



# 2004 The Ohio State University Poll Results

Information Technology Questions  
Office of the Chief  
Information Officer



# 2004 Ohio State Poll background

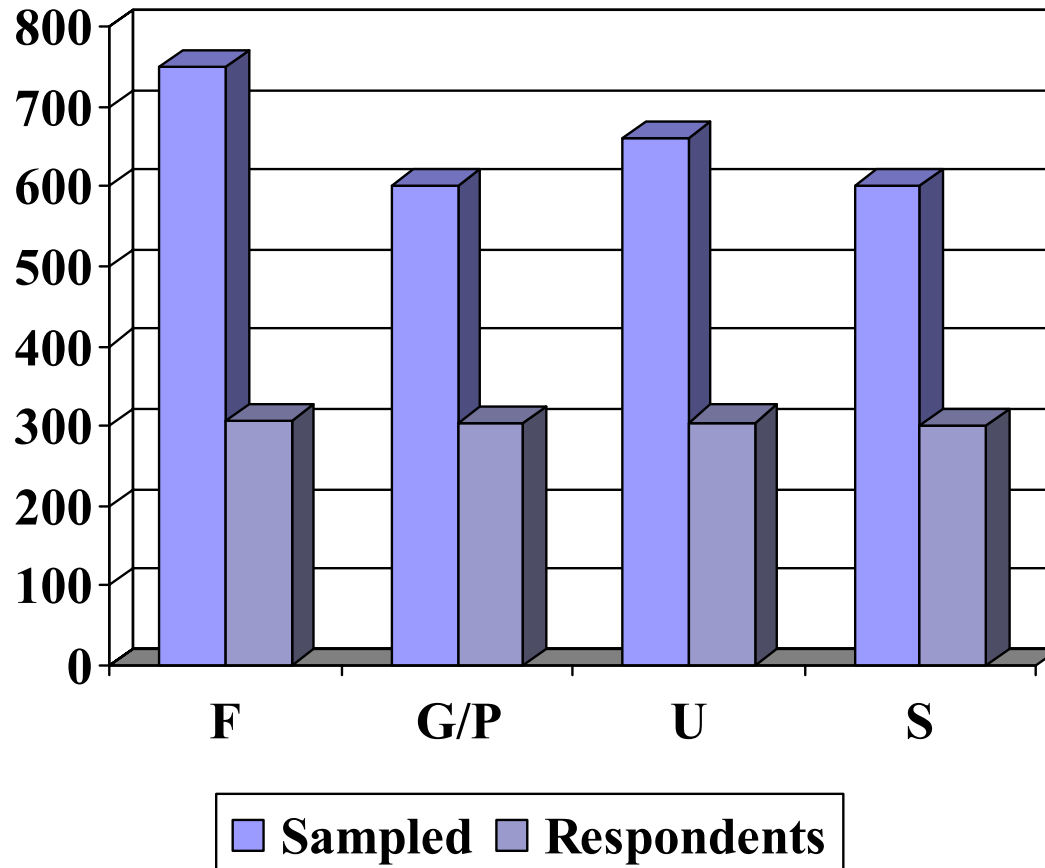
- Conducted between Feb. 15<sup>th</sup> and April 2<sup>nd</sup> 2004
- Survey contained information technology (IT) questions from the Chief Information Officer (CIO), including the Office of Information Technology (OIT) and Technology Enhanced Teaching and Research (TELR)
- Students – first contact was mail; directed to online survey
- Faculty – first contact was phone; given option of online survey vs. phone survey

# 2004 Ohio State Poll background

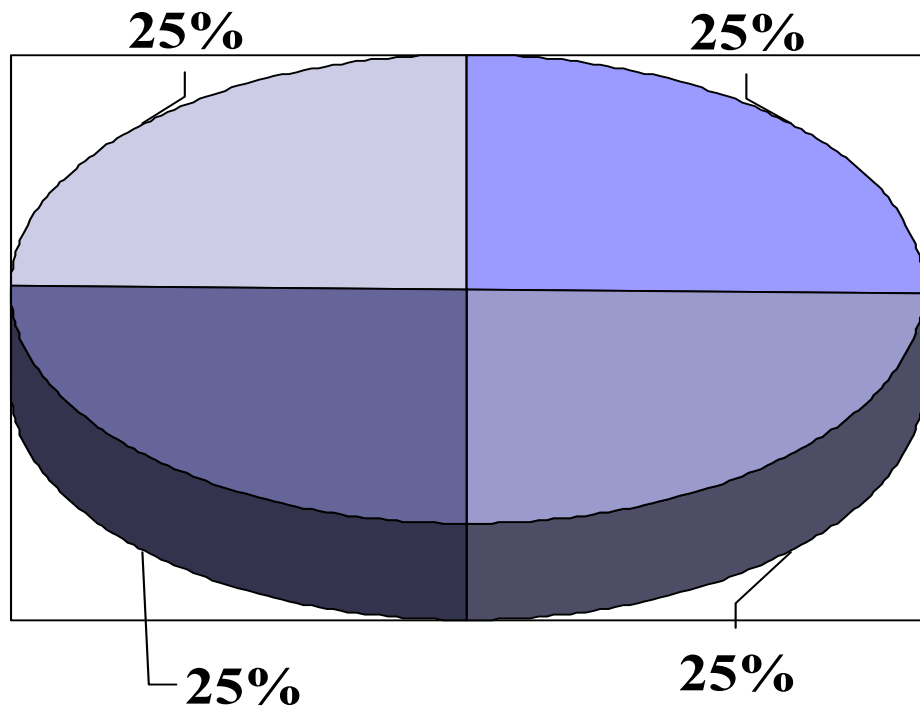
Segment	Sampled	Response Rate	Valid Responses	Valid Response Rate
Faculty (F)	750	43%	306	40.80
Grad/Prof (G/P)	600	52%	303	50.50
Undergrad (U)	660	48%	305	46.21
Staff (S)	600	56%	301	50.17

