2014 Technology Needs Assessment

This report was generated on 10/06/14, giving the results for 178 respondents. A filter of 'All Respondents' has been applied to the data.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

Campus Affiliation

- Macomb (162) 91%
- Quad Cities (16) 9%

Gender

- Female (94) 55%
- Male (78) 45%

Your Age Range

- 22-32 (21) 12%
- 33-43 (39) 22%
- 44-54 (60) 34%
- 55-65 (48) 27%
- 66-76 (8) 5%

You are

- Full-time Faculty (155) 89%
- Part-time Faculty (19) 11%

Your Faculty Status

- Instructor (38) 22%
- Assistant Professor (45) 26%
- Associate Professor (38) 22%
- Professor (54) 31%
Your College Affiliation

- Arts and Sciences (55) 32%
- Business and Technology (33) 19%
- Education and Human Services (52) 30%
- Fine Arts and Communication (31) 18%
- University Libraries (1) 1%

Years at WIU

- 1-3 (49) 28%
- 4-6 (32) 18%
- 7-9 (27) 15%
- 10+ (67) 38%

Tenure Status

- Tenured (92) 52%
- Tenure-Track (34) 19%
- Non-Tenure Track (44) 25%
- Prefer Not to Answer (6) 3%

In the last three years, have you taught a fully-online course at Western Illinois University?

- Yes (70) 40%
- No (107) 61%

What operating system do you most often use in your role as a faculty member?

- Macintosh (62) 36%
- Windows XP (24) 14%
- Windows 7 (95) 55%
How likely would you be to participate in a webinar training session from CITR?

- Very Likely (48): 27%
- Likely (78): 44%
- Not Likely (50): 28%

Please rate your use of the following tools used to enhance your teaching: (Blogs (i.e. e-jounaling, or blogging))

- I want to use, but I need help (40): 23%
- I use, but need new ideas (14): 8%
- I use and am comfortable. I do not need help (23): 13%
- I don't want to use (89): 52%
- I don't know what this is (6): 4%

Please rate your use of the following tools used to enhance your teaching: (Electronic Portfolios)

- I want to use, but I need help (38): 22%
- I use, but need new ideas (14): 8%
- I use and am comfortable. I do not need help (25): 15%
- I don't want to use (75): 44%
- I don't know what this is (20): 12%

Please rate your use of the following tools used to enhance your teaching: (Instant Messaging)

- I want to use, but I need help (20): 12%
- I use, but need new ideas (9): 5%
- I use and am comfortable. I do not need help (55): 33%
- I don't want to use (78): 47%
- I don't know what this is (5): 3%
Please rate your use of the following tools used to enhance your teaching: (Online Lectures with Audio)

- I want to use, but I need help (60) [36%]
- I use, but need new ideas (17) [10%]
- I use and am comfortable. I do not need help (27) [16%]
- I don't want to use (59) [36%]
- I don't know what this is (2) [1%]

Please rate your use of the following tools used to enhance your teaching: (Online Lectures with Streaming Audio/Video)

- I want to use, but I need help (75) [44%]
- I use, but need new ideas (13) [8%]
- I use and am comfortable. I do not need help (24) [14%]
- I don't want to use (52) [31%]
- I don't know what this is (5) [3%]

Please rate your use of the following tools used to enhance your teaching: (Podcasting)

- I want to use, but I need help (61) [36%]
- I use, but need new ideas (14) [8%]
- I use and am comfortable. I do not need help (15) [9%]
- I don't want to use (63) [38%]
- I don't know what this is (15) [9%]

Please rate your use of the following tools used to enhance your teaching: (Creating Online Surveys)

- I want to use, but I need help (51) [31%]
- I use, but need new ideas (16) [10%]
- I use and am comfortable. I do not need help (44) [26%]
- I don't want to use (56) [34%]
- I don't know what this is (-) [1%]
Please rate your use of the following tools used to enhance your teaching: (Social Networking (Facebook, Myspace, Twitter))

- I want to use, but I need help (18) 11%
- I use, but need new ideas (15) 9%
- I use and am comfortable. I do not need help (56) 33%
- I don't want to use (77) 46%
- I don’t know what this is (3) 2%

Please rate your use of the following tools used to enhance your teaching: (Wikis)

- I want to use, but I need help (38) 23%
- I use, but need new ideas (13) 8%
- I use and am comfortable. I do not need help (26) 16%
- I don't want to use (63) 38%
- I don’t know what this is (25) 15%

Please rate your use of the following tools used to enhance your teaching: (Using Web 2.0 Tools (i.e. Google Docs, Sites))

- I want to use, but I need help (54) 32%
- I use, but need new ideas (31) 19%
- I use and am comfortable. I do not need help (42) 25%
- I don't want to use (31) 19%
- I don’t know what this is (9) 5%

