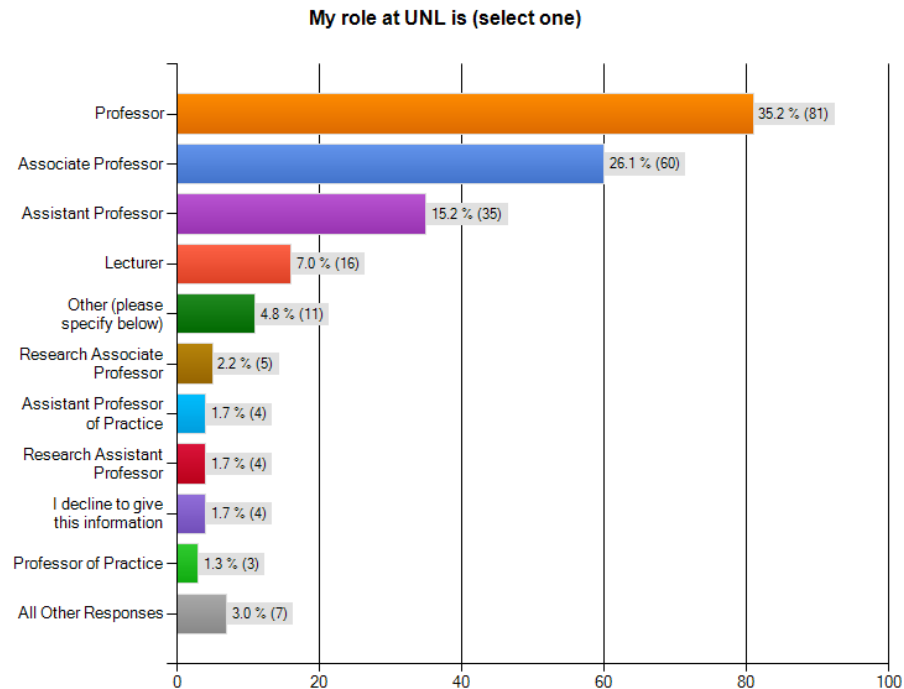# 2013 Faculty IT Survey Summary

UNIVERSITY OF
Nebraska
Lincoln
OFFICE OF INFORMATION
TECHNOLOGY SERVICES

The Office of The Senior Vice Chancellor for Academic Affairs and The Office of Information Technology Services developed and distributed the UNL Faculty IT Survey in November of 2013. The survey was designed to measure faculty technology use and customer satisfaction levels. This survey helps to establish a baseline for this information, as it is the first faculty survey focusing on faculty IT use.
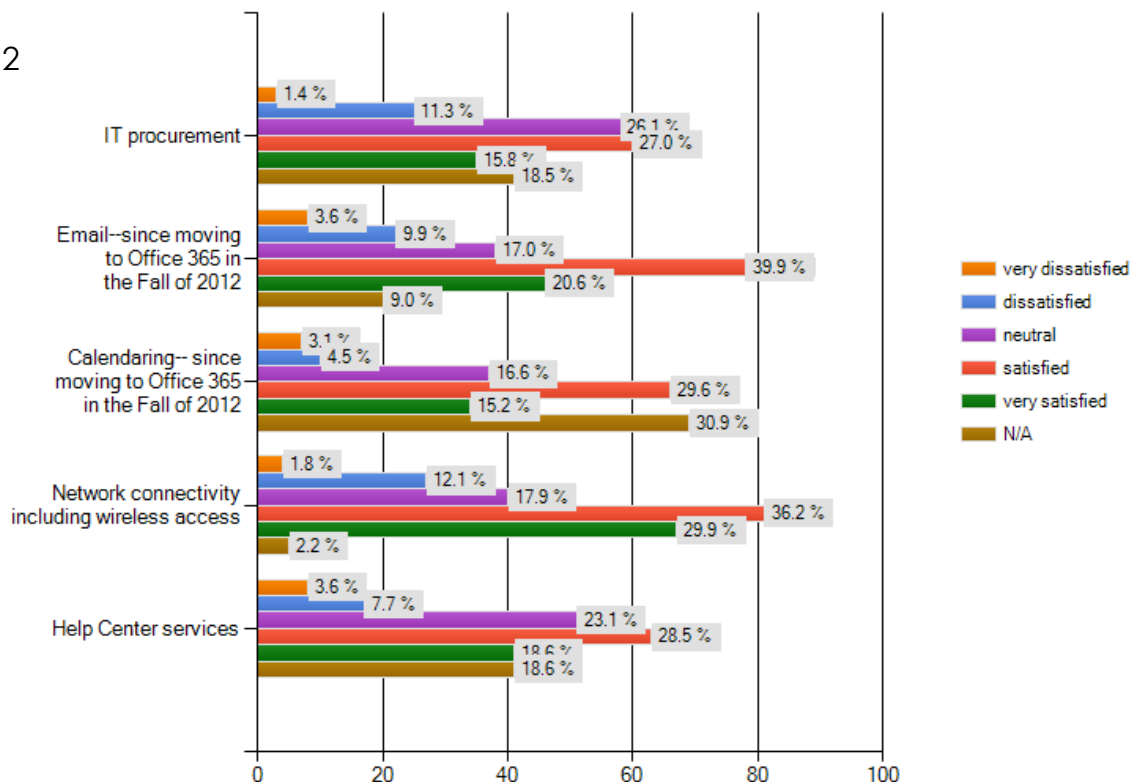
December 6, 2013
