Faculty & Staff Information Technology Survey

New Mexico State University
Spring 2013
Table of Contents

INTRODUCTION .................................................................................................................................................. 3
1. FIRST QUESTION INCLUDED AN OPTION FOR EMPLOYEES TO BE ENTERED INTO A DRAWING........ 4

DEMOGRAPHICS (QUESTIONS 1-4) .................................................................................................................. 4
2. ARE YOU FULL TIME FACULTY, PART TIME FACULTY, STAFF, OR BOTH FACULTY AND STAFF? ..... 4
3. HOW LONG HAVE YOU BEEN EMPLOYED AT NMSU? (E.G., 1 YEAR, 2 MONTHS, 5 YEARS) ........ 4
4. FROM WHICH CAMPUS DO YOU PRIMARILY INSTRUCT AT OR WORK FROM? .............................. 5
5. WHICH OF THE FOLLOWING DEVICES DO YOU OWN FOR YOUR PERSONAL USE? MARK ALL THAT APPLY.................................................................................................................................................. 5
6. HOW WOULD YOU RATE YOUR DAILY USE OF THE FOLLOWING? .................................................... 6
7. WHEN YOU EXPERIENCE COMPUTING TECHNOLOGY PROBLEMS --- ISSUES WITH SOFTWARE, NETWORK, DESKTOP COMPUTER, ETC. --- WHERE ARE YOU MOST LIKELY TO GO FOR HELP? ........... 6
8. RELATED TO INFORMATION TECHNOLOGY, WHAT WOULD BEST HELP YOU TO WORK MORE EFFICIENTLY? .................................................................................................................................................. 7
9. WHAT DO YOU BELIEVE SHOULD BE NMSU’S FOCUS FOR IMPROVING INFORMATION TECHNOLOGY ACROSS THE NMSU COMMUNITY? ........................................................................................................ 8
10. WHAT DOES NMSU NEED TO DO TO MORE EFFECTIVELY COMMUNICATE TECHNOLOGY RELATED INFORMATION TO THE NMSU COMMUNITY? ........................................................................................................... 9
11. IF NMSU CREATED/MADE AVAILABLE FREE PHONE APPS FOR SMART PHONES, iPod’S AND OTHER DEVICES THAT WOULD FACILITATE LEARNING, WOULD YOU USE THIS TECHNOLOGY IN YOUR CLASSROOM? (ON A 5 POINT SCALE).................................................................................................................................10
12. DO YOU FEEL THAT YOU HAVE THE NECESSARY TECHNOLOGY TOOLS/TRAINING TO MAKE ONLINE LEARNING SUCCESSFUL? ........................................................................................................... 11
13. DO YOU USE SOCIAL NETWORKING (FOR EXAMPLE, CLASS FACEBOOK PAGES, TWEETING ASSIGNMENTS, CHAT ROOMS, ETC.) FOR INSTRUCTIONAL PURPOSES IN YOUR CLASSROOM?...........12
14. WHICH OF THE FOLLOWING OCCURS OR ARE USED IN YOUR ONLINE COURSES? ....................12
15. OF THE COURSES YOU TEACH, APPROXIMATELY WHAT PERCENTAGE OF THE TIME DO YOU SPEND ON THE FOLLOWING? ........................................................................................................... 13
16. HOW MUCH INSTRUCTION-RELATED TECHNOLOGY DO YOU USE FOR THE VARIOUS LEVELS THAT YOU TEACH? .................................................................................................................................................. 14
17. WHAT DO YOU FEEL ARE THE IMPEDIMENTS TO ONLINE LEARNING AT NMSU? MARK ALL THAT APPLY. FOR RESPONSES TO “OTHER “PLEASE SEE THE WORDLE BELOW.................................................................14
18. WHICH OF THE FOLLOWING COMPUTING TECHNOLOGY RESOURCES DO YOU USE TO CONDUCT RESEARCH? .................................................................................................................................................. 15
19. HOW WOULD YOU RATE NMSU’S NEW EMAIL SYSTEM FOR THE FOLLOWING: .........................16
20. IF YOU WOULD LIKE TO LEAVE A COMMENT ABOUT ANY QUESTION OR ABOUT THE SURVEY, PLEASE DO SO BELOW: ...........................................................................................................17
Introduction

Information & Communication Technologies (ICT) conducted an Information Technology (IT) survey in Spring 2013. The survey targeted all NMSU employees. The purpose of this survey was to help determine what technologies employees are currently using and would like to see improved at NMSU. Questions were gathered from departments and committees that support Student Technology on NMSU’s main campus. The departments that contributed include the Faculty Advisory Committee on Technology (FACT), Online Course Improvement Program Committee (OCIP), Las Cruces Campus Library, and Leadership Team (ICT directors).