Please rate your use of the following tools used to enhance your teaching: (Creating and Using Online Rubrics)

- I want to use, but I need help (57) 34%
- I use, but need new ideas (21) 13%
- I use and am comfortable. I do not need help (46) 27%
- I don't want to use (40) 24%
- I don’t know what this is (4) 2%
Please rate your use of the following tools used to enhance your teaching: (Performing Effective Internet Searches)

I want to use, but I need help (15) 9%
I use, but need new ideas (34) 20%
I use and am comfortable. I do not need help (107) 63%
I don't want to use (12) 7%
I don't know what this is (1) 1%

Please rate your use of the following tools used to enhance your teaching: (Conducting Literature Searches Using Library Databases)

I want to use, but I need help (20) 12%
I use, but need new ideas (31) 18%
I use and am comfortable. I do not need help (102) 60%
I don't want to use (16) 9%
I don't know what this is (2) 1%

Please rate your use of the following tools used to enhance your teaching: (Development of Content for Mobile Devices (PDA's, Cell Phones))

I want to use, but I need help (58) 37%
I use, but need new ideas (11) 7%
I use and am comfortable. I do not need help (19) 12%
I don't want to use (65) 41%
I don't know what this is (6) 4%

Please list any other online tool you utilize not listed here:

Learning Catalytics
Streaming delivery and revamping of servers to accommodate synchronous learning environment needs to be a focus.
I would like to have training in Adobe Connect
Statistics and Graphing Packages (IE., SPSS, SigmaPlot, GraphPad) - whatever package is most utilized by WIU faculty and/or one that we could get a good discount for a site license.
PowerPoint, YouTube videos, handouts
Help with MAC software to be easier to use with Western Online--- hard to develop tests and quizzes at times, as Mac is not well supported by Blackboard at this time.
Conducting Image Searches Using Library Databases
The choices don't allow me to indicate I am content with my current use/ideas.
Please list any other online tool you utilize not listed here:

Please list any other online tool you utilize not listed here:

On the previous screen you encourage us to check all that apply, but using radio buttons only allows a single choice.

I would like to learn ways to use Snap Chat in the classroom

piazza

Tools are great but I need the technology available to use the tools. This is just not provided at WIU.

online assessments; online discussion forums

Western Online

You might need another category of "I want to use, but I do not need help"--my limitation on using other resources is not knowledge, but TIME.

Google Hangouts for student collaboration projects schedule once for making appointments

Gaming to use with Western Online

NVIVO

I am not sure what "enhance my teaching" means. For example, I have used blog posts as readings. But I do not blog myself. I've answered the questions based on whether I use these things as teaching tools.

I am using videos - and a lot of what I want to do is handicapped by server / network access and speed issues. Wanting to use things like Google hangouts more effectively.

I use Dropbox extensively. I use jstor and the Naxos music service through the library.

YouTube, Wikipedia, Western Online

Please rate your use of the following hardware used to enhance your teaching:
(Classroom Response Systems (i.e. Clickers))

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<tr>
<th>Category</th>
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<tbody>
<tr>
<td>I want to use, but I need help</td>
<td>28%</td>
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<tr>
<td>I use, but need new ideas</td>
<td>4%</td>
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<tr>
<td>I use and am comfortable. I do not need help</td>
<td>12%</td>
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<tr>
<td>I don't want to use</td>
<td>53%</td>
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<tr>
<td>I don't know what this is</td>
<td>3%</td>
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Please rate your use of the following hardware used to enhance your teaching:
(Document Camera (i.e. Elmo))

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<tbody>
<tr>
<td>I want to use, but I need help</td>
<td>5%</td>
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<tr>
<td>I use, but need new ideas</td>
<td>10%</td>
</tr>
<tr>
<td>I use and am comfortable. I do not need help</td>
<td>62%</td>
</tr>
<tr>
<td>I don't want to use</td>
<td>20%</td>
</tr>
<tr>
<td>I don't know what this is</td>
<td>3%</td>
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</tbody>
</table>
Please rate your use of the following hardware used to enhance your teaching:
(Electronic Whiteboards (Smartboards))

- I want to use, but I need help (72) 42%
- I use, but need new ideas (19) 11%
- I use and am comfortable. I do not need help (41) 24%
- I don't want to use (38) 22%
- I don't know what this is (3) 2%

Please rate your use of the following hardware used to enhance your teaching: (Video Conferencing/CODEC (Distance Education Technology))

- I want to use, but I need help (40) 24%
- I use, but need new ideas (12) 7%
- I use and am comfortable. I do not need help (36) 22%
- I don't want to use (77) 46%
- I don't know what this is (2) 1%

Please list any other electronic classroom tool you utilize not listed here:

- I don't have a whiteboard in Wg 003 and I have not taught a distance learning class here. There is no option for these items.
- I would love to have the ability to stream wireless from my iPad to whatever projection system is in the classroom.
- I used to use synchronous chat in classes at another institution through Elluminate and wish WIU would adapt this
- Would be helpful to have a "I want to use but don't have access" option. The idea of electronic whiteboards seems otherworldly. I would use them, I wouldn't anticipate needing help using them, but I don't have access to them. It's like they're some exotic opportunity that only certain people get, like Christian Louboutin shoes.
- I checked "want to use but need help" for Smartboards, but that's only because we don't have any. The "Help" I suppose we all need is to get some. (At least I'm not aware of any in rooms that my department uses.)
- Regular multimedia/internet resources (video, audio, presentation, etc.)
- camtasia to record lectures
- I've been using my iPad and a screenviewing app to compensate for the useless elmo we have (aside from the stand--the ipad is now mounted to the elmo stand).
- PolEverywhere
- I do not like the CODEC technology, I use Google hangouts instead, or even skype.
- Note: I would love to use Smartboards but the classrooms that I use aren't all equipped
- No access to Smartboards and CODEC in my department's classrooms.
- We simply need more CODEC classrooms.
- we have no Smartboard in my department
- Would like further instruction on use of Ipad effectively for position I hold, use of word on Ipad.
Please list any other electronic classroom tool you utilize not listed here:

There is no technology in any of the classrooms in which I teach.
There aren't any whiteboards in the classrooms I use.
Hangouts, Skype, desktop sharing
I would like to have a working smart board in my classroom.
I use audio from my laptop, and sometimes project pdfs, images, videos, or powerpoint from my laptop (which I prefer to using the computer that is in the room).

Please rate the following to indicate your level of use of the following learning management tools to enhance your teaching: (Western Online Grade book)

I want to use, but I need help (22) 13%
I use, but need new ideas (32) 19%
I use and am comfortable. I do not need help (96) 56%
I don't want to use (23) 13%
I don't know what this is (-)

Please rate the following to indicate your level of use of the following learning management tools to enhance your teaching: (Submitting Assignments Electronically (i.e. Digital Dropbox))

I want to use, but I need help (31) 18%
I use, but need new ideas (21) 12%
I use and am comfortable. I do not need help (100) 58%
I don't want to use (20) 12%
I don't know what this is (-)

Please rate the following to indicate your level of use of the following learning management tools to enhance your teaching: (Sharing/Distributing Electronic Documents)

I want to use, but I need help (20) 12%
I use, but need new ideas (27) 16%
I use and am comfortable. I do not need help (113) 65%
I don't want to use (13) 8%
I don't know what this is (1) 1%
Please rate the following to indicate your level of use of the following learning management tools to enhance your teaching: (Discussion Boards)

- I want to use, but I need help (29) - 17%
- I use, but need new ideas (27) - 16%
- I use and am comfortable. I do not need help (82) - 49%
- I don't want to use (28) - 17%
- I don't know what this is (2) - 1%

Please rate the following to indicate your level of use of the following learning management tools to enhance your teaching: (Course Calendar)

- I want to use, but I need help (23) - 14%
- I use, but need new ideas (28) - 16%
- I use and am comfortable. I do not need help (90) - 53%
- I don't want to use (26) - 15%
- I don't know what this is (4) - 2%

Please rate the following to indicate your level of use of the following learning management tools to enhance your teaching: (Submitting Assignments for Plagiarism Checking (i.e. Turnitin))

- I want to use, but I need help (66) - 38%
- I use, but need new ideas (19) - 11%
- I use and am comfortable. I do not need help (59) - 34%
- I don't want to use (29) - 17%
- I don't know what this is (-) -

Please rate the following to indicate your level of use of the following learning management tools to enhance your teaching: (Using Groups in Western Online)

- I want to use, but I need help (52) - 32%
- I use, but need new ideas (23) - 14%
- I use and am comfortable. I do not need help (37) - 23%
- I don't want to use (39) - 24%
- I don't know what this is (12) - 7%
Please list any other course management tool you utilize not listed here:

- Online modules with Chalk. I use them but I received them from a colleague. I would like to know how to use it to create my own online modules.
- Integrated textbook company sources, i.e., McGraw Hill Connect
- I want to learn how to analyze my exams in D2L.
- Western online is clunky. I use other interfaces for electronic communication with students.
- There is no choice for "I don't use, but may at some point" this survey needs at least one other spot-just because I don't use something, but I want to, doesn't mean I need help with it. I just might not have access. Ugh.
- I use the WO Grade book to collect grades from on-line quizzes, but I keep all my grades in my paper gradebook. The WO Grade book is cumbersome to add to and manage.
- I have no idea how to upload grades - both during the semester on individual assignments as well as at the end of the semester for end of semester grades.