1215 respondents in total

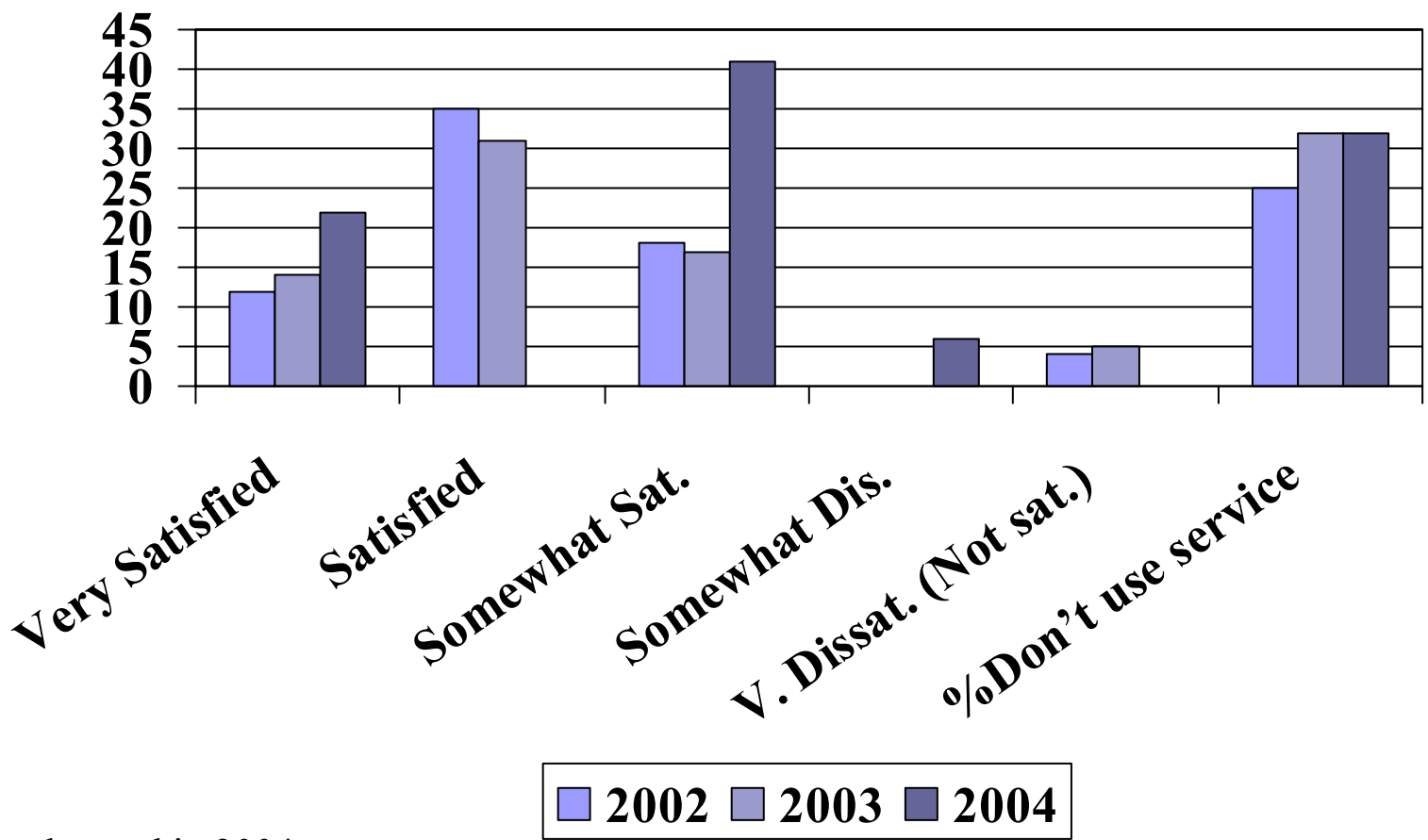
# Response rate



# Respondents

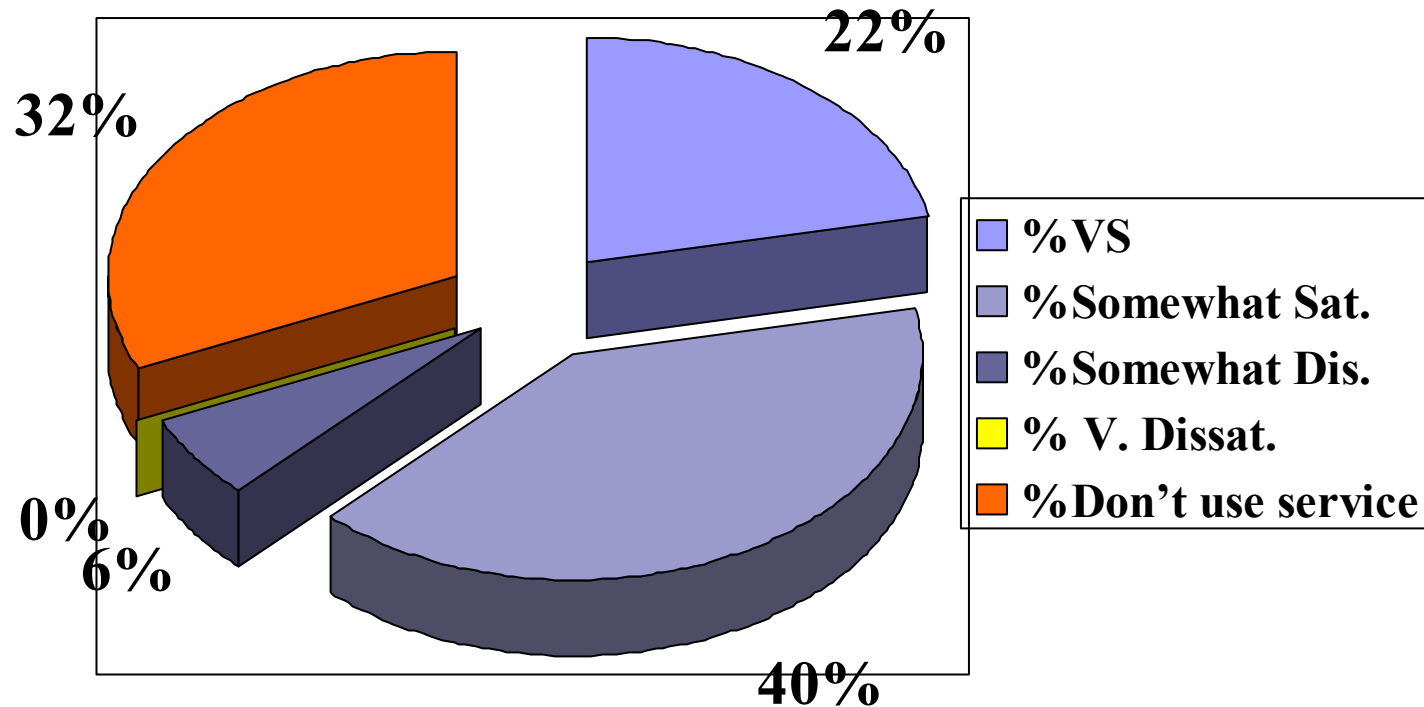


# Satisfaction with CIO instructional support services

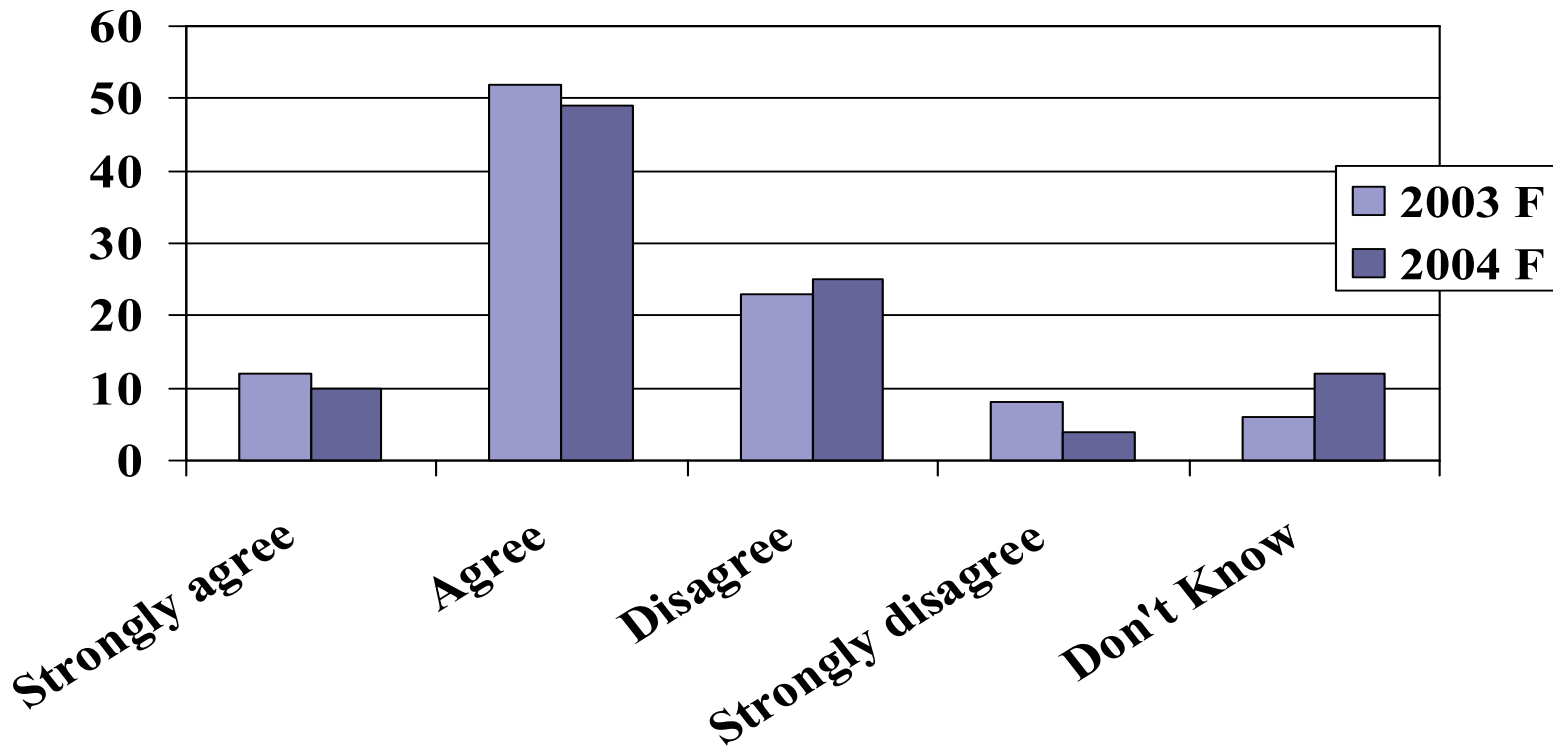


Options changed in 2004

# Satisfaction with CIO instructional support services in 2004

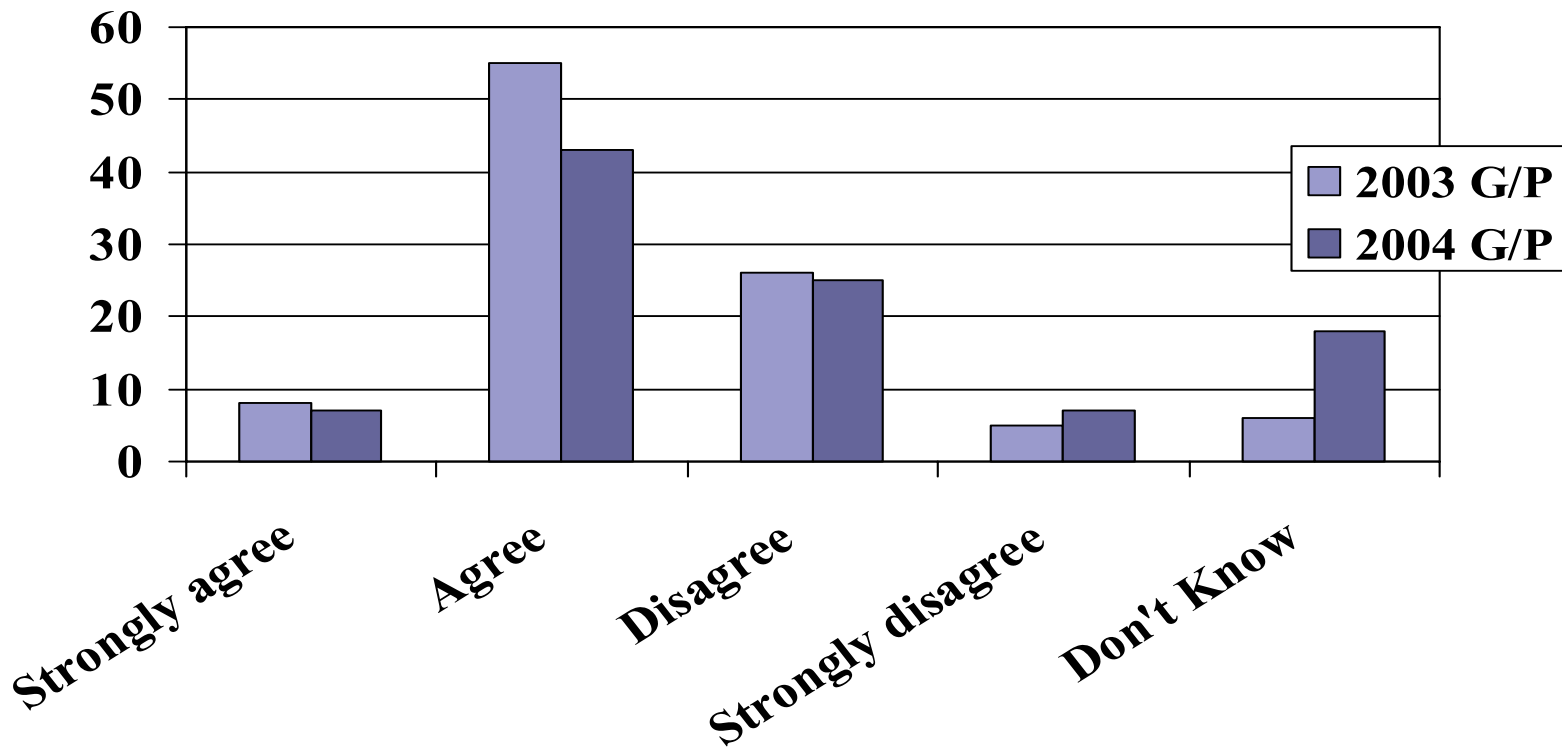


# Faculty satisfaction with CIO communications

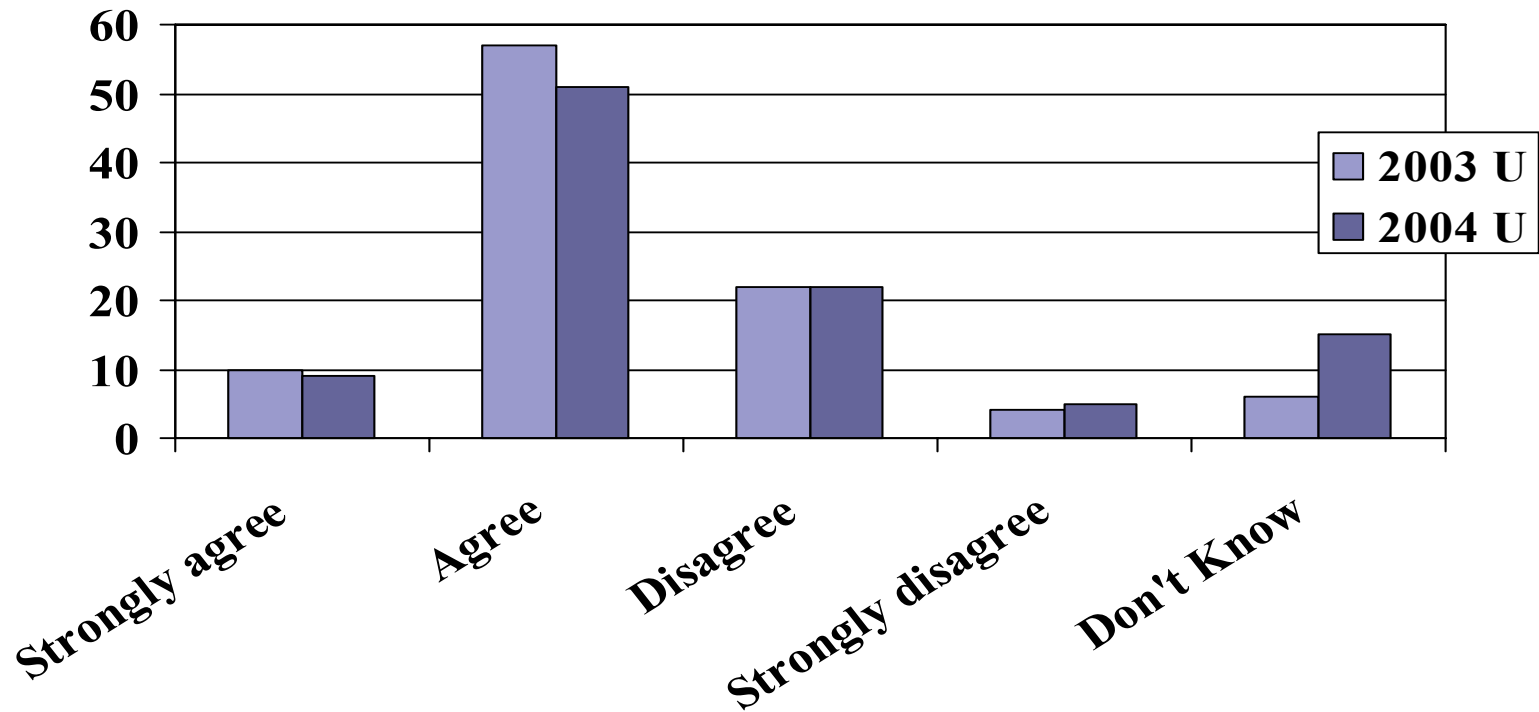




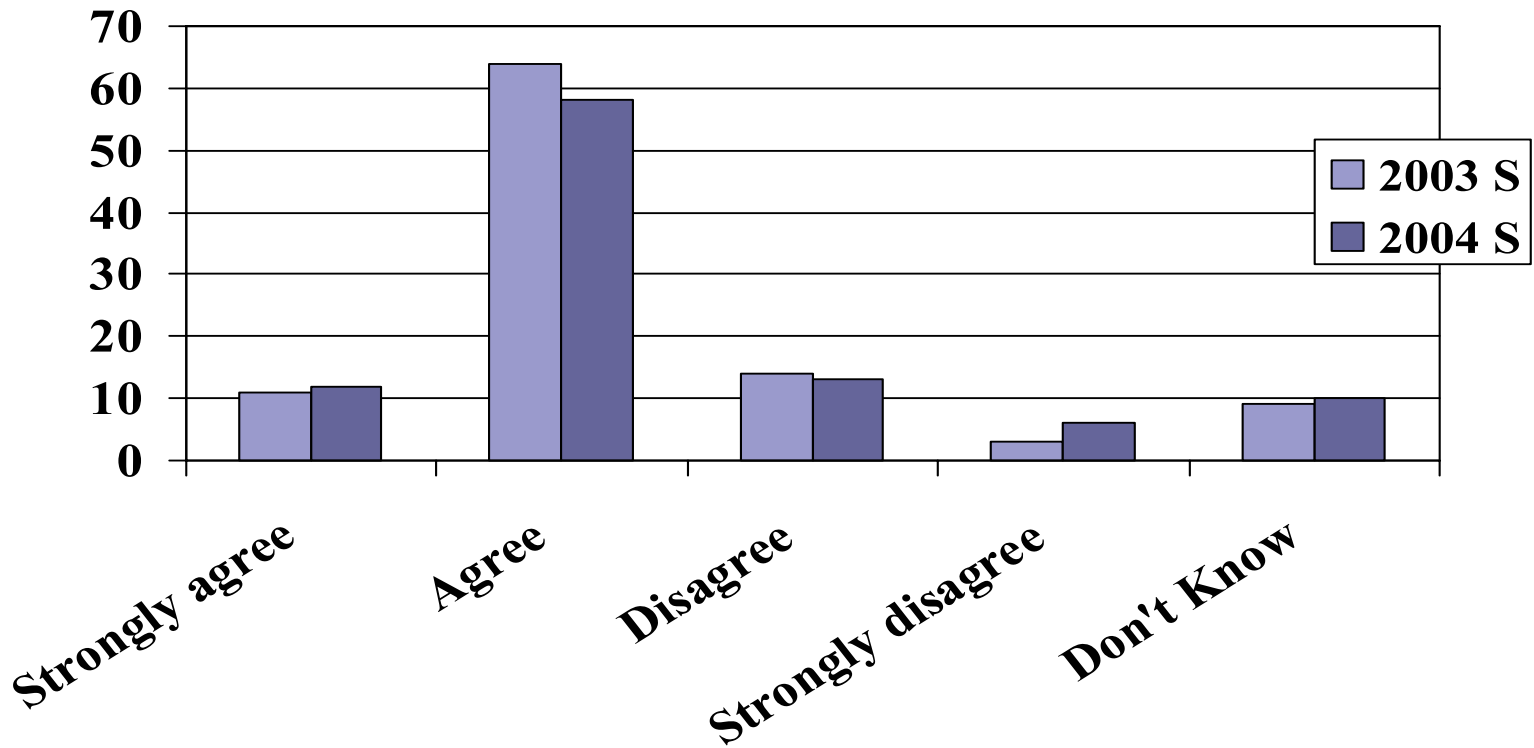
# Graduate/professional students satisfaction with CIO communications



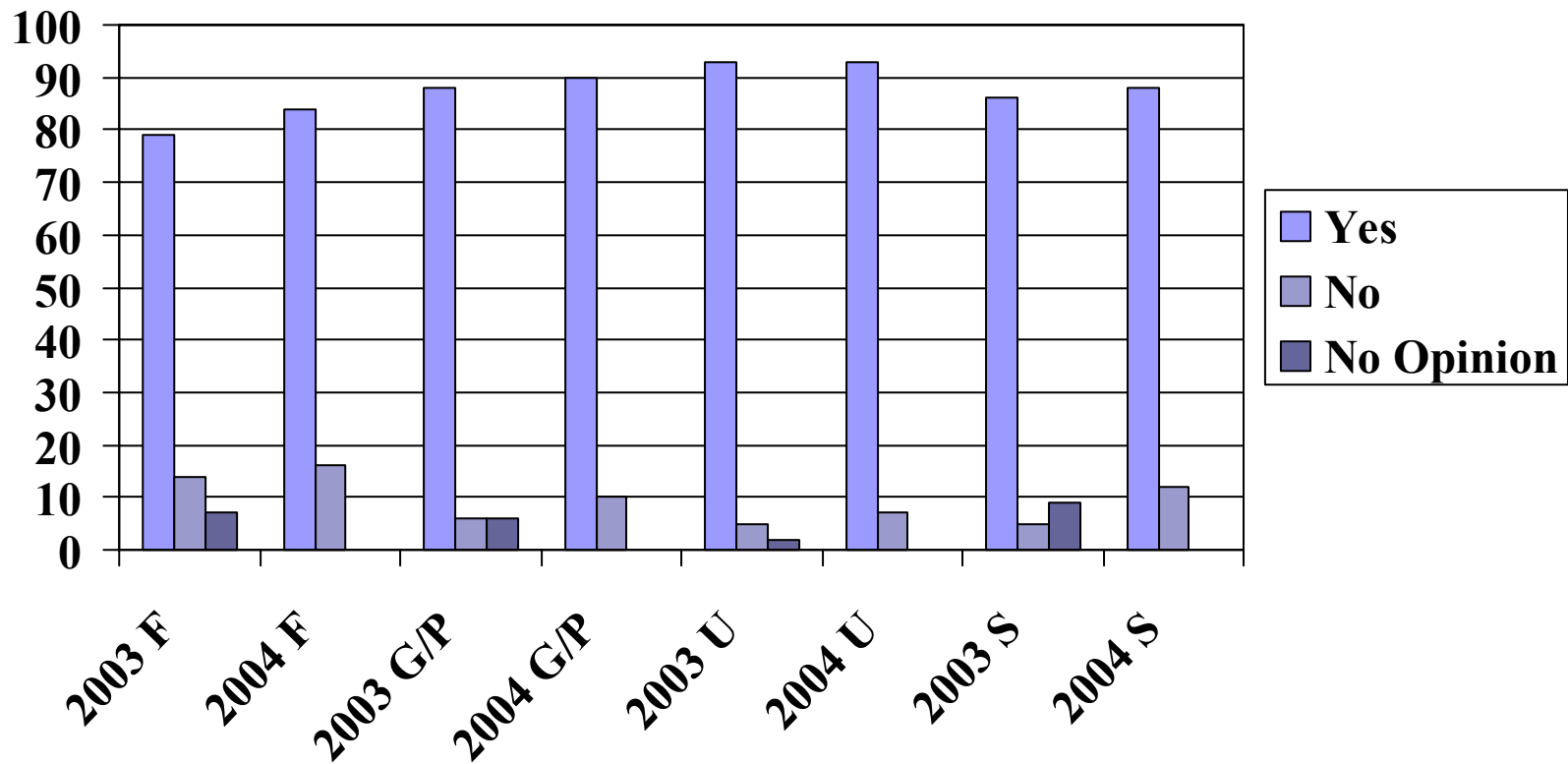
# Undergraduate students satisfaction with CIO communications