The data from this survey will be used to identify future projects and examine continuing IT projects for NMSU. This survey will be conducted on a bi-annual basis. If you have any questions regarding the survey email us at ict_st@nmsu.edu or call 575-646-4401.
1. First question included an option for employees to be entered into a drawing.

Demographics (Questions 1-4)

2. Are you full time faculty, part time faculty, staff, or both faculty and staff?

3. How long have you been employed at NMSU? (e.g., 1 year, 2 months, 5 years)
4. From which campus do you primarily instruct at or work from?

5. Which of the following devices do you own for your personal use? Mark all that apply.

According to the graph, 80.3% of participants use an internet capable handheld device, 74.2% use a cell phone, 64.4% use a laptop/Netbook, 53.3% use a PC Desktop, 45.3% use a MAC computer, 39.1% use a tablet/iPad, 28.1% use an eBook reader, and 21.4% use a portable music device.
6. How would you rate your daily use of the following?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Do not use, Does not apply</th>
<th>Not very often</th>
<th>Every so often</th>
<th>Most days</th>
<th>Heavy</th>
<th>I prefer not to answer</th>
<th>Rating Average</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop Computer</td>
<td>72</td>
<td>40</td>
<td>42</td>
<td>66</td>
<td>411</td>
<td>1</td>
<td>4.12</td>
<td>632</td>
</tr>
<tr>
<td>Mobile computing platforms</td>
<td>58</td>
<td>64</td>
<td>86</td>
<td>133</td>
<td>289</td>
<td>1</td>
<td>3.84</td>
<td>631</td>
</tr>
<tr>
<td>(laptop/ netbook/ iPad/ cellphone for computing, etc.)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cellphone - for calling/texting only</td>
<td>43</td>
<td>106</td>
<td>111</td>
<td>131</td>
<td>252</td>
<td>0</td>
<td>3.69</td>
<td>643</td>
</tr>
<tr>
<td>Word Processor</td>
<td>95</td>
<td>58</td>
<td>93</td>
<td>137</td>
<td>246</td>
<td>1</td>
<td>3.61</td>
<td>630</td>
</tr>
<tr>
<td>Presentation software (like PowerPoint)</td>
<td>91</td>
<td>172</td>
<td>167</td>
<td>119</td>
<td>86</td>
<td>0</td>
<td>2.90</td>
<td>635</td>
</tr>
<tr>
<td>NMSU Email</td>
<td>6</td>
<td>25</td>
<td>49</td>
<td>82</td>
<td>491</td>
<td>2</td>
<td>4.57</td>
<td>655</td>
</tr>
<tr>
<td>Non-NMSU Email</td>
<td>78</td>
<td>109</td>
<td>116</td>
<td>113</td>
<td>212</td>
<td>3</td>
<td>3.43</td>
<td>631</td>
</tr>
<tr>
<td>Time Keeping</td>
<td>249</td>
<td>139</td>
<td>98</td>
<td>65</td>
<td>66</td>
<td>5</td>
<td>2.29</td>
<td>622</td>
</tr>
<tr>
<td>Banner Systems</td>
<td>74</td>
<td>142</td>
<td>159</td>
<td>97</td>
<td>160</td>
<td>3</td>
<td>3.20</td>
<td>635</td>
</tr>
<tr>
<td>Canvas Learning Management System</td>
<td>304</td>
<td>75</td>
<td>80</td>
<td>56</td>
<td>112</td>
<td>5</td>
<td>2.36</td>
<td>632</td>
</tr>
</tbody>
</table>

answered question 655
skipped question 137

7. When you experience computing technology problems --- issues with software, network, desktop computer, etc. --- where are you most likely to go for help?
According to the graph, 55% of survey participants seek the ICT Help Desk for help regarding computing technology problems inclusive of software, network and desktop computer issues. See the commonly used words from the response provided in “other” in the Wordle below.

8. Related to information technology, what would best help you to work more efficiently?
Roughly 26% of the survey participants said that Technology Support (help desk, interdepartmental help) helps them work more efficiently. Roughly 20% said that Office hardware/software would help them work more efficiently.