Please rate the following to indicate your level of use of the following tools to enhance your research: (Statistical Analysis Software (i.e. SPSS, SAS))

- I want to use, but I need help (42) 24%
- I use, but need new ideas (20) 11%
- I use and am comfortable. I do not need help (43) 25%
- I don't want to use (59) 34%
- I don't know what this is (11) 6%

Please rate the following to indicate your level of use of the following tools to enhance your research: (Qualitative Software (i.e. Nvivo/Nudist))

- I want to use, but I need help (48) 28%
- I use, but need new ideas (12) 7%
- I use and am comfortable. I do not need help (11) 6%
- I don't want to use (66) 38%
- I don't know what this is (36) 21%
Please rate the following to indicate your level of use of the following tools to enhance your research: (Surveying Software (i.e. Snap, Survey Monkey))

- I want to use, but I need help (53) [31%]
- I use, but need new ideas (26) [15%]
- I use and am comfortable. I do not need help (40) [23%]
- I don't want to use (44) [25%]
- I don't know what this is (10) [6%]

What additional research tools would you like to see offered at Western Illinois University?

What additional research tools would you like to see offered at Western Illinois University?

- Stata software package
  - If WIU had a campus account with a survey software company, that would make life easier for everyone. It would enable my research methods students to create and post their own surveys and it would facilitate my research a lot. I don't need help using such software, I just wish we had free access to it. Also, more AMOS licences. Waiting weeks.

- Statistical packages applied to or particular to humanities and social sciences.

- Other online survey and research tools for crowdsourcing research, such as Amazon Mechanical Turk

  - I would like Qualtrics to be made available for all and/or I would like a PUBLICIZED all access link to Survey Monkey be made available. Every department seems to have some Survey Monkey, why don't we get some arrangement for a campus account so there is less division and less redundancy?

- Get some professional quality surveying software.

- More qualitative methods. I use direct and indirect observation, focus groups, and charrettes but have few peers who use/discuss

- MiniTab

- ArcGIS on a broader scale; LEXIS/NEXIS; some data mining software

- A university site license to Access or filemaker pro would be useful. I don't need it right now, but a MATLAB site license might be useful for a lot of people.

- ?

- Lexus/Nexus

- more licenses for AMOS software

Please rate the following to indicate your level of use of the following tools to enhance your teaching: (Creating/Maintaining a Classroom Web Site (i.e. Dreamweaver))

- I want to use, but I need help (64) [38%]
- I use, but need new ideas (15) [9%]
- I use and am comfortable. I do not need help (19) [11%]
- I don't want to use (64) [38%]
- I don't know what this is (6) [4%]
Please rate the following to indicate your level of use of the following tools to enhance your teaching: (Using Spreadsheets (i.e. Microsoft Excel))

- I want to use, but I need help (29) 17%
- I use, but need new ideas (22) 13%
- I use and am comfortable. I do not need help (99) 58%
- I don't want to use (20) 12%
- I don't know what this is (-)

Please rate the following to indicate your level of use of the following tools to enhance your teaching: (Creating PDF’s (i.e. Adobe Acrobat))

- I want to use, but I need help (33) 19%
- I use, but need new ideas (23) 13%
- I use and am comfortable. I do not need help (107) 62%
- I don't want to use (9) 5%
- I don't know what this is (-)

Please rate the following to indicate your level of use of the following tools to enhance your teaching: (Performing Image Editing (i.e. Adobe Photoshop))

- I want to use, but I need help (57) 35%
- I use, but need new ideas (24) 15%
- I use and am comfortable. I do not need help (41) 25%
- I don't want to use (38) 23%
- I don't know what this is (4) 2%

Please rate the following to indicate your level of use of the following tools to enhance your teaching: (Using Authoring or Multimedia Software (i.e. Adobe Flash, Director))

- I want to use, but I need help (74) 44%
- I use, but need new ideas (13) 8%
- I use and am comfortable. I do not need help (19) 11%
- I don't want to use (46) 28%
- I don't know what this is (15) 9%
Please rate the following to indicate your level of use of the following tools to enhance your teaching: (Capturing Audio)

- I want to use, but I need help (60) 35%
- I use, but need new ideas (22) 13%
- I use and am comfortable. I do not need help (46) 27%
- I don't want to use (33) 19%
- I don't know what this is (9) 5%

Please rate the following to indicate your level of use of the following tools to enhance your teaching: (Capturing Video)

- I want to use, but I need help (62) 36%
- I use, but need new ideas (26) 15%
- I use and am comfortable. I do not need help (43) 25%
- I don't want to use (32) 19%
- I don't know what this is (8) 5%

