

## **Technology at Simmons College**

### **Assessment of Technology Use in Instruction, March 2004**

In March 2004, Technology User Services surveyed Simmons College faculty and staff who are instructors about what technology they own, and how they use technology in their teaching.

**Question 1:** *I am employed at Simmons as:*

	<b>No. of Responses</b>
Faculty	83
Staff	15
Other	2
<i>Total</i>	100

Question 1AA, "specify other": 4 responses

3 categorized themselves as adjuncts, one said s/he is "contracted for an online course."

**Question 2:** *Department*

Text answers provided, summarized as follows:

	<b>No. of Responses</b>
CAS	34
School of Health Studies	18
GSLIS or Libraries	15
School of Management	12
Administrative departments (non-academic)	6
School of Social Work	4
<i>Total</i>	89

**Question 3:** *Number of years you have worked at Simmons:*

Text answers provided, categorized as follows:

	<b>No. of Responses</b>
0-5	40
6-10	19
11-19	24
20+	16

**Question 4:** *Gender*

	<b>No. of Responses</b>
Female	68
Male	27
Other	0
<i>Total</i>	95

**Question 5:** *Simmons supplies a computer in your office. Do you currently own a personal computer?*

	<b>No. of Responses</b>
Yes	95
No	4
<i>Total</i>	99

**Question 6:** *What type(s) of computer(s) do you own?*

	<b>No. of Responses</b>
Laptop	21
Desktop	37
Both	37
<i>Total</i>	95

**Question 7:** *Do you own a Mac or PC?*

	<b>No. of Responses</b>
Mac	15
PC	75
Both	5
<i>Total</i>	95

**Question 8:** *How old is your computer?*

Text answers provided, categorized as follows:

<b>Computer age in years</b>	<b>No of Responses</b>
0-2	61
3-5	37
6+	9
I don't know	1
<i>Total</i>	108

**Question 9:** *If you own a laptop, do you use it in your classroom?*

	<b>No. of Responses</b>
Yes	13
No	51
Don't own Laptop	28
<i>Total</i>	92

**Question 10:** *If so, how do you use it in the classroom?*

Note: multiple answers allowed.

	<b>No. of Responses</b>
Presentation	16
Note taking	3
Research	3
Other	1

Question 10AA, “specify other:” 3 responses

- Demonstration of specialty software
- Specialized software, when I need administrator rights
- Teaching with software

**Question 11:** *What operating system do you currently run on your own computer(s)?*

Note: multiple answers allowed.

	<b>No. of Responses</b>
XP	51
Win2000	17
Win 98	22
WinNT	3
OSX	12
OS 9x	8
Linux	1
I don't know	1
Other	2

Question 11AA, “specify other”: 4 responses

- 3 Windows Millennium
- 2 Windows 95

**Question 12:** *What email programs do you use?*

Note: multiple answers allowed.

	<b>No. of Responses</b>
WebMail	78
Outlook	37
Netscape	26
Other	16
AOL	12
Yahoo	11
Hotmail	9
Entourage	1

Question 12AA, “specify other”: 22 responses

- Apple Mail App (4)
- Assistive technology applications
- Boston University
- Comcast (3)
- Earthlink (3)
- Eudora (4)
- iPlanet Messenger
- Mail.riseup.net
- Mozilla
- Pegasus
- RCN.com
- Verizon WebMail

Cross tabulation between employee type (#1) and preferred email program (#12)

Email Program	Type of Employee					
	Faculty		Staff		Other	
	%	No. responses	%	No. responses	%	No. responses
WebMail	47	62	39	14	50	2
Outlook	21	28	19	7	50	2
Other	16	21	14	5		0
AOL	8	11	3	1		0
Hotmail	4	6	8	3		0
Yahoo	4	5	17	6		0
Entourage		0	0	0		0
<i>Total</i>	100%	133	100%	36	100%	4

**Question 13:** *Is @ Simmons your primary email address?*

	No. of Responses
Yes	66
No	34
<i>Total</i>	100

**Question 14:** *How often do you check your Simmons email account?*

	No. of Responses
Once a week or less often	1
2-10 times a week	17
more than 10 times a week	82
<i>Total</i>	100

**Question 15:** *What software do you use in the classroom?*

Note: multiple answers allowed.