9. What do you believe should be NMSU's focus for improving information technology across the NMSU community?

Over half of the participants (52%) believe that wireless should be NMSU’s focus for improving information technology across the NMSU community. 44% of the participants believe that updating/adding additional in-office technology should also be the focus (better desktop/laptop computers, scanners, printers, etc.) While closely behind, 42% of participants believe that providing technology assistance should also be a main focus (face-to-face help with computers, software, other NMSU provided technology). See the commonly used words from the response provided in “other” in the Wordle below.
10. What does NMSU need to do to more effectively communicate technology related information to the NMSU community?

According to the graph, 87% of the survey participants believe that NMSU should send directed email messages related to information technology in order to achieve effective communication. See the commonly used words from the response provided in “other” in the Wordle below.
11. If NMSU created/made available free phone apps for smart phones, iPod’s and other devices that would facilitate learning, would you use this technology in your classroom? (On a 5 point scale)

Based on the above graph, there was relatively the same percentage of participants who would strongly incorporate the free NMSU apps into their classroom in comparison to those who said they would not be likely to incorporate these apps into their classroom. See the commonly used words from the response provided in “other” in the Wordle below.
12. Do you feel that you have the necessary technology tools/training to make online learning successful?

Out of 633 responses, roughly 26% of the participants stated that believe they have the necessary technology tools/training to make online learning successful. A mere 1% stated that they do not believe that they have the necessary technology tools/training to make online learning successful. See the commonly used words from the response provided in “other” in the Wordle below.
13. Do you use social networking (for example, class Facebook pages, tweeting assignments, chat rooms, etc.) for instructional purposes in your classroom?

Of the 628 participants who responded to this question, 333 stated they do not use or incorporate social networking into their curriculum.

14. Which of the following occurs or are used in your online courses?

According to the graph 56.2% of survey participants said student-to-student communication through non-learning occurs or is used in their online courses. 46.2% said that posting of syllabi online occurs. 44.7% said online website references are used. 7.3% of participants do not have online courses.
Of the courses you teach, approximately what percentage of the time do you spend on the following?

According to the graph, approximately 51.9% of time spent by educators is through face-to-face lecture. This is followed by 42.6% online interaction, 33% lab, and 26.9% seminar. See the commonly used words from the response provided in “other” in the Wordle below.
16. How much instruction-related technology do you use for the various levels that you teach?

Based upon the demographics that completed the survey, the majority do not teach in the classroom. Although, the people that do teach stated they use a lot of technology in their introductory courses more than the intermediate, senior and graduate courses.

17. What do you feel are the impediments to online learning at NMSU? Mark all that apply. For responses to “other “please see the wordle below.
Based on the survey results, 44% of the participants feel that insufficient faculty technology training is one of the biggest obstacles that online learning at NMSU faces. Other major concerns are inclusive of availability of access devices for students, and quality of content. See the commonly used words from the response provided in “other” in the Wordle below.

18. Which of the following computing technology resources do you use to conduct research?

<table>
<thead>
<tr>
<th>Resource</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super computer</td>
<td>84%</td>
</tr>
<tr>
<td>High-bandwidth network</td>
<td>25%</td>
</tr>
<tr>
<td>Desktop computer</td>
<td>25%</td>
</tr>
<tr>
<td>Tablet computer</td>
<td>21%</td>
</tr>
<tr>
<td>Programming/system development support</td>
<td>20%</td>
</tr>
<tr>
<td>Surveying software (SurveyMonkey, etc.)</td>
<td>15%</td>
</tr>
<tr>
<td>Specialized software (statistics, modeling, etc.)</td>
<td>8%</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>3%</td>
</tr>
</tbody>
</table>
Roughly 84% of survey participants use their desktop computer in order to conduct research. See the commonly used words from the response provided in “other” in the Wordle below.

19. How would you rate NMSU's new email system for the following:

- Value to the university
- Compared to previous system
- Reliability
- Ease of Use
- Responsiveness

Roughly 96% of the participants stated that NMSU's new email system is of value to the university.

See the commonly used words from the response provided in “other” in the Wordle below.
20. If you would like to leave a comment about any question or about the survey, please do so below:

Responses from survey participants are listed below. See the commonly used words from the response provided in “other” in the Wordle below.