Please rate the following to indicate your level of use of the following tools to enhance your teaching: (Building Presentations (i.e. Microsoft PowerPoint))

- I want to use, but I need help (11) 7%
- I use, but need new ideas (31) 18%
- I use and am comfortable. I do not need help (120) 71%
- I don't want to use (7) 4%
- I don't know what this is (1) 1%

Please rate the following to indicate your level of use of the following tools to enhance your teaching: (Advanced Input/Output (Scanners, Digital Cameras))

- I want to use, but I need help (43) 26%
- I use, but need new ideas (25) 15%
- I use and am comfortable. I do not need help (81) 49%
- I don't want to use (14) 8%
- I don't know what this is (3) 2%
Please rate the following to indicate your level of use of the following tools to enhance your teaching: (Macintosh Operating System Techniques)

- I want to use, but I need help (28) 17%
- I use, but need new ideas (22) 13%
- I use and am comfortable. I do not need help (47) 28%
- I don't want to use (62) 37%
- I don't know what this is (7) 4%

Please rate the following to indicate your level of use of the following tools to enhance your teaching: (Windows Operating System Techniques)

- I want to use, but I need help (20) 12%
- I use, but need new ideas (31) 19%
- I use and am comfortable. I do not need help (72) 43%
- I don't want to use (40) 24%
- I don't know what this is (4) 2%

Please list any additional software you have purchased on your own or through your department for the teaching and/or administration of your course. Examples could include gradebook software or discipline specific research tools.

Dreamweaver is perhaps not the proper platform for first time developers.

Filemaker Pro

A session on serious video editing/production would be appreciated (maybe iMovie, Final Cut Pro, After Effects, etc.).

Adobe Creative Suite (Production Premium)

Filemaker Pro

Again, you may need another category of "I know what this is, but I do not have time to use it".

I would like help with explaining video editing to my students for edTPA use. The edTPA assignment is due to me by mid Nov. so this video editing help would need to be done by late Sept. or mid Oct.

camtasia

ScreenFlow

N/A

Digital Performer Digital Audio Workstation, Amadeus Pro audio editor, Finale music notation software

I don't have a smartphone

I use and understand features within PPT, but it would be nice to better understand Prezi. Specifically with respect to all of the bells and whistles of Prezi: audio, video, etc.
Please rate the following to indicate your level of use of the following learning tablets and mobile devices to enhance your teaching: (Flipping a classroom)

- I want to use, but I need help (58) 34%
- I use, but need new ideas (24) 14%
- I use and am comfortable. I do not need help (16) 10%
- I don’t want to use (44) 26%
- I don’t know what this is (27) 16%

Please rate the following to indicate your level of use of the following learning tablets and mobile devices to enhance your teaching: (Creating iBooks or other ePub works)

- I want to use, but I need help (58) 35%
- I use, but need new ideas (13) 8%
- I use and am comfortable. I do not need help (10) 6%
- I don’t want to use (70) 42%
- I don’t know what this is (17) 10%

Please rate the following to indicate your level of use of the following learning tablets and mobile devices to enhance your teaching: (Using tablet-based white boards)

- I want to use, but I need help (67) 40%
- I use, but need new ideas (7) 4%
- I use and am comfortable. I do not need help (12) 7%
- I don’t want to use (56) 33%
- I don’t know what this is (27) 16%
Please list any additional apps you use for the classroom.

Learning Catalytics

Your apple side is showing. There is a distinct need for cross platform delivery methods. Being married to a single hardware/software platform is counterproductive. It creates significant issues for students and departments deploying such technology. I’d be happy to chat with you about this. After managing 130 ipads for the flipped concept, there are multiple insights that needs to be shared and myths debunked.

I want to develop apps for use by my students and possible sale to the public. When will CITR have knowledge to help me?

I REALLY am interested in Flipping the classroom. Please offer education about Flipping!

iBook Author

N/A

ham

Sometimes I use Penultimate in the room that has no whiteboard or Elmo as a substitute. Sometimes I use the annotation features of Good Reader with pdfs.

I don’t use a smart phone or tablet, but my students all have smart phones.