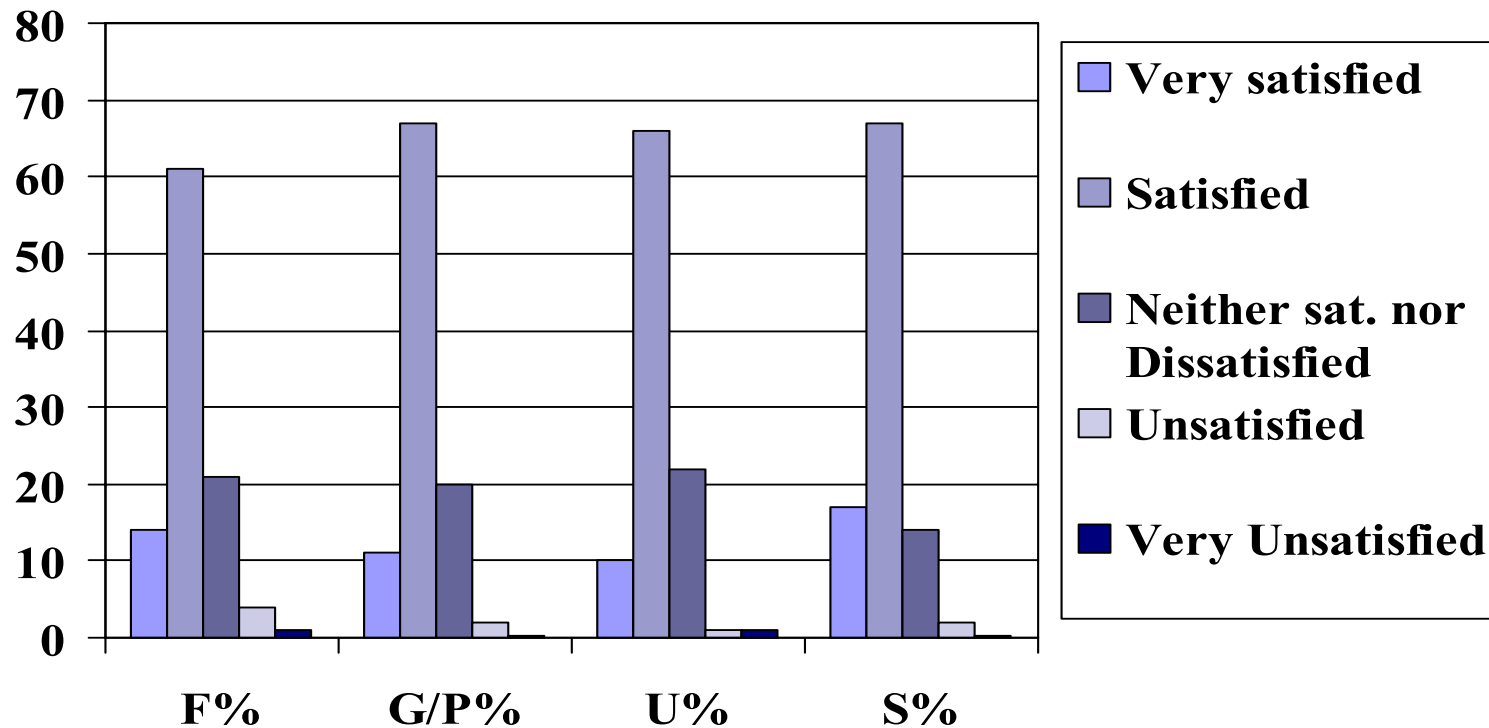
# Staff satisfaction with CIO communications



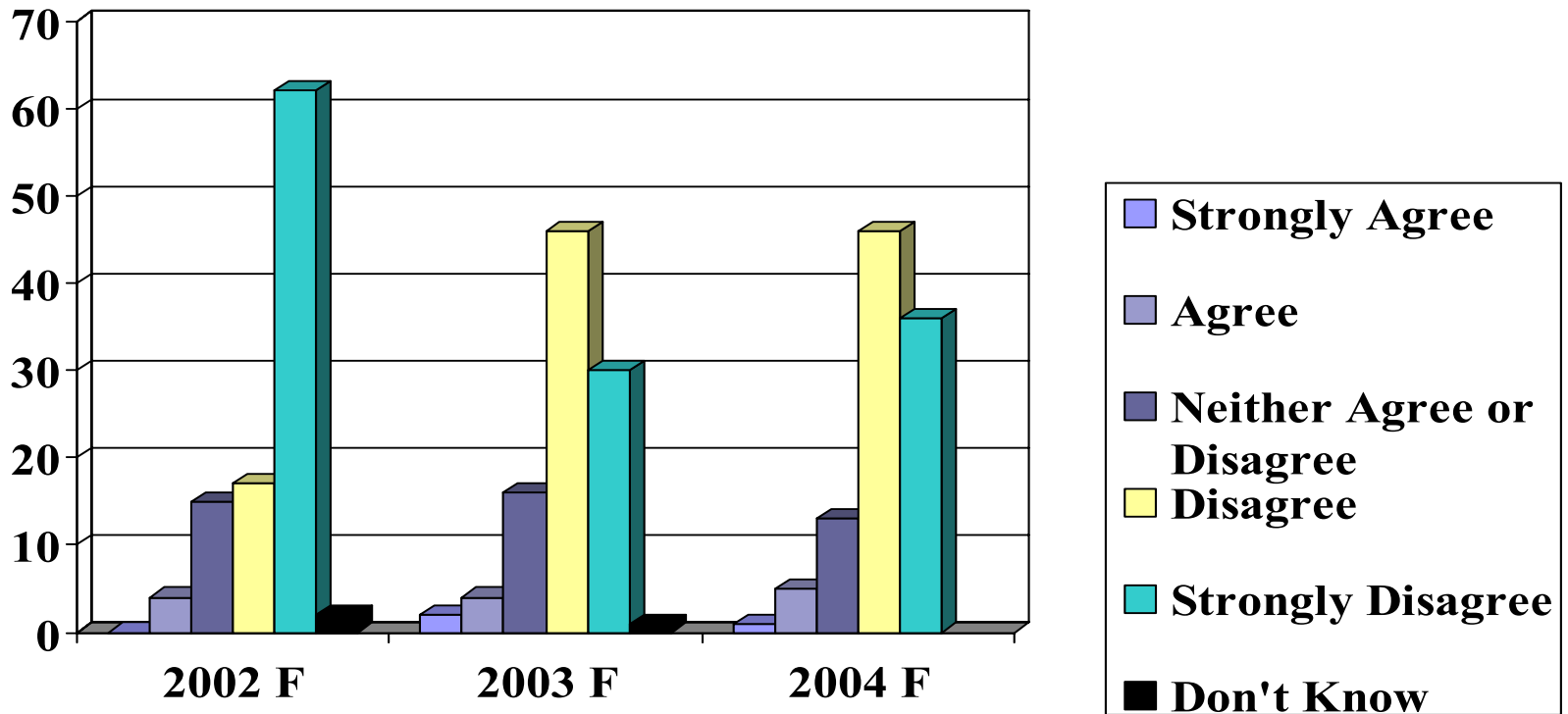
# Ohio State meets your information technology needs



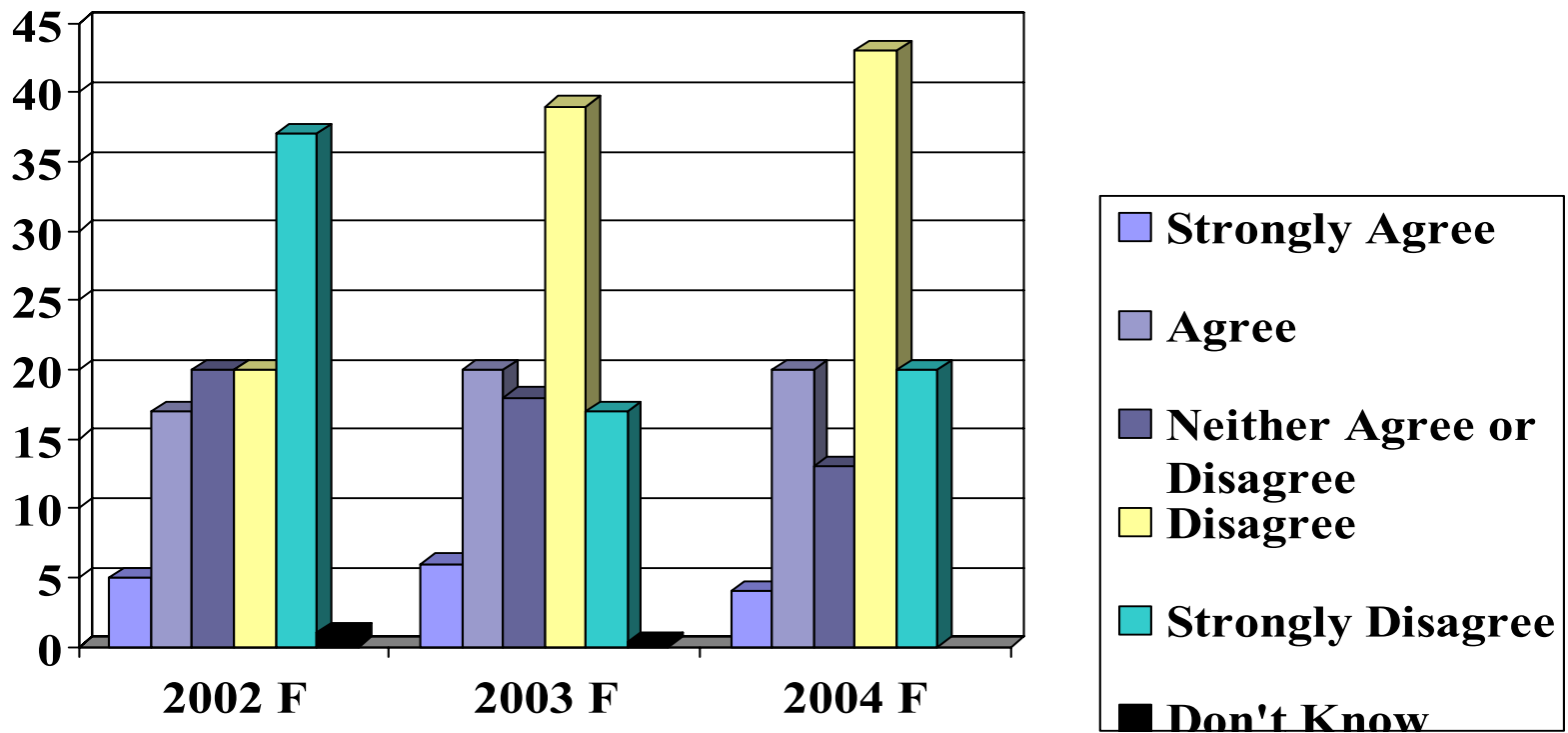
# Satisfaction with IT services at Ohio State



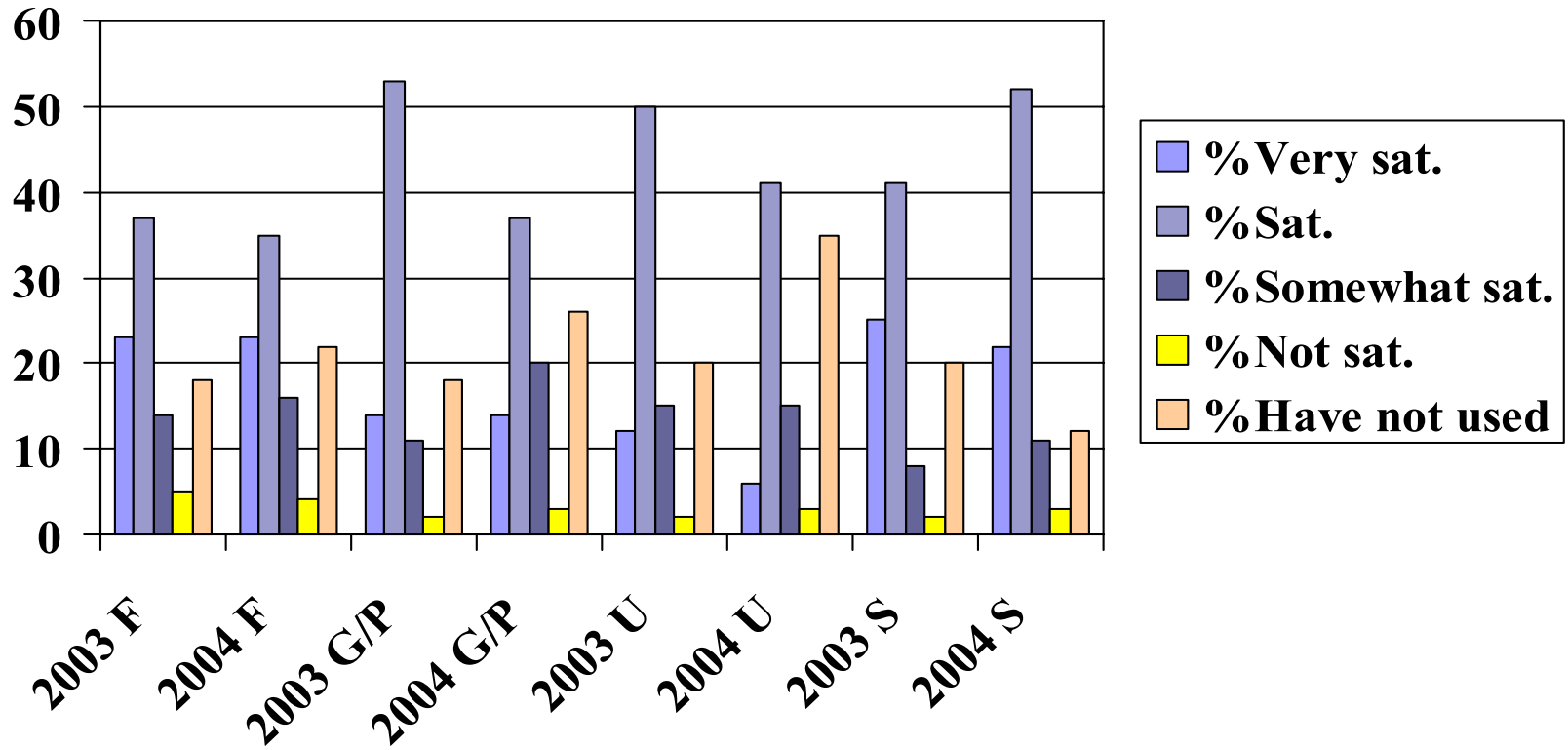
# IT was a factor in coming to Ohio State