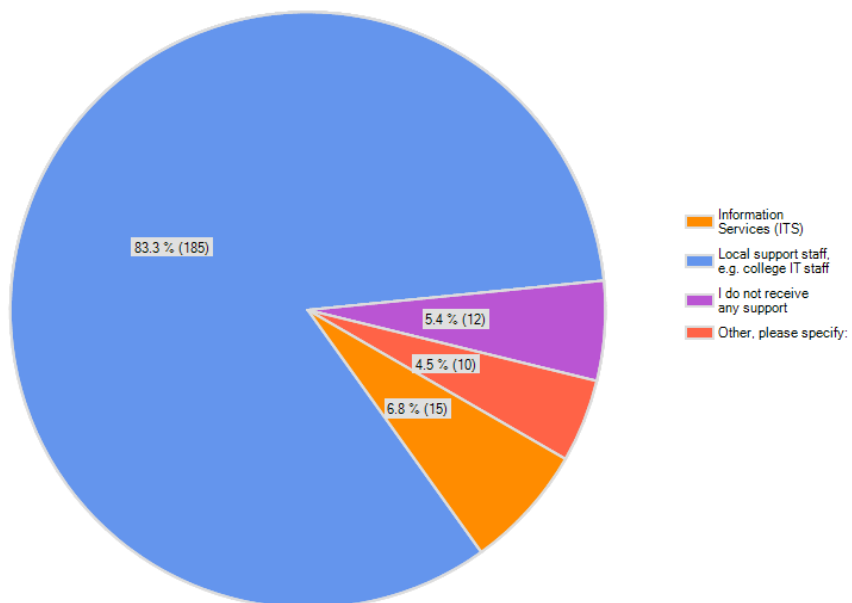
2013 Faculty IT Survey Results

QUESTION 1

My role at UNL is (select one)

Role	% (count)
Professor	35.2 % (81)
Associate Professor	26.1 % (60)
Assistant Professor	15.2 % (35)
Lecturer	7.0 % (16)
Other (please specify below)	4.8 % (11)
Research Associate Professor	2.2 % (5)
Assistant Professor of Practice	1.7 % (4)
Research Assistant Professor	1.7 % (4)
I decline to give this information	1.7 % (4)
Professor of Practice	1.3 % (3)
All Other Responses	3.0 % (7)

QUESTION 2

Please rate your satisfaction with the following services based on your experience over the past 12 months.