Do you currently use cloud storage technologies to help fulfill your faculty duties? Cloud storage is a computing model where data is stored on a remote server and accessed via the internet. (Dropbox)

<table>
<thead>
<tr>
<th>Choice</th>
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<tbody>
<tr>
<td>I want to use, but I need help</td>
<td>18%</td>
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<tr>
<td>I use, but need new ideas</td>
<td>17%</td>
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<tr>
<td>I use and am comfortable. I do not need help</td>
<td>55%</td>
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<tr>
<td>I don’t want to use</td>
<td>9%</td>
</tr>
<tr>
<td>I don’t know what this is</td>
<td>2%</td>
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Do you currently use cloud storage technologies to help fulfill your faculty duties? Cloud storage is a computing model where data is stored on a remote server and accessed via the internet. (iCloud (Apple))

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Do you currently use cloud storage technologies to help fulfill your faculty duties? Cloud storage is a computing model where data is stored on a remote server and accessed via the internet. (Google Drive)

- I want to use, but I need help (39) 23%
- I use, but need new ideas (22) 13%
- I use and am comfortable. I do not need help (43) 25%
- I don't want to use (53) 31%
- I don't know what this is (16) 9%

Do you currently use cloud storage technologies to help fulfill your faculty duties? Cloud storage is a computing model where data is stored on a remote server and accessed via the internet. (Amazon Web Services)

- I want to use, but I need help (32) 19%
- I use, but need new ideas (12) 7%
- I use and am comfortable. I do not need help (22) 13%
- I don't want to use (69) 41%
- I don't know what this is (32) 19%

Please rate the following based on how you believe your technology needs have been met: (Support for developing online course content)

- Poor/Low (17) 10%
- Average (56) 34%
- Good (63) 38%
- Very Good/High (29) 18%

Please rate the following based on how you believe your technology needs have been met: (Support for developing traditional (face-to-face) course content)

- Poor/Low (27) 16%
- Average (58) 34%
- Good (59) 35%
- Very Good/High (25) 15%
Please rate the following based on how you believe your technology needs have been met: (Training Needs)

- Poor/Low (11) 6%
- Average (58) 34%
- Good (73) 42%
- Very Good/High (31) 18%

Please rate the following based on how you believe your technology needs have been met: (Technical Support)

- Poor/Low (12) 7%
- Average (42) 25%
- Good (66) 39%
- Very Good/High (48) 29%

Please rate your satisfaction on the following items: (How satisfied are you with the computer currently supplied by your department)

- Not Satisfied (14) 8%
- Somewhat Satisfied (31) 18%
- Satisfied/Neutral (45) 26%
- Very Satisfied (63) 36%
- Extremely Satisfied (23) 13%

What do you believe could be done to improve technology support at WIU?

- We need more bandwidth in Waggoner 003 for technology applications. Not all of my students can access the internet for in class activities and it creates a lot of frustration on everyone’s part.
- Get me my AMOS license Have someone around who is good with databases to help me with some of my big data work.
- Have a dedicated tech person assigned to larger departments. Having to share one person for all departments in CAS is ridiculous.
- Faster bandwidth
- Continue to staff and support CITR, which does offer first-rate support to faculty in matters on online and WO teaching.
- SPECIALIZED support personnel for each college. SPECIALIZED in the college's discipline as well as tech support.
What do you believe could be done to improve technology support at WIU?

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I manage my own ECOM username and password along with many websites across campus. As such, trying to keep up with updating my passwords and logging in takes up a tremendous amount of my time. We need to rethink security and password procedures for this institution. Whenever one of my passwords expires (from all that I manage) I have to update them on my many computers and devices. It inevitably ends up locking my ECOM account and I have to go through the time-consuming process of getting the account unlocked and the passwords changed on all of my devices. This is SO frustrating and constantly wastes my time. Further, I am frustrated with our outdated phone system. Give us a WIU number to use on our cell phones. I already pay for it and have it with me all the time, so why are we paying so much for phones in both my offices when I don't use either? Internet here stinks too.

Internet connections are too slow, especially during prime hours.

Some departments, because of the nature of their fields, are thought not to be in need of newer computers up to date software. It would be good to have access to a more recent technology.

It's very good. We get prompt responses and generally get the issue resolved.

Lay off deans and use the money to upgrade buildings and equipment. It is SHAMEFUL that buildings leak and yet, we spent 400,000$ on a "welcome" monstrosity. Where are our Values of Higher Ed if WIU only "looks" good but isn't a quality TEACHING institution?

Consistent support - requests for help may be met that day, or get no response for 3 weeks or 3 months. For example I've been waiting for assistance on purchasing computer equipment on a grant since mid August

I'd like double screen monitors and a wireless keyboard. Then I could sit for longer periods of time in more comfortable chairs to do my work.

My office computer is slow and I do not have access to Adobe. The technology in my classrooms is DEPLORABLE. It is unstandardized, doesn't work well, and is poorly integrated into the room.

provide adobe acrobat and qualitative software

Software for the classroom

Classes through CITR are typically offered on a single day and specific time. No accommodations have been available for those teaching or otherwise committed during those times. If you want to help us, you need to be accessible, presently you are not. As a center for technology you have yet to make your office available to cutting edge tech improvement such as application development. Why is this? There are a number of initiatives on campus needing apps, LET'S GET GOING ON THIS! Response from CITR could include pleasantness and proactivity. Contacting CITR is a chore because faculty are made to feel as if they are inconveniencing the staff. When contact is made, for example on the 3D printer, little to no follow-up is made. Overall, CITR is a good idea that is not executed.