# IT is a factor for remaining at Ohio State

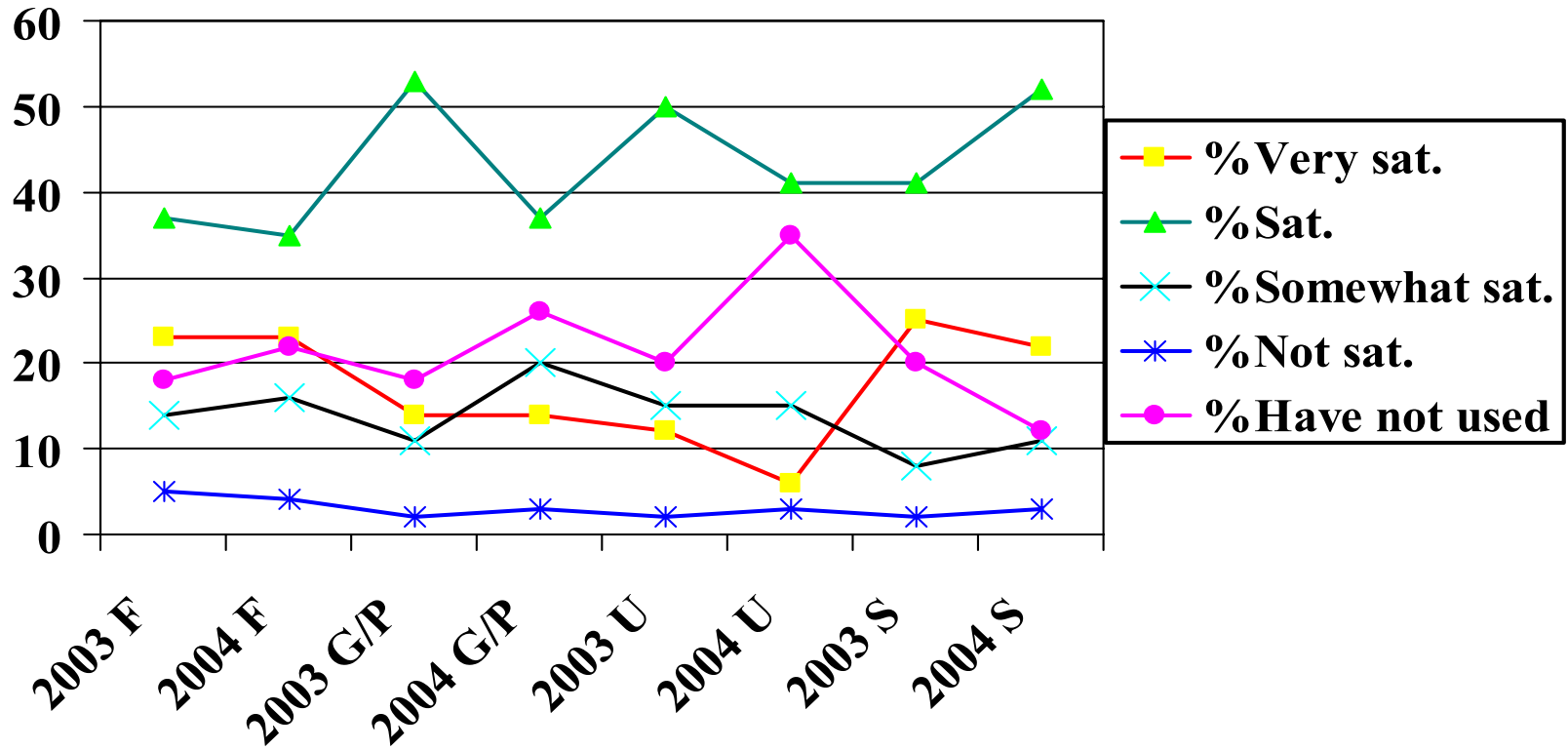


# Satisfaction with helpfulness and responsiveness of other IT support resources at Ohio State

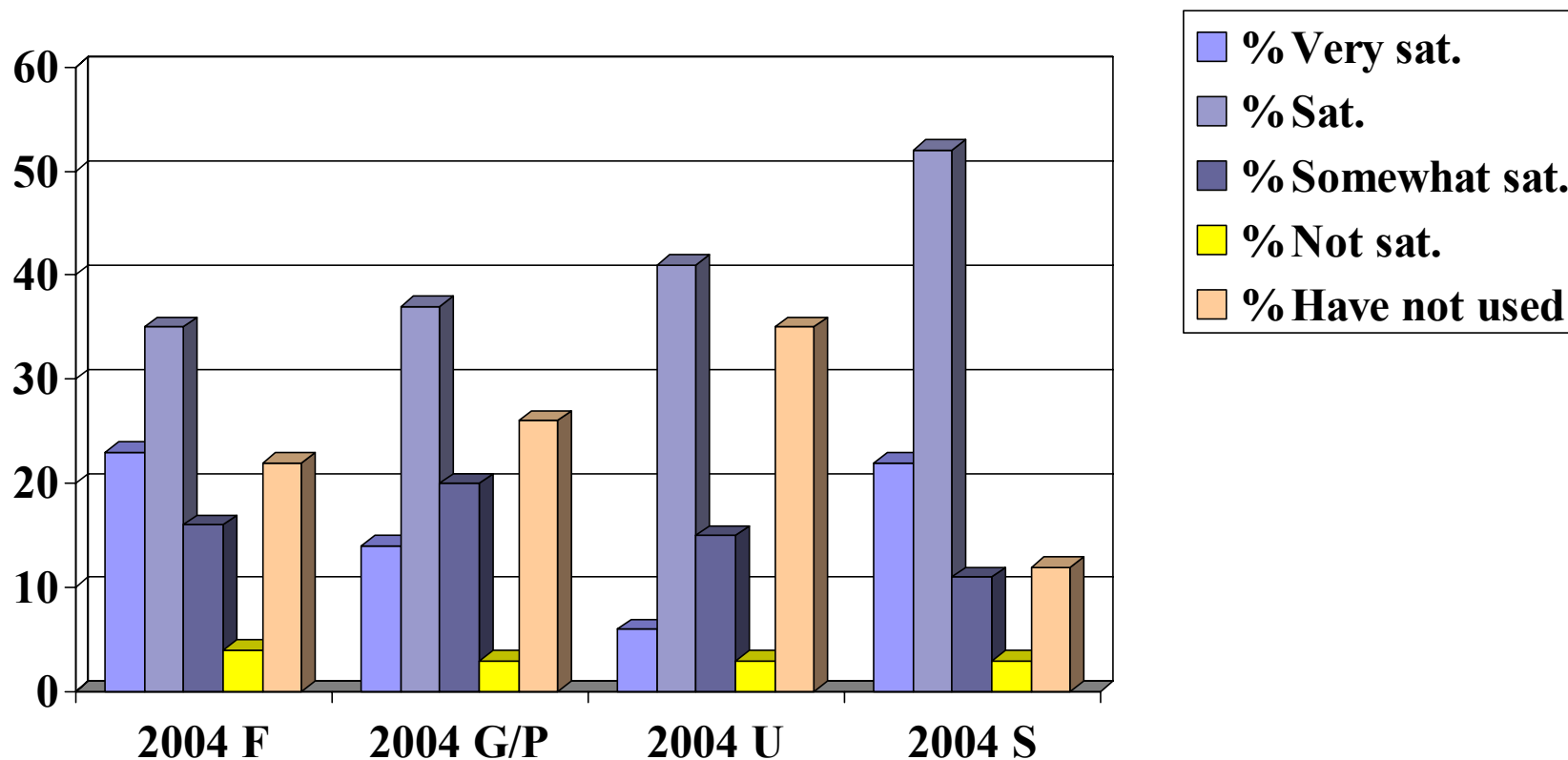




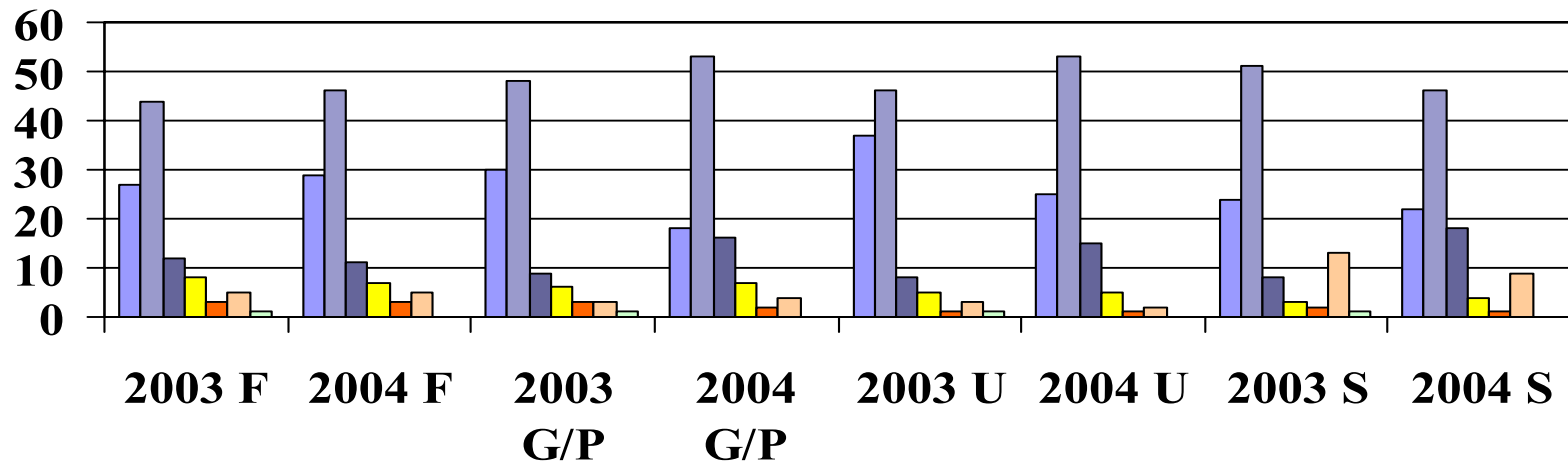
# Satisfaction with helpfulness and responsiveness of other IT support resources at Ohio State (trend line)



# Satisfaction with helpfulness and responsiveness of other IT support resources at Ohio State in 2004

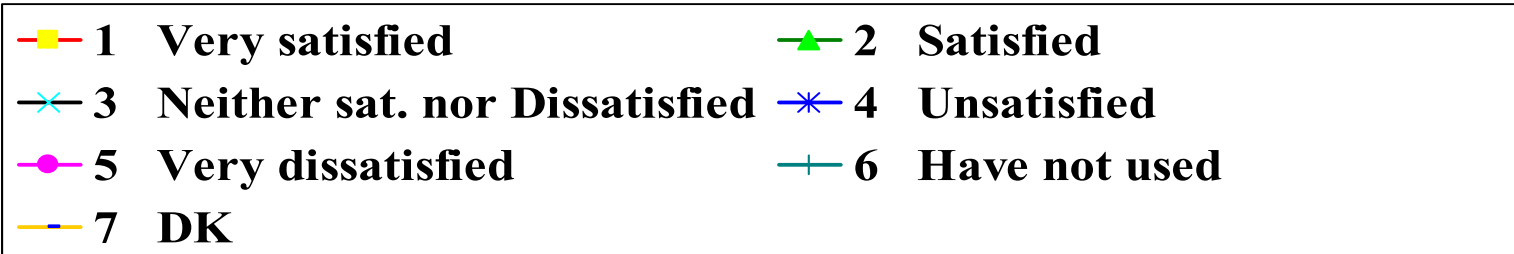
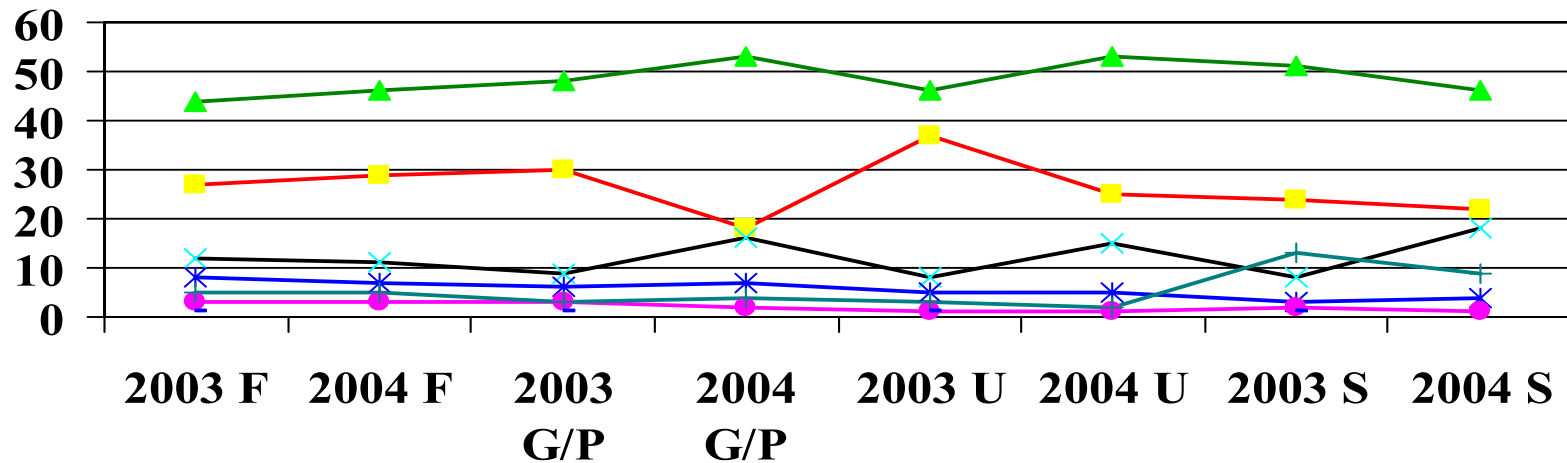


# Satisfaction with the Ohio State central e-mail service

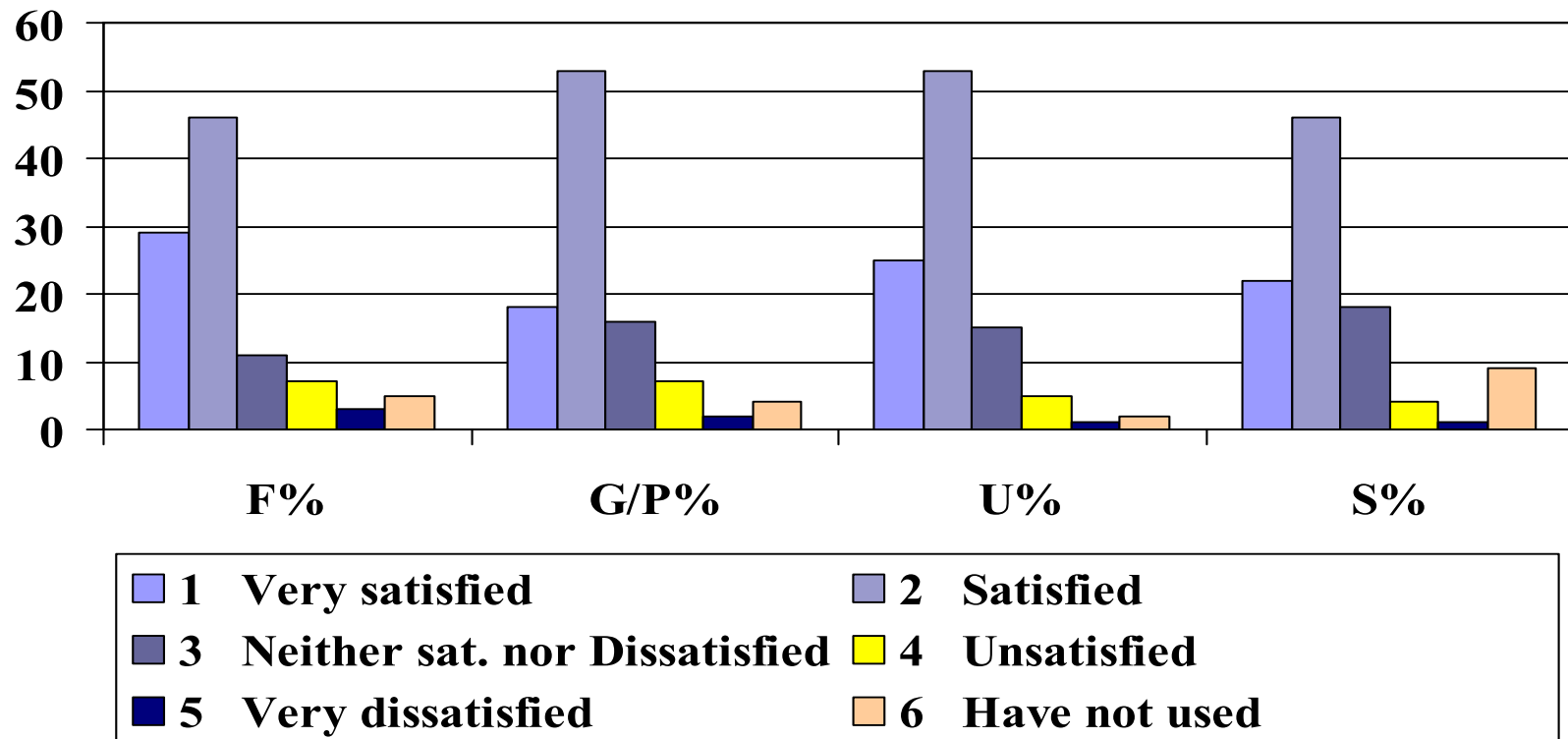


- |   |                               |   |               |
|---|-------------------------------|---|---------------|
| 1 | Very satisfied                | 2 | Satisfied     |
| 3 | Neither sat. nor Dissatisfied | 4 | Unsatisfied   |
| 5 | Very dissatisfied             | 6 | Have not used |
| 7 | DK                            |   |               |

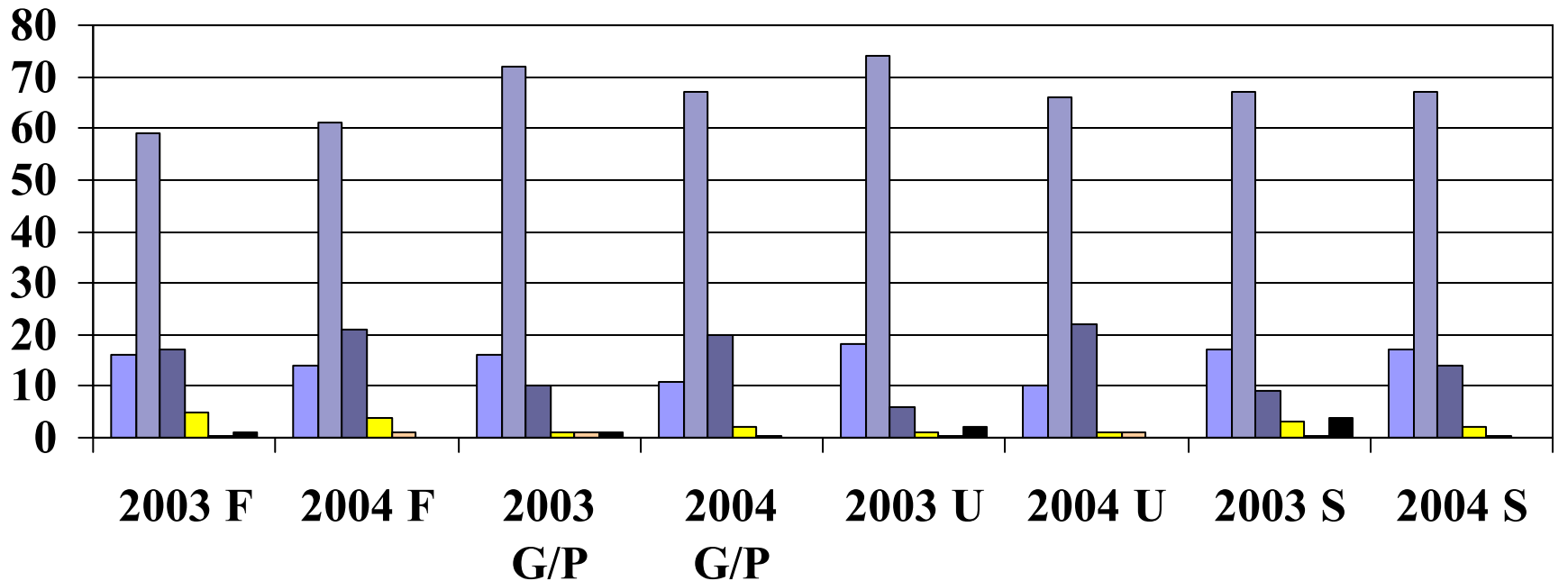
# Satisfaction with the Ohio State central e-mail service (trend line)