	<b>No. of Responses</b>
PowerPoint	74
Word	55
Dreamweaver	50
Internet Explorer	50
WebCT	50
Excel	34
Minitab	15
Photoshop	15
Other	14
SPSS	9
Access	7
SAS	0

Question 15AA, “specify other”: 26 responses

- Acrobat
- Appleworks
- Assistive technology applications and children’s software
- Benefactor/Datatel related applications
- Filemaker Pro
- Illustrator-database program
- Inspiration (2)
- Library databases
- Microsoft Project
- Netscape
- Networking and security related apps, assembler
- NoteTab
- Photoshop
- Programming languages: Java, Javascript, jGrasp, perl, sPlus, C++
- Quicktime, RealPlayer, ShockWave
- Roxio CD Creator/Toast Titanium
- Safari
- Spartan,chem3d,crystal maker, stark design
- SPC for Excel
- SPSS
- Video software from web and specialized physics software
- Visio
- Web browser
- Web Media Publisher
- WordPerfect

**Question 16:** *What software do students use to complete their assignments?*

Note: multiple answers allowed.

	<b>No. of Responses</b>
Word	89
PowerPoint	57
WebCT	51
Internet Explorer	44
Excel	36
Photoshop	11
Other	9
Dreamweaver	8
SPSS	7
Access	6
SAS	0
Minitab	0

Question 16AA, "specify other:" 14 responses

- Adobe Acrobat
- Assistive technology applications and children's software
- Benefactor
- Flash
- Microsoft Project
- MiniTab
- MS GIF Animator
- NoteTab
- Programming languages: assembler, Java, Javascript, jGrasp, perl, sPlus, C++
- Roxio CD Creator/Toast Titanium
- Safari
- Spartan,chem3d,crystal maker
- SPC for Excel
- SPSS for research stats
- Visio
- Web Media Publisher
- WordPerfect

**Question 17:** *What are your preferred method(s) of saving and transporting files?*

Note: multiple answers allowed.

	No. of Responses
DVD	43
Floppy	42
USB device	42
CD	24
Simmons server	24
Zip	15
Other	6

Question 16AA, “specify other:” 6 responses

- iDisk (remote server)
- iPod
- Laptop (2)
- Portable hard drive (2)

**Question 18:** *What is the best way to inform you of resources and /or changes in User Services?*

Note: multiple answers allowed.

	No. of Responses
Email bulletins	80
Web site	7
Other	5
Handouts	3
Campus announcements	2
Voice mail	2
<i>Total</i>	100

Question 18AA, “specify other”: 5 responses, all “email”

**Question 19:** *What type of technology support do you require in the classroom?*

Note: multiple answers allowed.

	No. of Responses
Equipment Delivery	70
MRS Remote video	32
In-class equipment instructions	28
Connection personal equipment to classroom equipment	19
Software installation	21
Technical troubleshooting	60
Other	2

Question 19AA, “specify other”: 2 responses

- N/A
- Up-to-date video software on computer in classroom.

**Question 20:** *Have you ever needed hardware/software assistance outside of your classroom ( i.e. with your office computer hardware or software)?*

	<b>No. of Responses</b>
Yes	72
No	28
<i>Total</i>	100

**Question 21:** *If so, where did you get help?*

Text answer, but only first answer counted per respondent. Summarized as follows:

	<b>No of Responses</b>
Help Desk	57
GSLIS Tech Lab	7
Other	3
Family/friends	2
Other Simmons staff	2
Other Technology Staff	2
Work/colleagues	2
<i>Total</i>	75

**Question 22:** *What type of assistance did you need?*

75 answered this question. Common answers were categorized as follows:

<b>Type of assistance</b>	<b>No. of responses</b>
Software/application	17
Re/installation (software/hardware)	15
Email	9
Printer (hardware/software)	9
Advice/consultation/general questions	7
Virus/worm/spyware/security	6
Hardware/broken	5
Web CT	4
Computer frozen	2
Internet/network	1

**Question 23:** *How do you prefer to request services or report problems to User Services?*

Note: multiple answers allowed.

	<b>No. of Responses</b>
Phone	63
Email	18
Web site	10
In-person	5
Other	3
Interoffice mail	1
<i>Total</i>	100

Question 23AA, “specify other”: 3 responses

- In person to report problems during class, otherwise email to request advance service
- Notify department secretary
- Notify Kris Foti

**Question 24:** *How would you rate your technical skills with computers and media equipment?*

	<b>No. of Responses</b>
Beginner	11
Intermediate	65
Advanced	24
<i>Total</i>	100

**Question 25:** *How do you prefer to learn about using computers and software?*

Note: multiple answers allowed.