I think the organization of assistance is cumbersome. My college has a technology person, yet I cannot contact her directly for assistance (outside of emergency situations). I call UTech, who then assigns someone to the ticket, who may be the person from my college but may not be. I think this is less a problem with UTech (which I've always found very responsive) and more a problem with communicating what our college tech person actually does and what we can call on her to do. Also, updating department websites is hit or miss. It's hard to suggest that the civil service person in our department learn how to update the department website, since that's a pretty technical skill, without some assurance that her pay will ultimately reflect her increasing skills. The audit system doesn't always take into account those types of enhanced skills of office support personnel.

Not sure. I seem to get the assistance I need, when needed.

Give them what they need in terms of funding so that they can support faculty and staff.

My scoring on the online course content is not reflective of offering, but that I've not had to take this training so I'm not really concerned about it (there was no N/A option). I was given a tablet by the department (Samsung brand, android platform) but all of the training to support the use of apps and tech in the classroom is geared to IPads and Apple products, so I have no idea how to use it in the class. I occasionally take it to meetings or when I travel, but never use it in the class.

When I have the class do a computer based activity, the class has a hard time logging on to the system. It is very slow. I feel that WIU needs more "internet/login" power. (Not sure how to state that).

The college technology person should not be doing the computer support but rather be focused on other technology aspects.
What do you believe could be done to improve technology support at WIU?

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some of the stuff you mention like smartboards are not available

Update
Support Linux operating systems better, with things like connecting to servers on campus, wireless networks, VPN's etc.

1/1 training
Computers age fast so a faster turnaround for faculty hardware would be good. For instance, my office machine is 6 years old and cannot be upgraded. I'm sure there are older machines out there, but my field is very technical.

Have a system in place to support upgrading of hardware
We need the advanced technology in our offices and classrooms that our students will be using in the real world. The basics just does not cut it.

The technology support is fine, but the distribution of resources is uneven and hampered by excessive class sizes. Most classrooms do not have current technology such as smartboards or whiteboards. Existing tech is outdated, making maintenance an issue. Expensive software is made readily available to those actively engaged in research but must be justified by faculty who could benefit enormously by having such resources to get started with research projects. Interactive devices such as clickers and Ipads are not available in sufficient numbers to support the large class sizes and must be checked out and returned to Utech. This is a cumbersome process when teaching back-to-back courses. The university administration must walk the talk and make the investment in technology while reducing class sizes.

Better plan for computer replacement. Faster movement toward a completely wireless campus.

Free computers hahahaha
Smartboards in all classrooms. I would like to use one, but none of the rooms where I teach have them. Get rid of Desire2Learn. Too many outages/problems make it unreliable. I don't use it my classes because I can't count on it being available when I need it.

More smartboards for teacher education in Simpkins
Support in terms of help from people is generally very good. Support in terms of equipment is generally not good.

I've worked on 5 different campus', the tech support at WIU is reasonable. The support staff is well qualified and helpful. I don't always understand why some of the network policies have been adopted that limit some usage such as scanning directly to an individuals email or p: drive. Tech support has always kept me working here; I've had very few 'down' times, and I'm happy.

I think it will back again for the budget. However I wish if I have a better , faster , and less spams System

I haven't had a new/different office computer since I came to WIU in 2008, despite numerous requests, and my office computer is slow and inefficient.

If you mean UTech, faster service. We often have to make numerous "reminder" requests to get things done. Also, I feel if the first level support personnel to respond to a problem don't know how to fix it they usually try to convince us we just don't need whatever we requested or they say they will return and never do. I don't know what the reason is. There should be a chain where a problem gets moved higher and higher up the ladder until it reaches someone who knows the answer. So either there needs to be more knowledgable people available or a more support environment within UTech so the staff feel comfortable saying they need help on a project rather than just dropping the project. I don't think we need MORE tech support, just more knowledgable tech support - if problems got fixed the first time, it would save a lot of time.

Place the academics in the fore front of making/driving the technology decisions. The campus tech decisions on the academic side should be driven by the curriculum and the teaching needs of the faculty.

Better server!

set up classroom computers so that they don't give messages about software updating needs or give faculty the ability to respond to these messages themselves rather than having to contact UTech for simple updates.
What do you believe could be done to improve technology support at WIU?

Offer more asynchronous resources (online recorded sessions, recorded versions of sessions that I can't attend)

I would like to have access to a scanner and color printer. uTech support is great but sometimes it takes time to get services. It is not easy to get an appointment with uTech services.

It would be very beneficial to have a new college technology rep.