# Satisfaction with the Ohio State central e-mail service in 2004

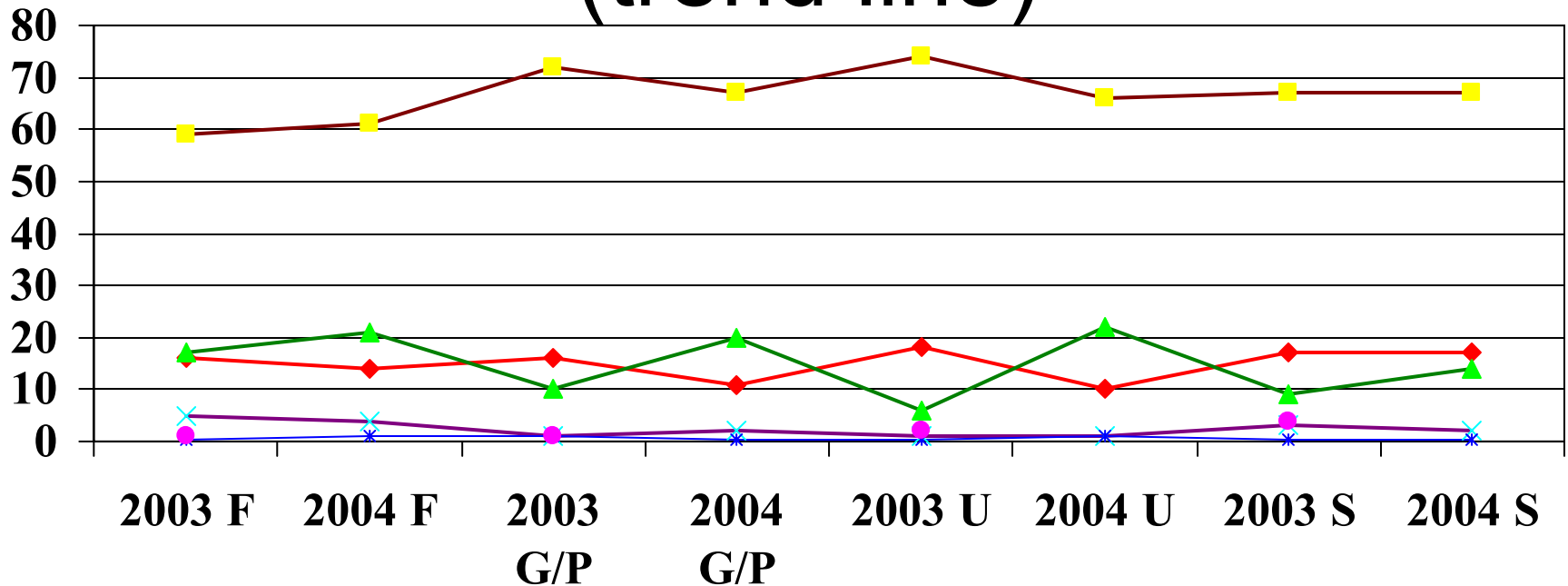


# Overall level of satisfaction with IT services at Ohio State

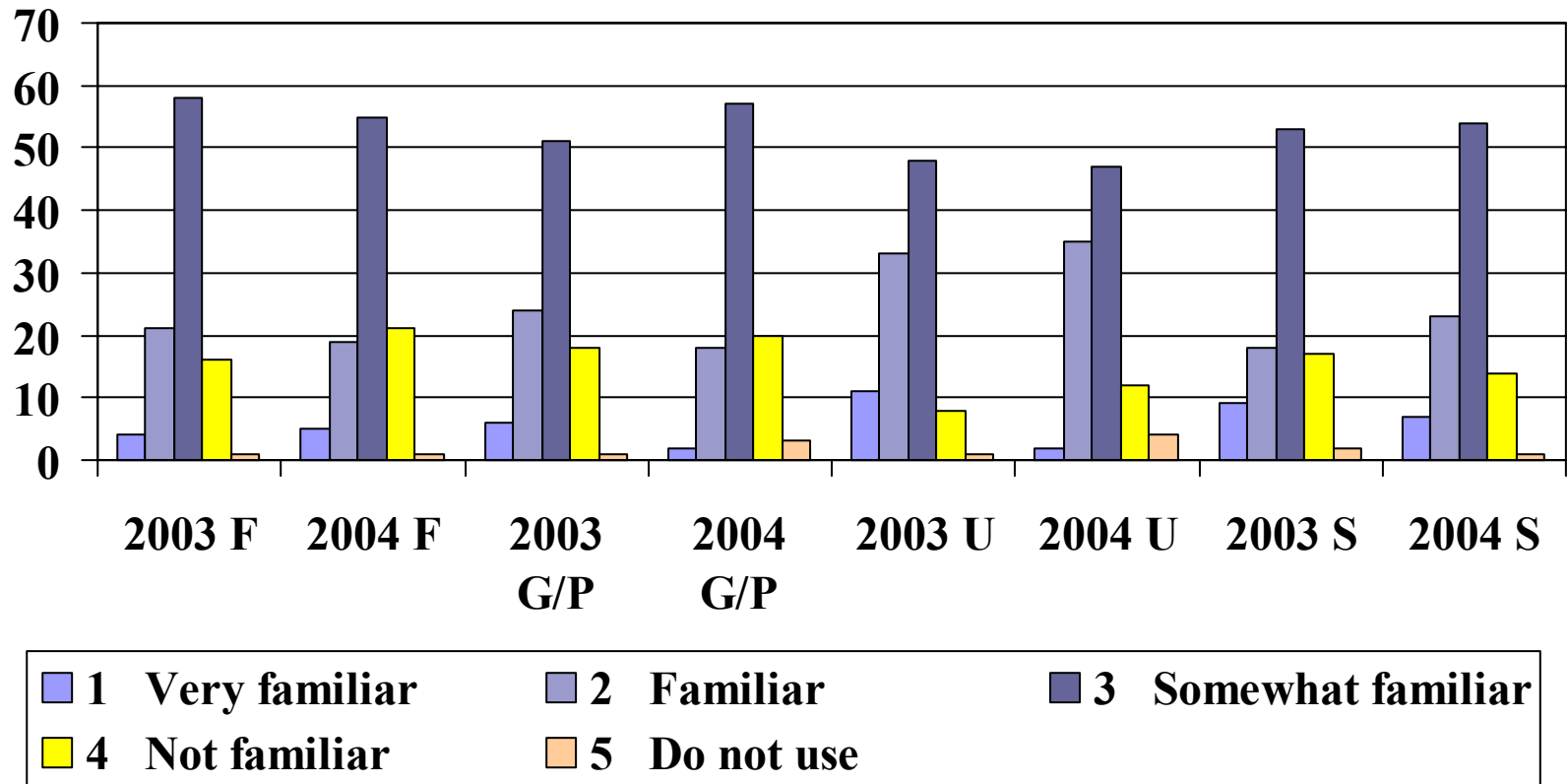


■ Very Sat. 
 ■ Sat. 
 ■ Neither sat. nor dissat. 
 ■ Unsat. 
 ■ Very unsat. 
 ■ Don't Know

# Overall level of satisfaction with IT services at Ohio State (trend line)

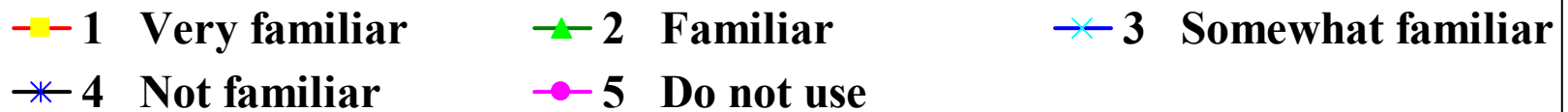
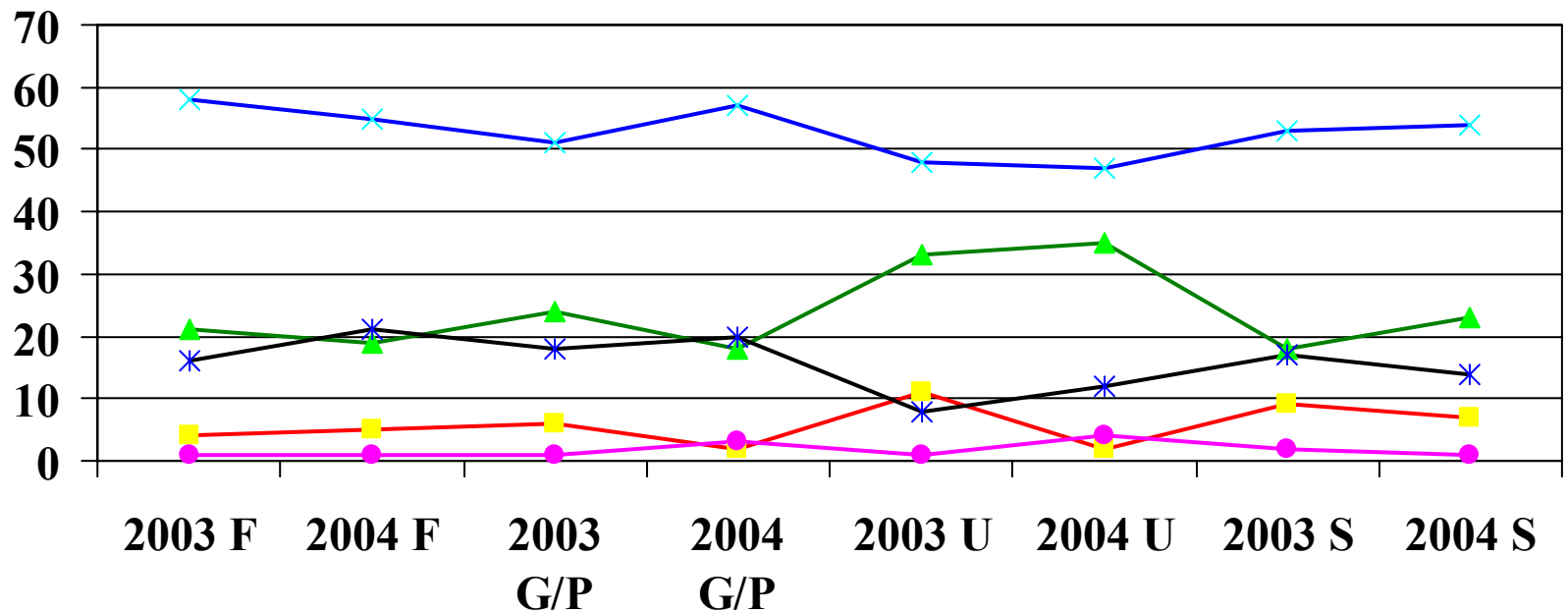


# Familiarity with IT resources





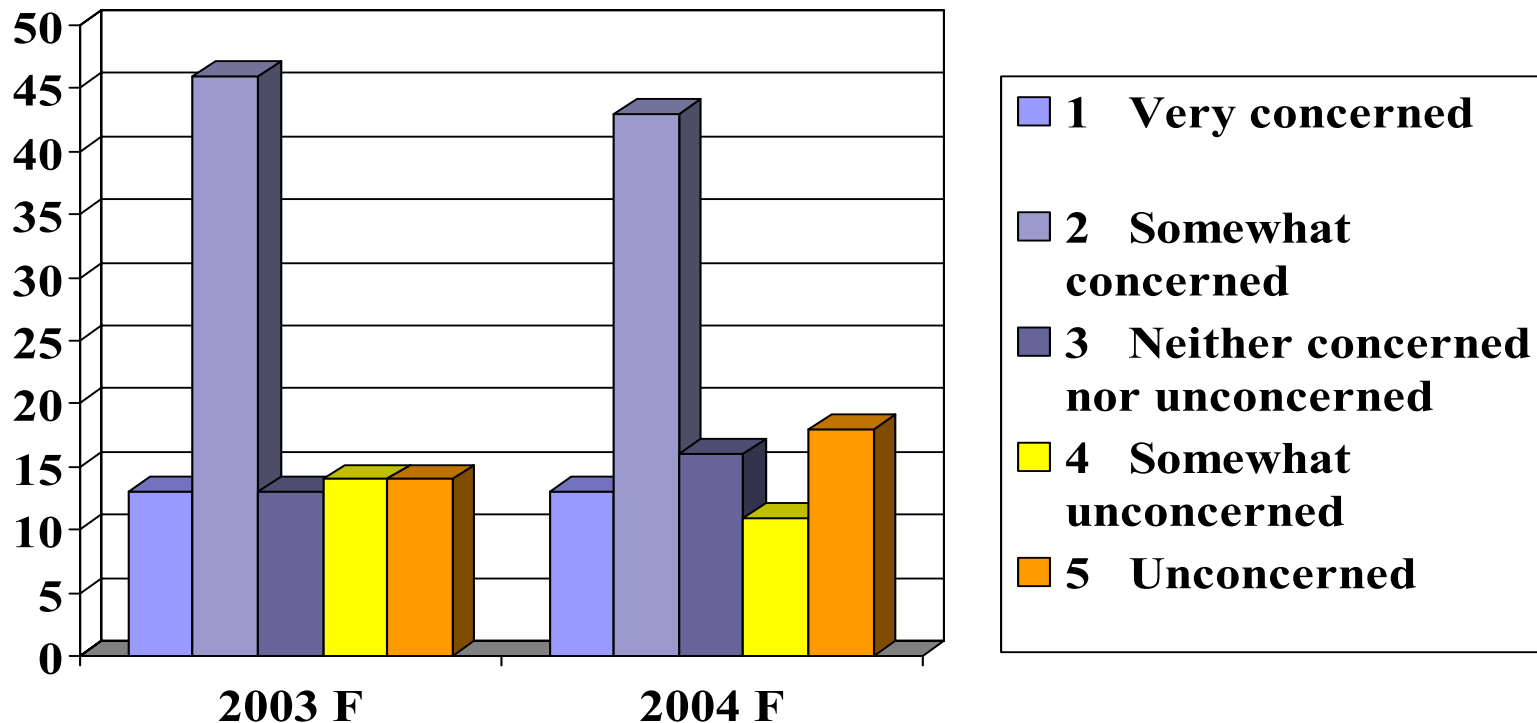
# Familiarity with IT resources (trend line)