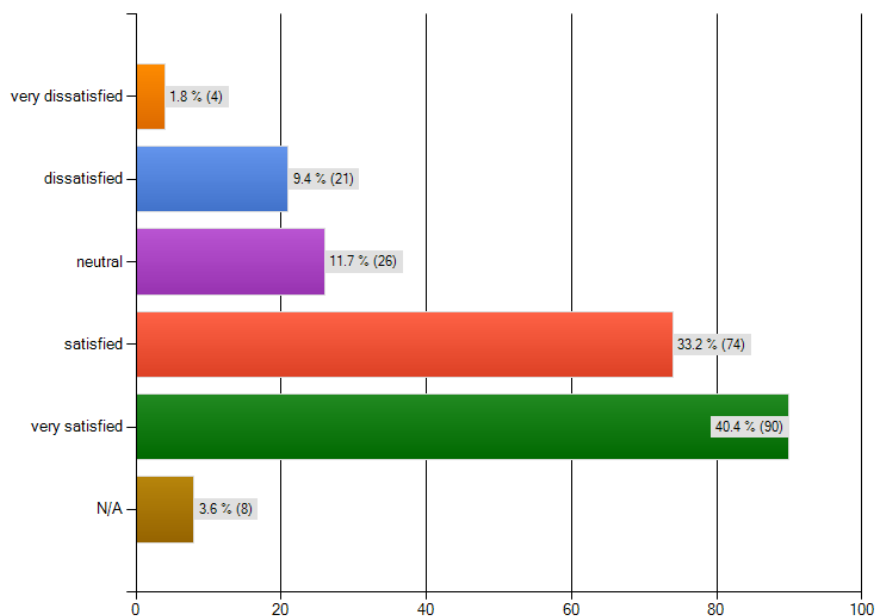| Service	very dissatisfied	dissatisfied	neutral	satisfied	very satisfied	N/A
IT procurement	1.4 %	11.3 %	26.1 %	27.0 %	15.8 %	18.5 %
Email--since moving to Office 365 in the Fall of 2012	3.6 %	9.9 %	17.0 %	39.9 %	20.6 %	9.0 %
Calendaring-- since moving to Office 365 in the Fall of 2012	3.1 %	4.5 %	16.6 %	29.6 %	15.2 %	30.9 %
Network connectivity including wireless access	1.8 %	12.1 %	17.9 %	36.2 %	29.9 %	2.2 %
Help Center services	3.6 %	7.7 %	23.1 %	28.5 %	18.6 %	18.6 %

QUESTION 3

Who provides you with end user support for desktops, laptops, and mobile devices?

83.3 % (185)

5.4 % (12)

4.5 % (10)

6.8 % (15)

- Information Services (ITS)
- Local support staff, e.g. college IT staff
- I do not receive any support
- Other, please specify:

QUESTION 4

How would you rate this end user support for desktops, laptops, and mobile devices?

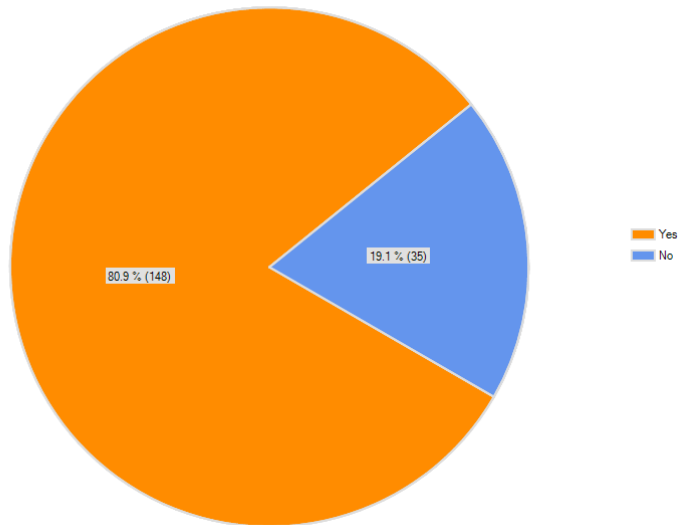| Rating	Percentage (count)
very dissatisfied	1.8 % (4)
dissatisfied	9.4 % (21)
neutral	11.7 % (26)
satisfied	33.2 % (74)
very satisfied	40.4 % (90)
N/A	3.6 % (8)

QUESTION 5

Have you used a computer, laptop or mobile device to teach in a classroom at UNL in the last 12 months?

84.3 % (194)

15.7 % (36)

- Yes
- No

QUESTION 6

Have you used a University computer installed in the classroom?

Legend:
- Yes (orange)
- No (blue)