	<b>No. of Responses</b>
One-on-one help	40
Workshop	21
Self taught from exploring	16
On-line software tutorial	14
Other	11
Manuals	3
<i>Total</i>	99

Question 25AA, “specify other”: 11 responses

- All of the above (3)
- Combination of the above (2)
- Depends
- Handouts
- I don't seek to learn much
- Manuals with computer (2)
- Workshops

**Question 26:** *For which software would you like your students to receive training/support?*

Note: multiple answers allowed.

	No. of Responses
PowerPoint	49
WebCT	37
Excel	36
Word	35
SPSS	20
Not interested	15
Access	10
Dreamweaver	10
Photoshop	9
Other	5
SAS	5
Minitab	2

Question 26AA, "specify other": 14 responses

- Adobe Acrobat
- CD Burning
- Email filtering, attaching
- Except for spss, I find my students often know more than me
- Filemaker Pro
- Flash
- Inspiration
- Kelly already does an advanced presentation workshop
- Mathematica, Fortran, Basic
- MySQL
- N/A
- not sure students need anything
- Operating systems (ex. OS X)
- PDAs

**Question 27:** *For which software would you like faculty/staff to receive training/support?*

Note: multiple answers allowed.

	No. of Responses
WebCT	57
PowerPoint	42
Excel	39
Access	31
Dreamweaver	27
Photoshop	27
Word	27
SPSS	23
SAS	16
Other	4
Minitab	3

Question 27AA, “specify other”: 14 responses

- Adobe Acrobat
- Atlas
- CD burning
- Don’t recognize these titles.
- Filemaker Pro (2)
- Inspiration
- Mathematica, Fortran, Basic
- Multimedia support to continue as we currently work with Jamie
- Operating systems (ex. OS X)
- PDAs
- SOAR
- Video clips on CD
- WebMail
- Workshops never really cover the exact questions people have and there is no clear way to ask questions. I have been told that we can't get help that way.

**Question 28:** *What else can User Services do to meet your needs?*

There were a few general patterns, noted in the table below, and many specific comments among the 48 responses to this short answer question.

	No. of Responses
Classrooms: improve media equipment/computer reliability, install permanent equipment in rooms, improve speed of deliveries	9
Workshops/trainings: offer more, online, one-on-one, at night	9
Technology is/staff are doing a great job/provide valuable services	8
Improve customer service/responsiveness	4

Here is a sampling of the comments other than those captured in the table above:

- “Meet with each department staff as a whole to see what they are using, what they need.”
- “...answer the media line at all times.”
- Have same OS/software versions in offices as classrooms. To improve ease of using laptops, have electrical outlets nearer instructor’s stations in classrooms, and more outlets available in labs. The labs are a “wreck.” “[M]ake it easier for us to use our own web pages...”
- Improve/make available weekend Media support.
- “I think User Services personnel are better at responding to technical difficulties in the classroom than they are for problems in general public service areas. These latter areas are just as vital as the classroom situations. I would like to see the same level of attention in both situations.
- “I would like to have the opportunity to learn what other faculty are doing with technology in the classroom, especially what has been used with success. I also would like information about online assignments and how to better make these available to students.
- Offer sessions about buying computers, and sessions for students about “smart usage: security, virus-avoidance, filtering mail so important messages don’t get lost, backing up, etc.”
- “allow users to participate in decision making regarding supported software - allow users to have input in standard hardware configuration - change policy of one size fits all so departments don't have to pay for additional hardware/software - support for non-standard labs - support for linux servers - more reliable classroom equipment.”
- Permanent computer in S411 with zip and document camera.
- “How to edit video tapes?”

- “There are many available services which I greatly appreciate and lovely people. Major issue is with problem equipment which has significantly impacted classes.”
- Access to the file server from home.
- “Its dandy to offer training but if the college is not willing to make the software available to faculty and staff so that they can use it-what's the point. Site license Adobe Acrobat and make that our preferred means of transferring documents electronically.”
- “Faculty need to be invited, personally, to take advantage of all your services. . .”
- “. . .more WebCT support for analysis of online usage. . .”
- “The help desk usually doesn't know how to handle my questions about Word.”
- “Am very interested in portfolio assessment work, but again have very specific needs, I know the assessment area quite well and do not need the general information, need to customize it for SOM and learning portfolios”

**Question 29 :** *Let us know if you want more information mailed to you.*

11 responses, some with specific questions or comments (included in the summary of #28), others just providing contact information.