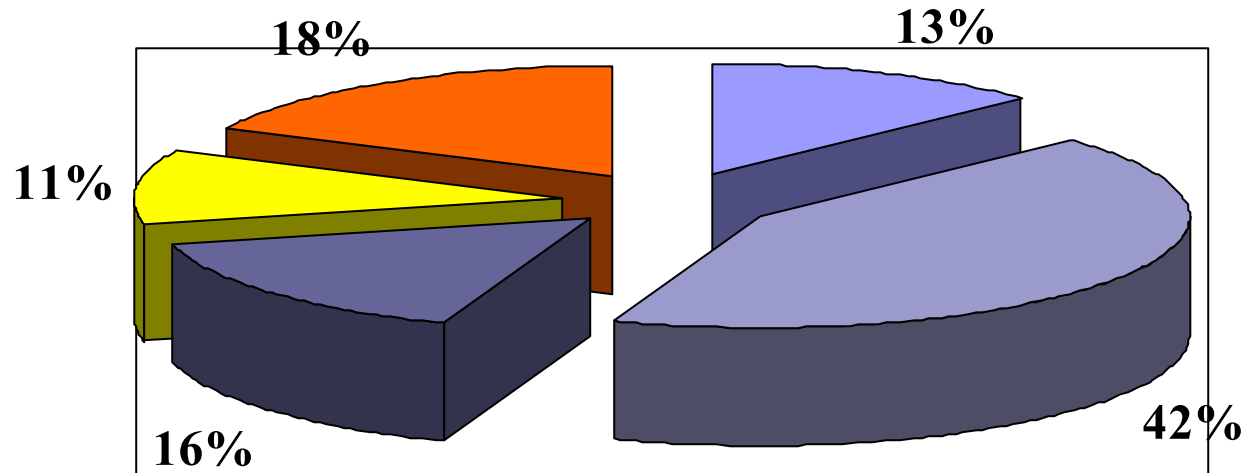
# Familiarity with IT resources

- Very familiar or familiar with IT resources
  - 37% Undergraduate students
  - 29% Graduate/Professional students
  - 30% Staff
  - 24% Faculty

# Faculty concern about security of data

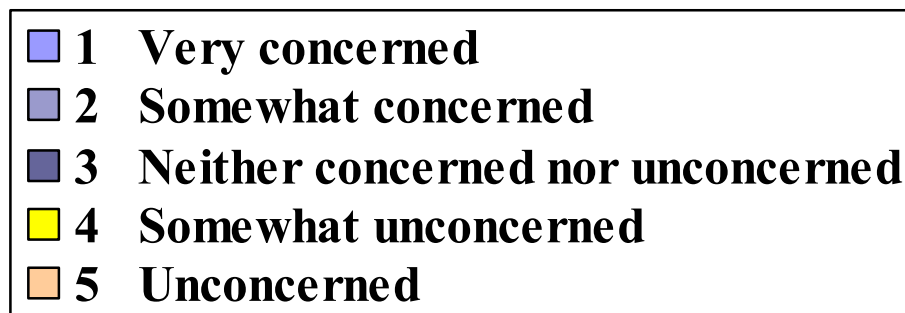
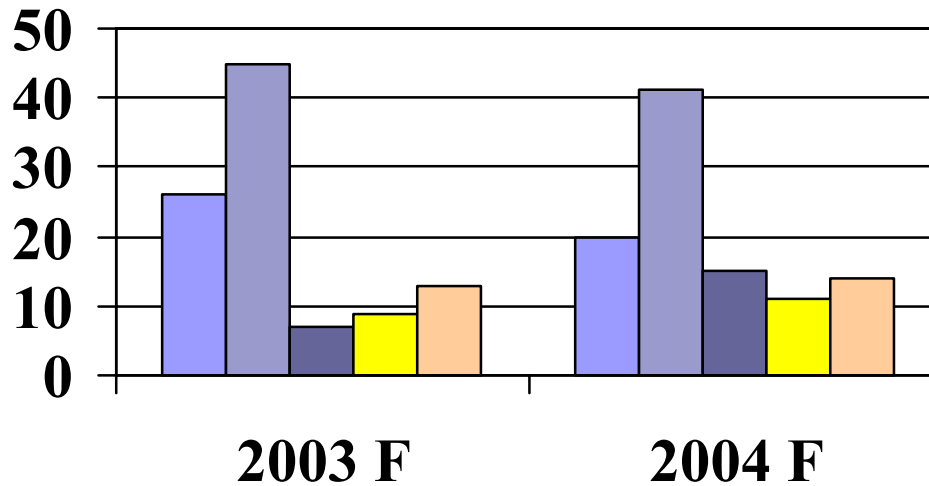


# Faculty concern about security of data in 2004

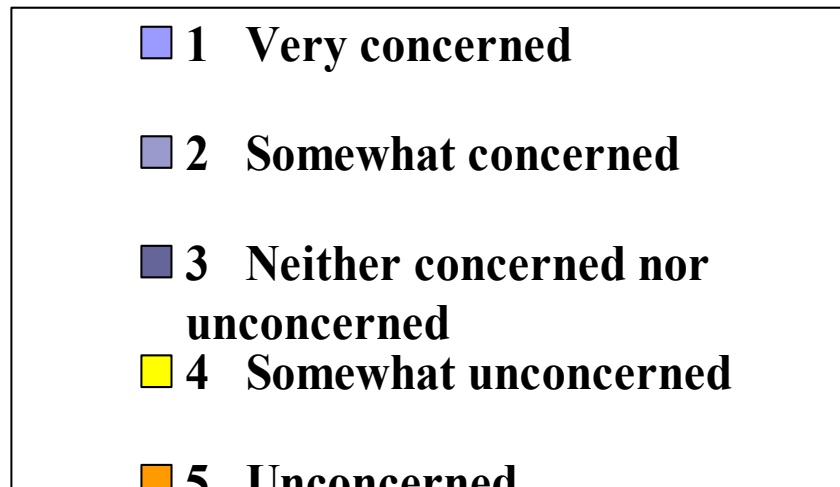
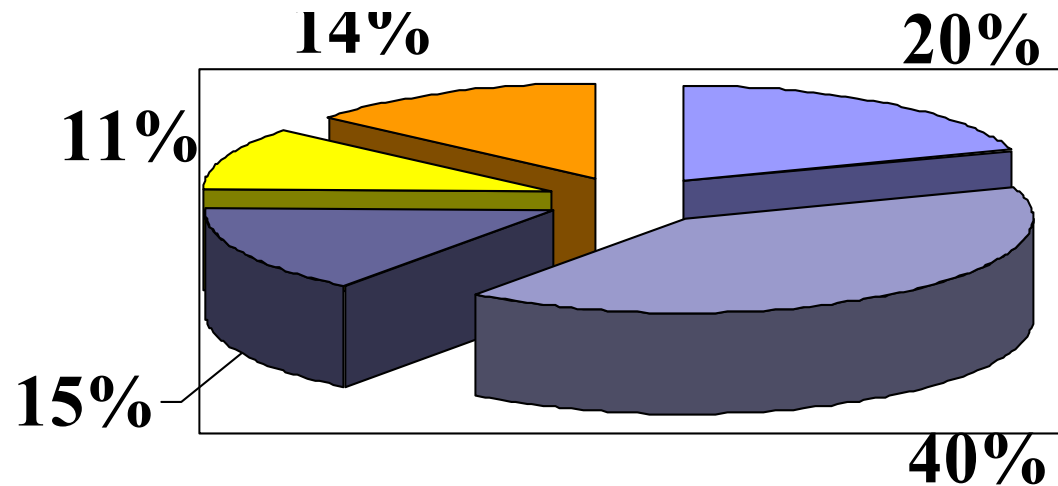


- 1 Very concerned
- 2 Somewhat concerned
- 3 Neither concerned nor unconcerned
- 4 Somewhat unconcerned
- 5 Unconcerned

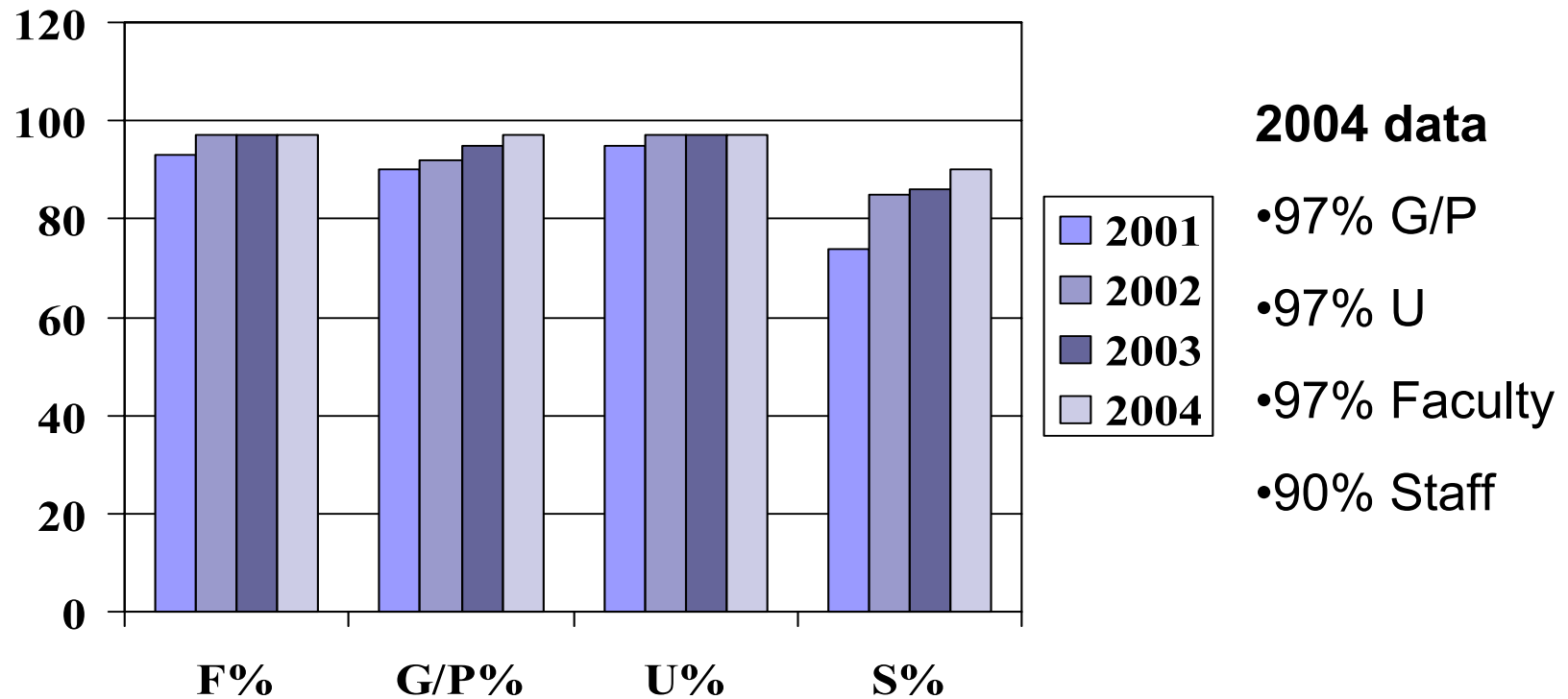
# Faculty concern about privacy of data



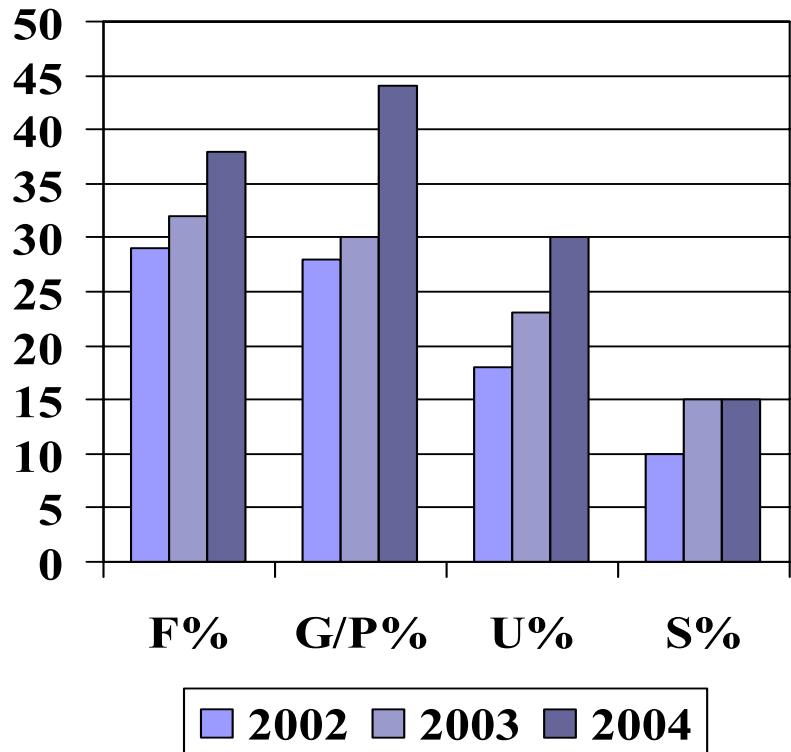
# Faculty concern about privacy of data in 2004