80.9 % (148) — Yes
19.1 % (35) — No

COMMENTS
Hardware issues:
No computer present; older and/or slow computer; unreliable
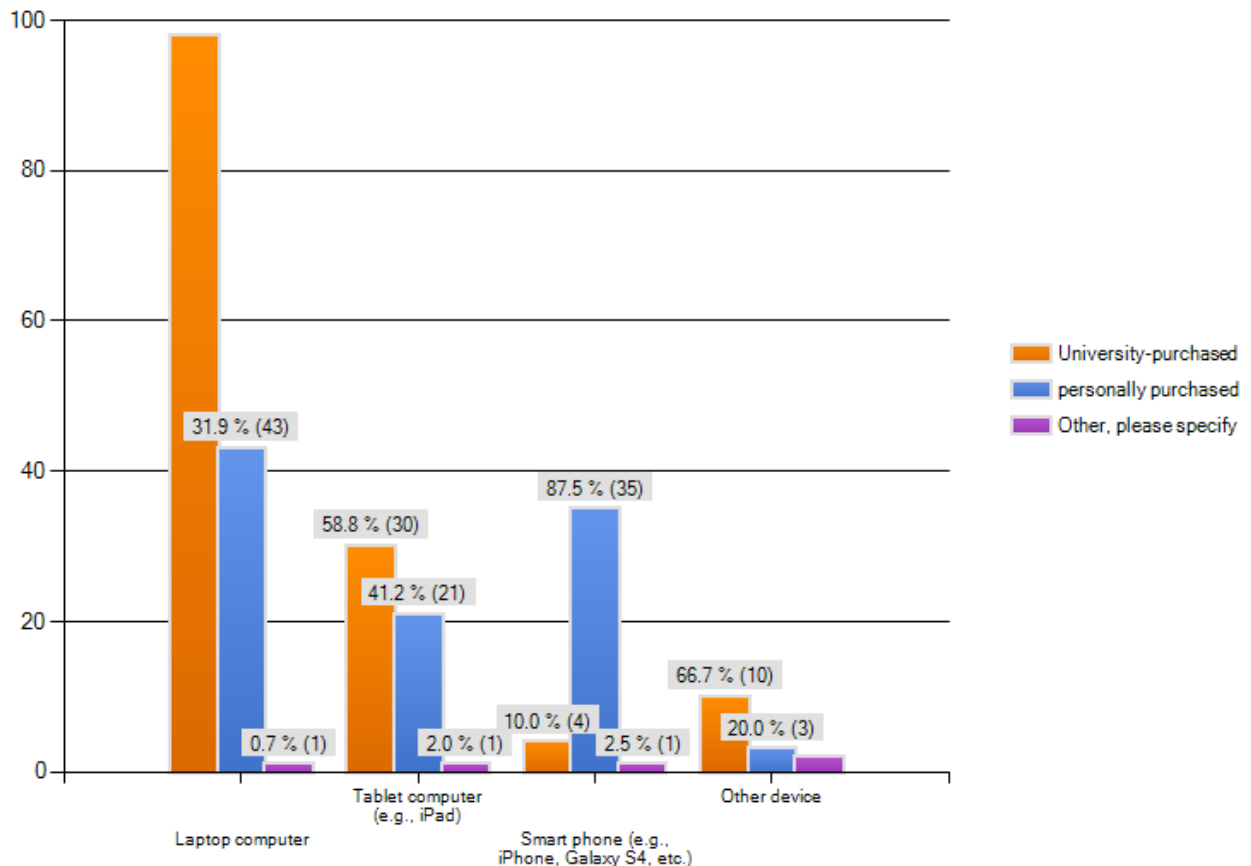*Software issues:*
Standard software not kept up to date; specialized software is hard to install
Access/permissions: GTAs not able to log in first week; don't like using personal password
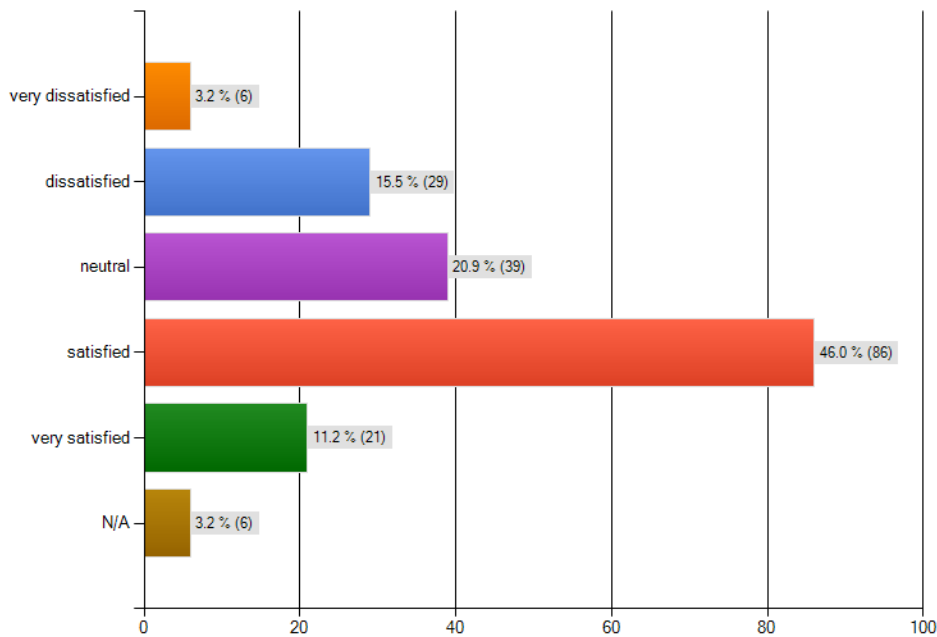*Behavior issues:* previous users leave things in a bad state