Hire a new COFAC technology person

Training in new technologies as they emerge. How to develop effective hybrid courses

WesternOnline is completely user-unfriendly, unwieldy, and ugly. Replace it with better software.

My computer is not regularly updated and I usually need someone with administrative support to do this on a frequent basis, remotely or otherwise.

It would be nice to have more current technology in the classrooms. There are classrooms in my department that will not play DVD-R. Whether technology will work is hit-or-miss.

More help with specific software and how to use it to engage students in the classroom or online. Not just the software itself but how to use it to teach in a more learner-centered way.

I don’t really know much about what I could do to enhance courses; often don’t know what things are, and have very limited time to attend workshops. If there was a place that explained various options and what you could do with them, and estimated the amount of effort it would take to get something incorporated, I would look. I am not really interested in a lot of technology but use very little right now because it all seems pretty overwhelming. I can’t even figure out Poll Everywhere. Re: question 25, I don’t teach online or hybrid courses but I’m being forced to answer, so I just checked one item.

Access to SPSS and NVivo on our university computers

Have it focus on delivery of the information rather than protecting positions, power, and administration.

Smart classrooms in more rooms like Sallee 116. We really could use a smart board, projector that we don’t have to bring to class each day with our own laptop.

Currently no Wifi in my building HPA. Students are unable to use Internet unless through a faculty computer internet sharing.

More autonomy on choices for what software/hardware I have access to.

WIU is behind times on technology and online courses. There could be more resources provided and opportunities for the “rental” of technology to help enhance classrooms and class activities. I do not believe there is enough support to electronically conduct a research project to the highest quality, nor do I believe the resources are present to conduct an online course at the highest quality level.

I teach in a room in which it is impossible to display a score with the Elmo and listen to the audio from my laptop at the same time. While the little control box with push buttons is quite nice, the system was designed by someone who is not familiar with a typical use for the space in my teaching. I appreciate the effort of the online attendance tracker, but found the navigation and whole web-based interface to be more trouble than it was worth. I keep my attendance in my paper grade book.

Update the technology in the classrooms. More consistency in the technology available. Every classroom seems to have different options and is often unreliable making teaching very difficult. The WesternOnline program is better than the previous system, but still pretty bad. It is not very user friendly or intuitive. It is not at all flexible. It requires too much manual interaction for things that should be technically simple (e.g. duplicating content material for multiple classes of the same course). Specifically regarding support, it would be nice to have simple directions in the classrooms for operating the technology as well as a contact number in case the tech doesn’t work. More clarity of responsibility between UTech and CITR. Better help page for WesternOnline (currently the Help link takes to Desire2Learn company web page with NO tech support or FAQs)

I need a CD drive in my actual classroom computer for teaching English as a Second Language courses. In Summer 2014 (Sallee 226), the old Mac computer I had actually had an optical drive in the computer that I could insert a listening CD. This made teaching SO SO SO easy. Now that the computer is updated, there is NO optical drive and this quite adversely hampers the ease of which I use CDs for listening practice (which is critical to my students’ learning). I must use the DVD player and it is not user friendly when needing to play different tracks, or stop and start within one track.
What do you believe could be done to improve technology support at WIU?

Resources (money)
more site licenses for AMOS software

Please select the features you feel you utilize the most in your online or hybrid classes. You may select up to ten (10).

- Gradebook (143) 80%
- Assignment Dropbox (110) 62%
- Announcements (94) 53%
- Course Calendar (89) 50%
- Discussion Boards (68) 38%
- Online Assessments (68) 38%
- Internal Email (67) 38%
- Learning/Content Modules (58) 33%
- Plagiarism Checking (47) 26%
- Syllabus Tool (43) 24%
- Selective Release (Release of content based on date or member criteria) (30) 17%
- Allow Teaching Assistant (TA) Access (28) 16%

Please rate the frequency of use for the following tools to enhance your teaching:
(CITR's Attendance Tracker)

- Daily (22) 13%
- Weekly (27) 16%
- Monthly (14) 8%
- Yearly (7) 4%
- Never Used (102) 59%
Please rate the frequency of use for the following tools to enhance your teaching: (MASS (Media Application Storage System to upload and share large media files))

- Daily (-) 2%
- Weekly (4) 4%
- Monthly (6) 5%
- Yearly (8) 8%
- Never Used (152) 89%

Please rate the frequency of use for the following tools to enhance your teaching: (Rubrics)

- Daily (2) 1%
- Weekly (20) 12%
- Monthly (14) 9%
- Yearly (18) 11%
- Never Used (109) 67%

Please rate the frequency of use for the following tools to enhance your teaching: (Current Term Course Listing (to download rosters, email students, and text students))

- Daily (16) 9%
- Weekly (54) 31%
- Monthly (51) 30%
- Yearly (10) 6%
- Never Used (41) 24%