# Home Computers



# Laptop as primary computer among respondents having home computers

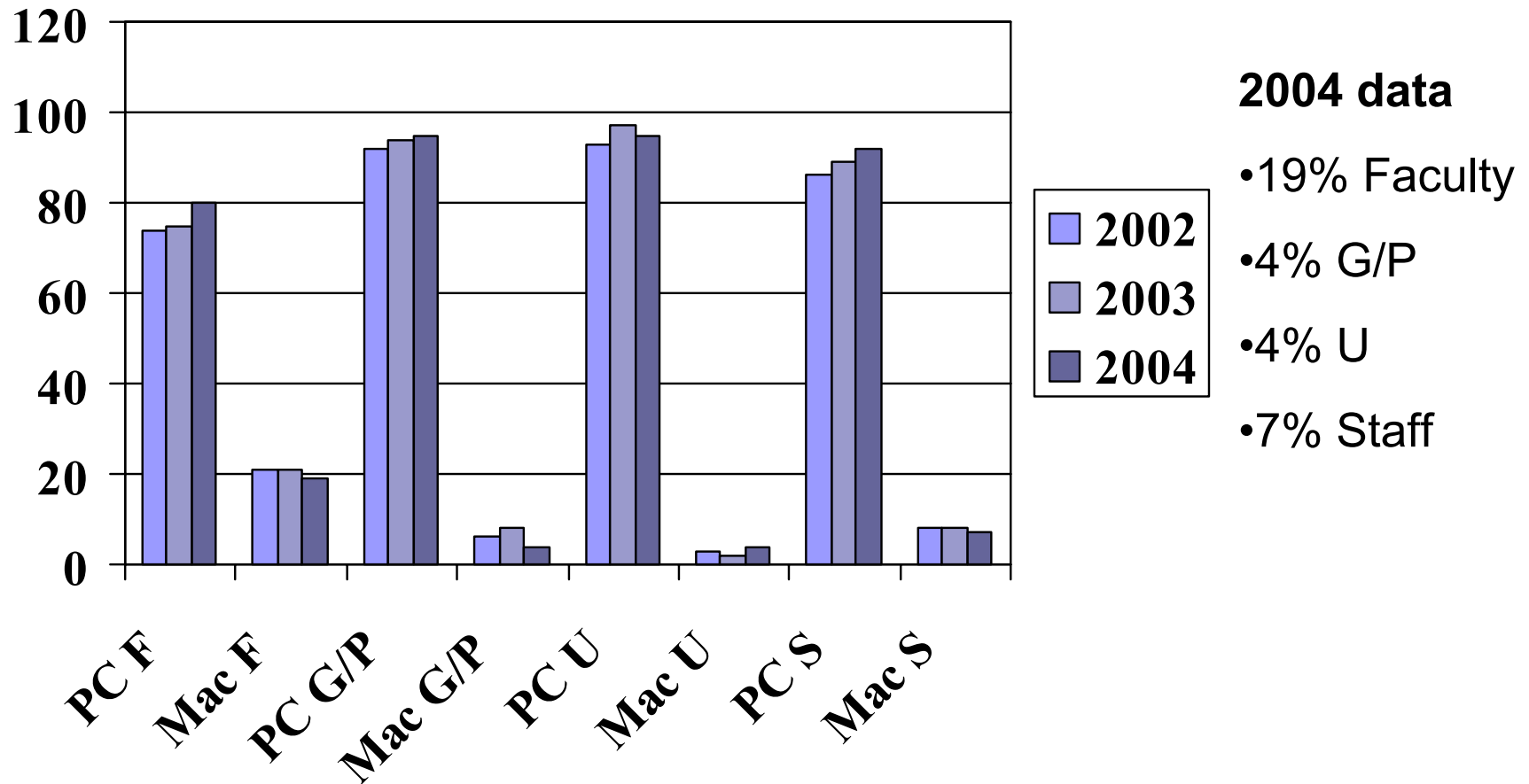


## 2004 data

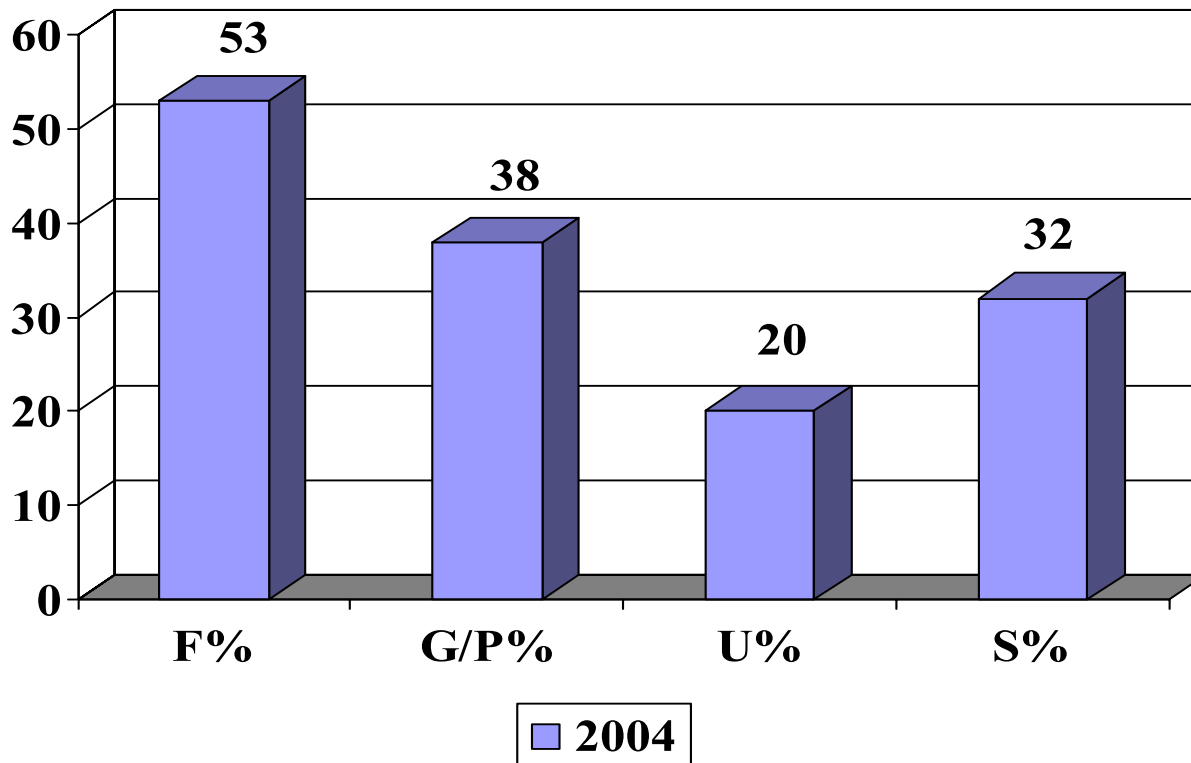
- 38% Faculty
- 44% G/P
- 30% U
- 15% Staff (unchanged from last year)



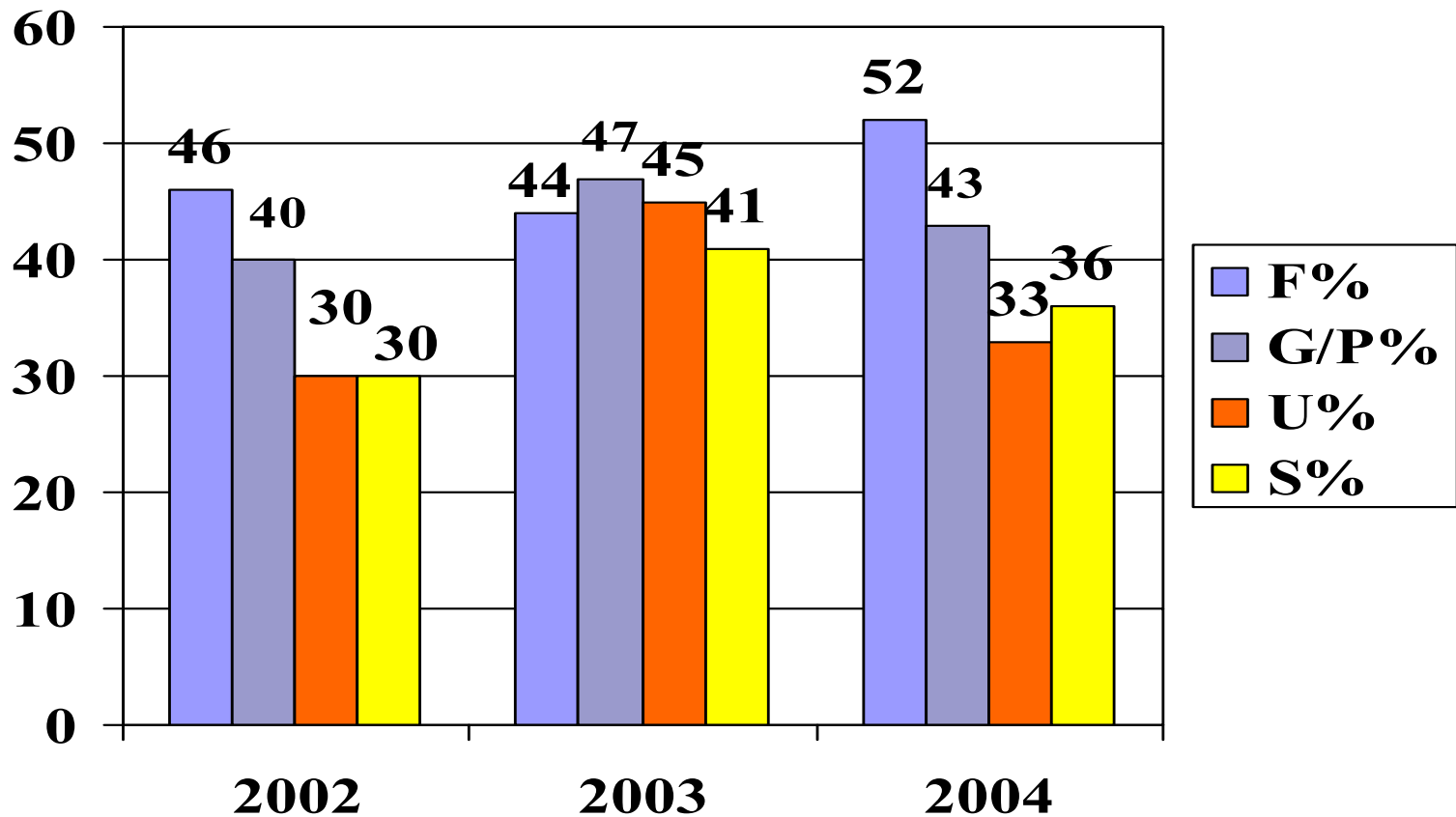
# Windows PC vs. Mac as primary platform



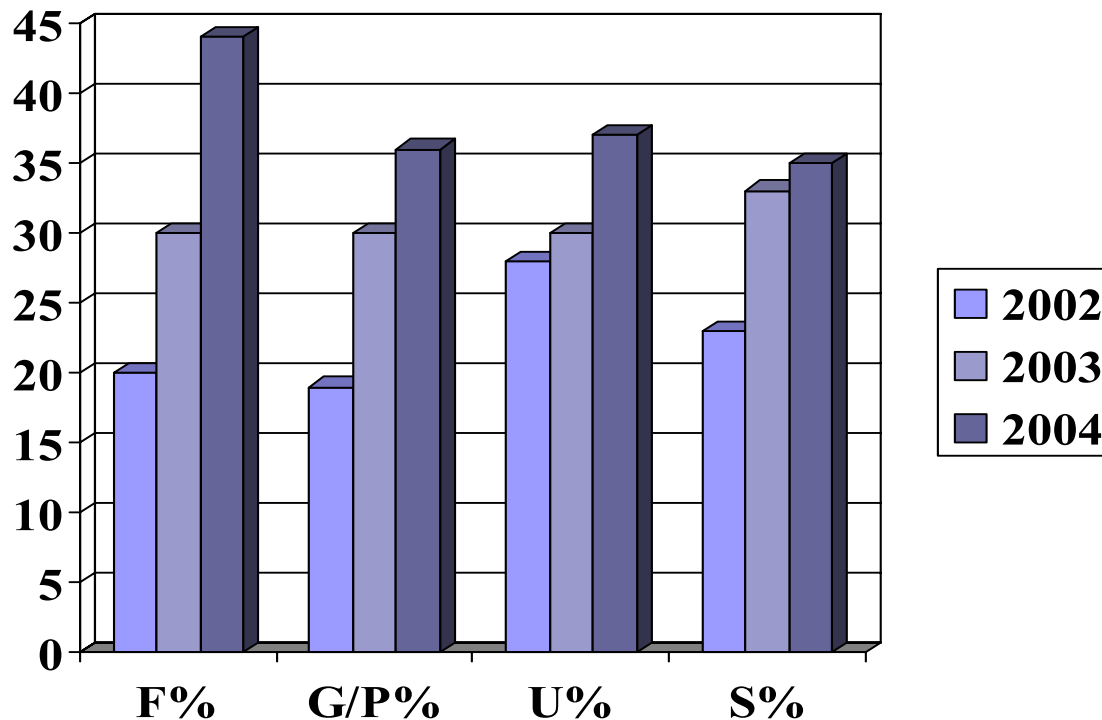
# Presence of two or more computers at home in 2004



# Laptops as Secondary computers

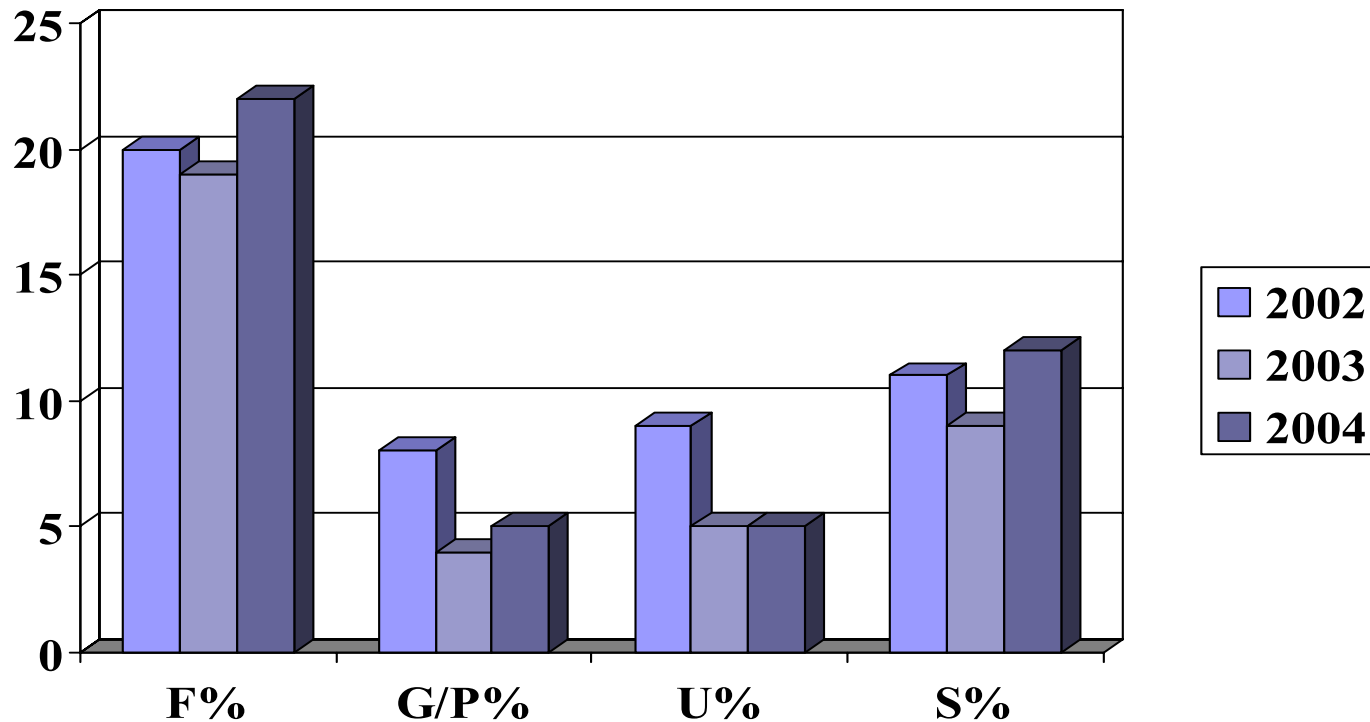


# Use of wireless connection for secondary computer

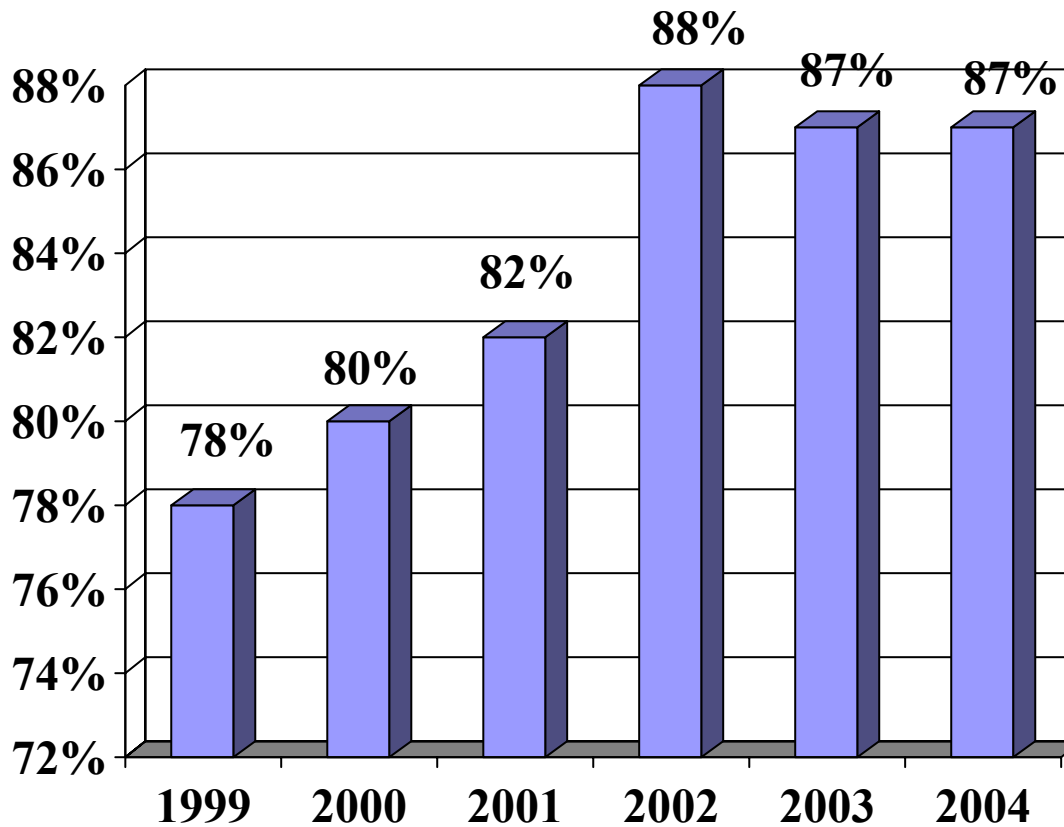


- Over 1/3 of all groups reported wireless connections for secondary computers in the 2004 poll