QUESTION 7

What other device(s) do you use in the classroom at UNL? (Select all that apply.)

Legend:
- University-purchased (orange)
- personally purchased (blue)
- Other, please specify (purple)

Laptop computer: 31.9 % (43) University-purchased; personally purchased; 0.7 % (1)
Tablet computer (e.g., iPad): 58.8 % (30); 41.2 % (21); 2.0 % (1)
Smart phone (e.g., iPhone, Galaxy S4, etc.): 10.0 % (4); 87.5 % (35); 2.5 % (1)
Other device: 66.7 % (10); 20.0 % (3)

QUESTION 8

How would you rate the classroom technology infrastructure and end user support in general purpose classrooms?

Rating	Percent (Count)
very dissatisfied	3.2 % (6)
dissatisfied	15.5 % (29)
neutral	20.9 % (39)
satisfied	46.0 % (86)
very satisfied	11.2 % (21)
N/A	3.2 % (6)

COMMENTS
Infrastructure:
- Depends on the building, not all classrooms are equal;
- Computers are too locked down; Interface is complicated/hard to navigate;
- Need better remote monitoring

Support:
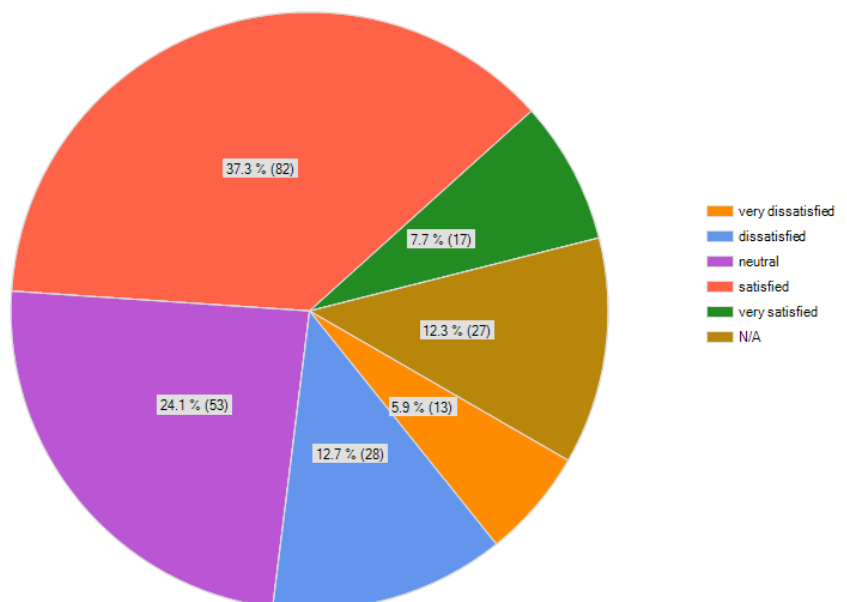- Support is generally prompt and helpful with some exceptions