All responses to question:
- It used to be much easier to set up email across multiple devices.
- Without cost data, it is impossible to answer the value question
- It is very user friendly and effective
- Only use exchange
- N/A
- I use Outlook Express - it also posts to my i-phone
- I rarely use it because it’s difficult to navigate
- Outlook absolutely sucks. It's impossible to do a valid search for someone or a topic because so much crap comes up. It's the worst
- Email system we've ever had. To save money, we have really sacrificed quality.
- I can access from anywhere.
Sometimes its invisible (good) sometimes its infuriating - I know you are all doing your best
Does NMSU need its own emailing system when more user-friendly products are available?
difficult to get logged in from non-NMSU computer
It is my main communication system and mode of information transfer.
Most of my emails to NMSU came back today
Do not apply
What new email system
If I login at the my.nmsu.edu page (instead of clicking the "sign in"
Link at top to sign in at a different page), I cannot access my e-mail!
I'm fine with the system. Many coworkers have not adapted well.
I don't think that the system's the problem, but, rather an unwillingness
To adapt on the part of faculty and staff.
Serious problem cannot respond/reply to emails from students via Canvas
The change of incoming server name from live.outlook.com to pod51000.outlook.com
put the responsibility for change on the user and inevitably caused a lot of problems
And confusion, which makes outlook.com look very bad as a service.
N/A
NMSU's email system is very difficult to use.
I have only been here for a year so I don't have a basis of comparison.
Cannot share calendars between nmsu.edu and ad.nmsu.edu
The UI is horrible. I have had many issues with mail clients on MacBook Air and iPad.
I use Apple's Mail reader. I didn't notice the change at all.
Are you referring to the Canvas email system or Outlook?
Have trouble sending larger files; server goes down fairly often, which causes problems.
I don't really use it often, since I use an IMAP acct for accessing/managing my emails
Have not noticed a difference.
Slow, clunky, I send as much as possible to my Gmail
Didn't know a change was made
I use a third party email program (apple mail)
I wasn't aware we got a new one
Don't really see much difference
No idea what system you are talking about. I use exchange server and don't want that to change
There's a "new" system?
Syncing NMSU email to Apple products was a challenge. Still if I respond on my phone sometimes my Outlook does not record the response.
Since I use Outlook in the cloud...... Which I'm very satisfied with
I can't tell much difference. Looks the same in Outlook
• However the outlook glitch a couple of weeks ago was not good.
• I'm on the Exchange Server.
• Outlook doesn't work; folders are out of order and cannot be resolved (office 10)
• Access can be difficult and passwords don't sink
• A&F uses Exchange
• Using my NMSU credentials to log into hotmail.com is scary!
• not enough space available to hold emails
• I haven't noticed any changes, use my own e-mail reader
• I use Gmail to send everything. You let me forward NMSU email to Gmail.
• However sometimes you bounce (but not to me) a Gmail that contains an offensive file
• That is OK via NMSU email. Bouncing it to me would be helpful.
• I do not believe that it is in the best interest of NMSU or its employees
• To have that data and service provided externally.
• I do not use NMSU's email - I use PSL's
• NA I use the exchange account
• I'd rather have my NMSU email dumped into Outlook. I do not like the online email through my.nmsu.edu.
• I only use CANVAS.
• the new email system has been a disaster for reliability and usefulness
• All of the above indicate "terrible" not "does not apply."
• I only use Exchange e-mail
• I was not aware we had a new email system.
• I'm on the exchange server so I don't use the new system directly.
• I do not use the new email system. I use my department's server.
• n/a have not used
• We have a new email system????
• I use Outlook far more than MyNMSU
• There is a need for training to efficiently utilize the calendar, task lists, etc. university wide.
• Aesthetic
• I only rate it fairly low because it often seems to be broken down, and the "webmail" component is terribly slow.
• I use NMSU email, but I use Mac mail as the interface. The times I have used the NMSU carrier I thought it was adequate for occasional use, but not for regular use. It's too clumsy.
• Too many sites to access in the last few years; at times,
• I could not access new messages from home
• Do not use it. All transferred to Microsoft Office
• The network reliability during the first several weeks of class each semester is horrible.
• N/A
• I will not use NMSU's system, I use Outlook
• I didn't know we had a new email system! So it must have been seamlessly initiated?
I didn't notice we changed email systems. Sometimes emails do not come in from or go out to China... not sure the problem. I use Web Mail and prefer it.