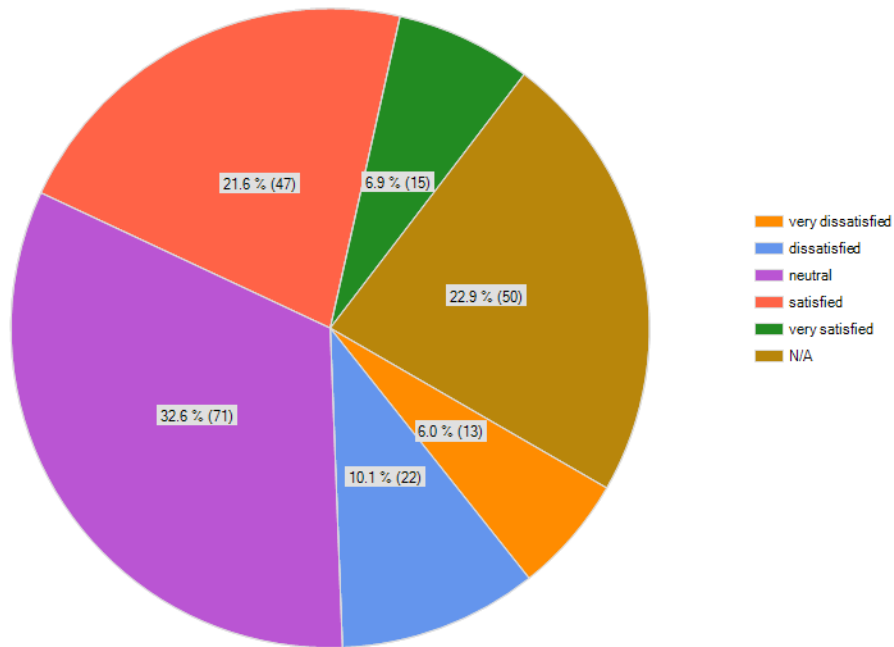## QUESTION 9

COMMENTS
Interface:
- Difficult to use, steep learning curve, cumbersome
- Bad GUI
- Too many features, very few are actually used
- Gradebook issues
- Updated too often
- It is behind the times and Blackboard is slow to respond to feedback
- Works well for basic communication and sharing documents.

How satisfied are you with Blackboard Learn as a learning management system (LMS) for your courses?

Rating	Percent (Count)
very dissatisfied	5.9 % (13)
dissatisfied	12.7 % (28)
neutral	24.1 % (53)
satisfied	37.3 % (82)
very satisfied	7.7 % (17)
N/A	12.3 % (27)

QUESTION 10

How would you rate the end user support for Blackboard Learn as a learning management system (LMS)?

- very dissatisfied
- dissatisfied
- neutral
- satisfied
- very satisfied
- N/A

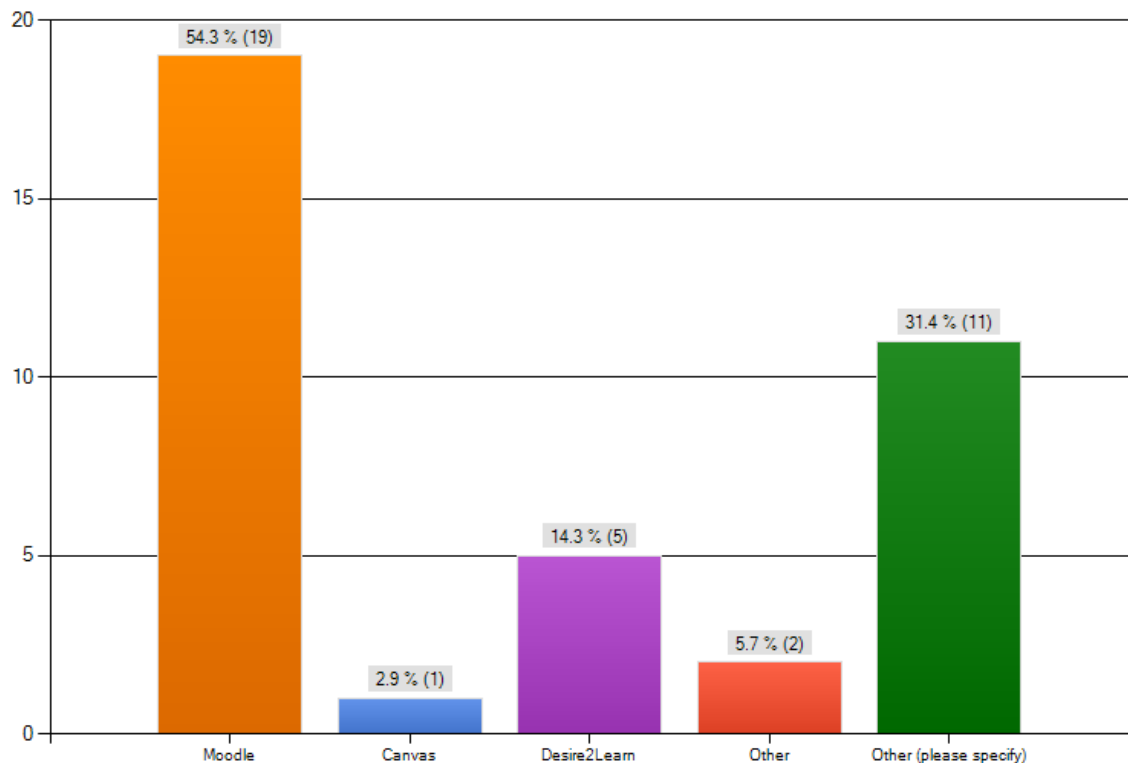Pie chart values: 21.6 % (47), 6.9 % (15), 22.9 % (50), 6.0 % (13), 10.1 % (22), 32.6 % (71)

COMMENTS

- On campus support is excellent
- ODE Instructional Designers are excellent
- Limited support unless you are teaching online courses
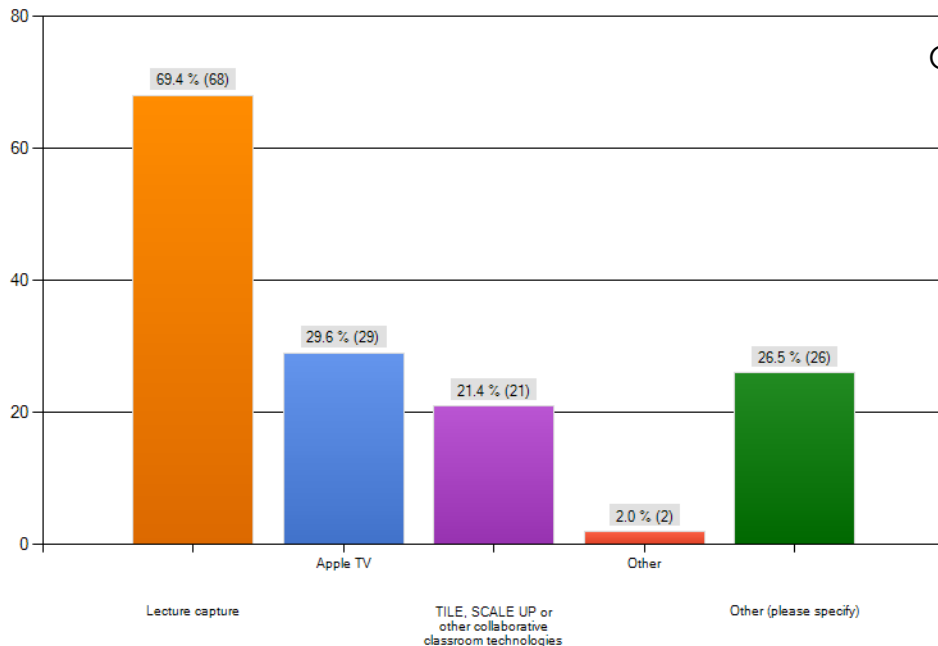- Do not know what "end user" means

QUESTION 11

Have you ever used one of the follow learning management systems? Select all that apply

Bar chart values:
- Moodle: 54.3 % (19)
- Canvas: 2.9 % (1)
- Desire2Learn: 14.3 % (5)
- Other: 5.7 % (2)
- Other (please specify): 31.4 % (11)

QUESTION 12

Which of the following classroom technologies would like to see supported in general purpose classrooms at UNL? Select all that apply

COMMENTS

- Lecture capture technology.
- Apple TV/wireless projection
- Video/teleconferencing
- Tablets/mobile devices
- Digital whiteboard/ smartboards
- On-demand streaming (Netflix/Hulu)

QUESTION 13   **Recommendations for new ITS services**

Lecture capture
Whiteboard capture
Large displays
Wireless technology, including Apple TV or Reflection
Synchronous conferencing with other institutions, including live video links
Catalytics

QUESTION 14

COMMENTS:
Issues with email features and performance

Some faculty use personal devices in the classroom although they don't feel they should have to

Respondents desire consistent technology coupled with customer-focused support

Conclusion: While these findings are interesting and informative, they are not representative of all UNL faculty. The Office of The Senior Vice Chancellor for Academic Affairs and The Office of Information Technology Services will distribute a follow up survey at a later time. The goal is to collect data that provides an accurate picture of faulty IT usage and satisfaction levels with IT services, which will allow UNL to respond to any issues or needs.