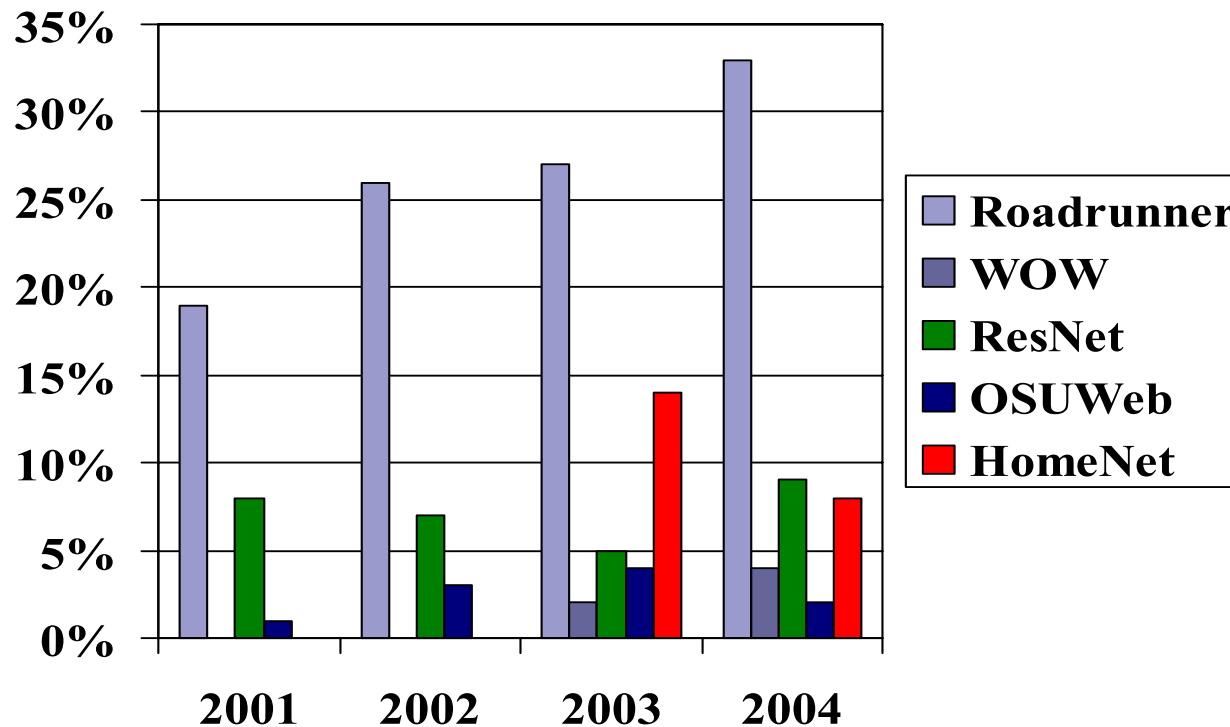
# Mac platform for secondary computer



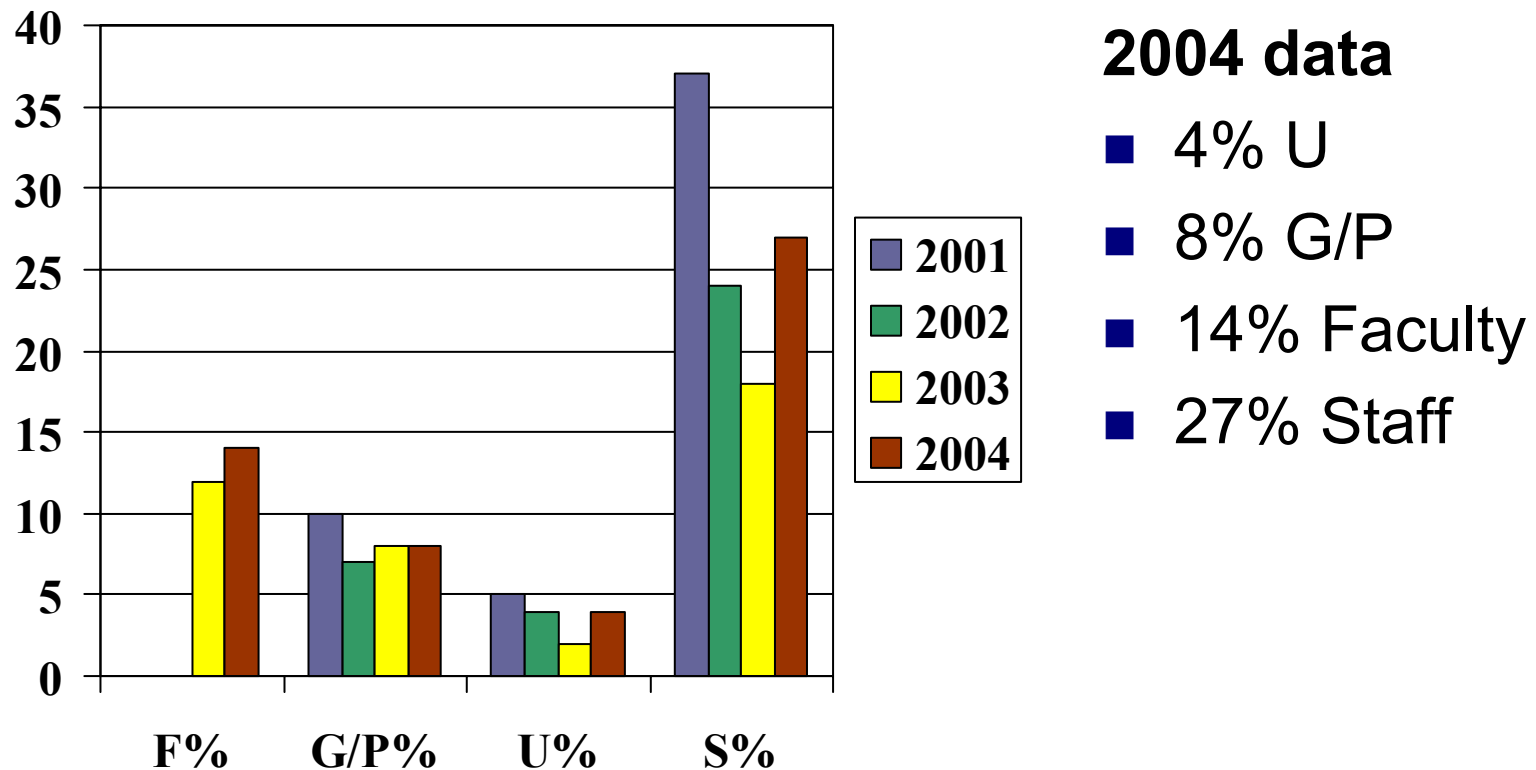
# Presence of home Internet Service Provider (ISP)



# Primary home ISP used to connect to university network



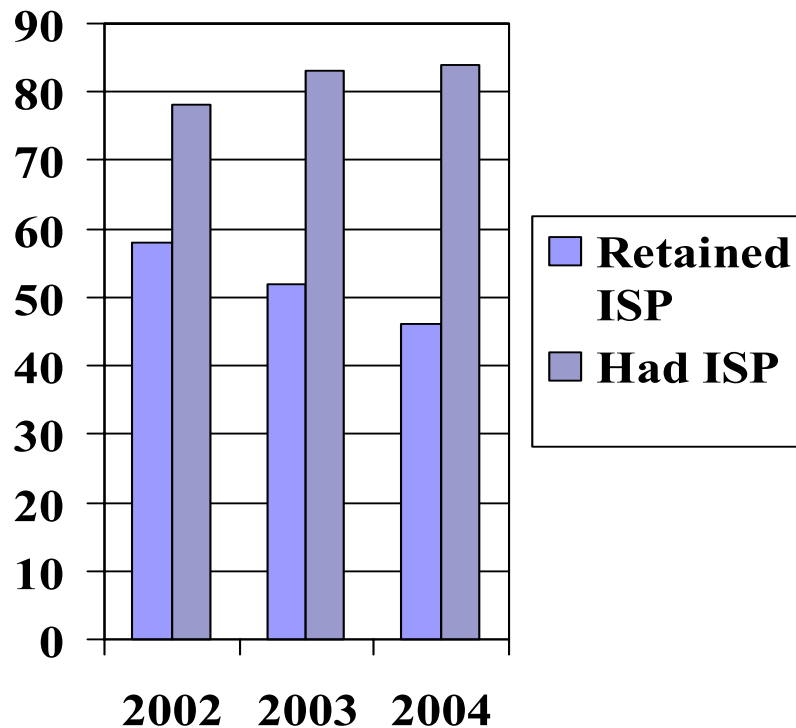
# Absence of home ISP to connect to university network



No data for faculty in '01 and '02

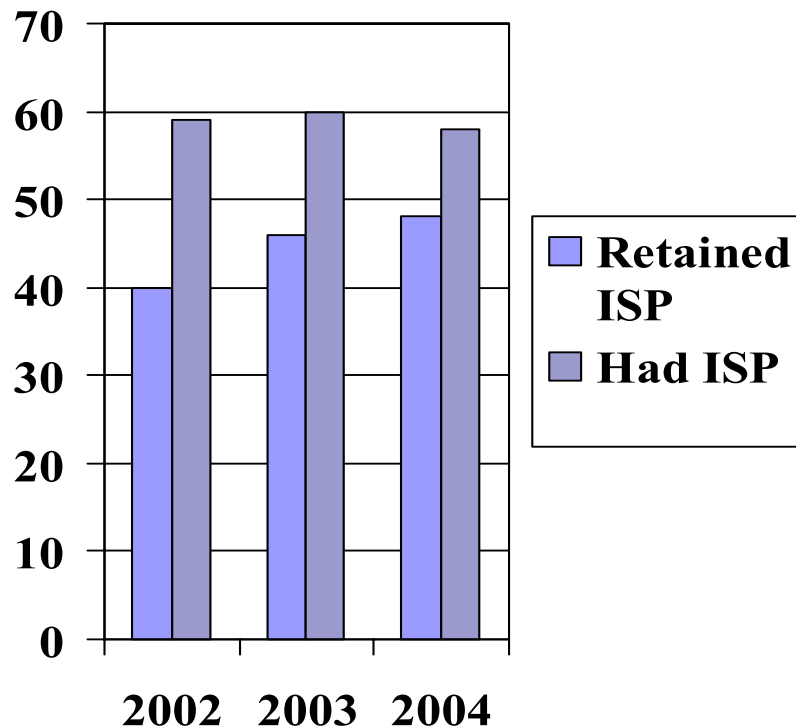


# Undergraduates with ISP before Ohio State and retention



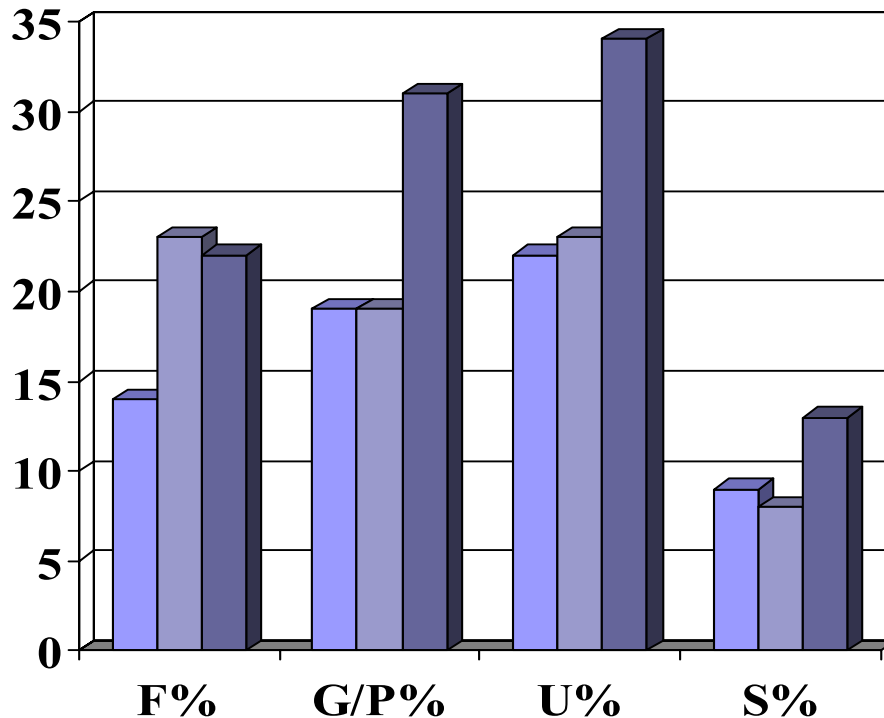
- In 2004, of the 84% who had an ISP before coming to Ohio State, 46% retained the ISP

# Graduates with ISP before OSU and retention



- In 2004, of the 58% who had an ISP before coming to Ohio State, 48% retained the ISP

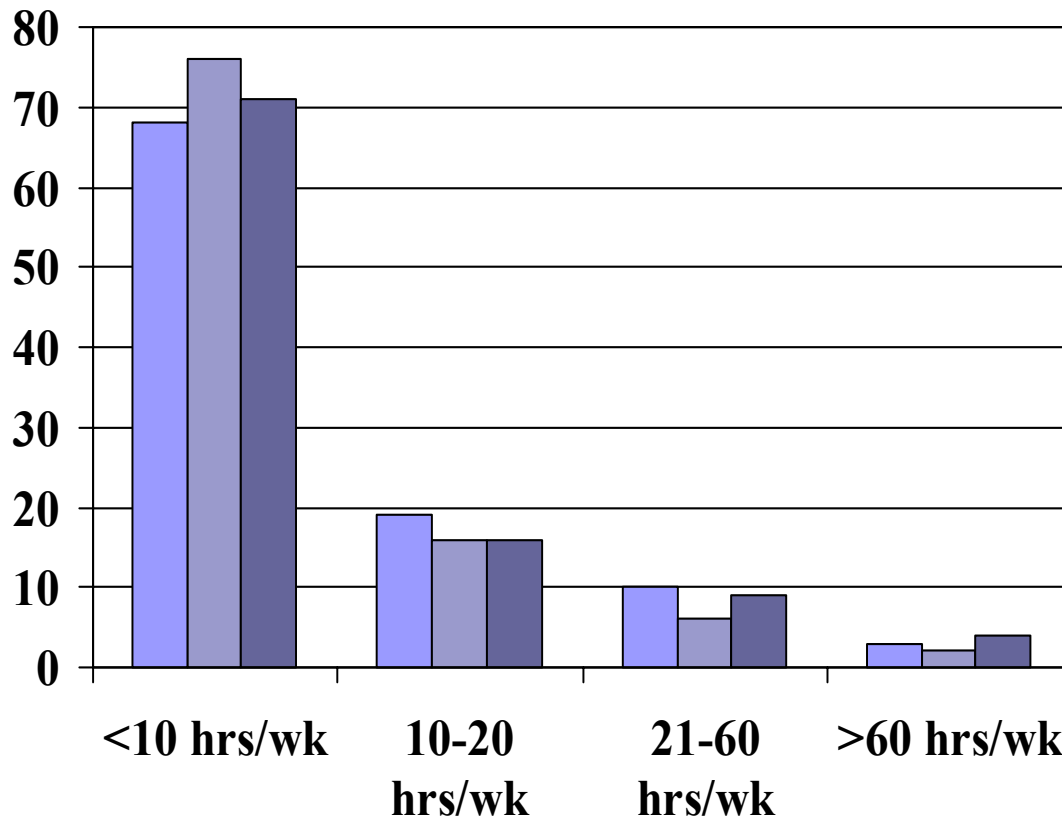
# Use of home ISP for more than 20 hours per week



## 2004 Data

- 34% U
- 32% G/P
- 22% faculty
- 13% Staff

# Use of computer labs by graduate/professional students



## 2004 data

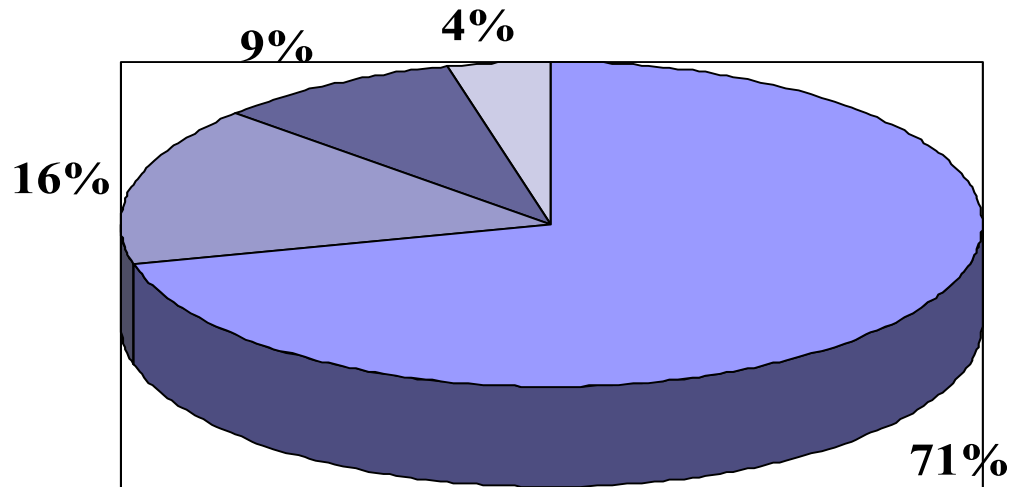
71% <10 hours

16% 10-20 hours

9% 21-60 hours

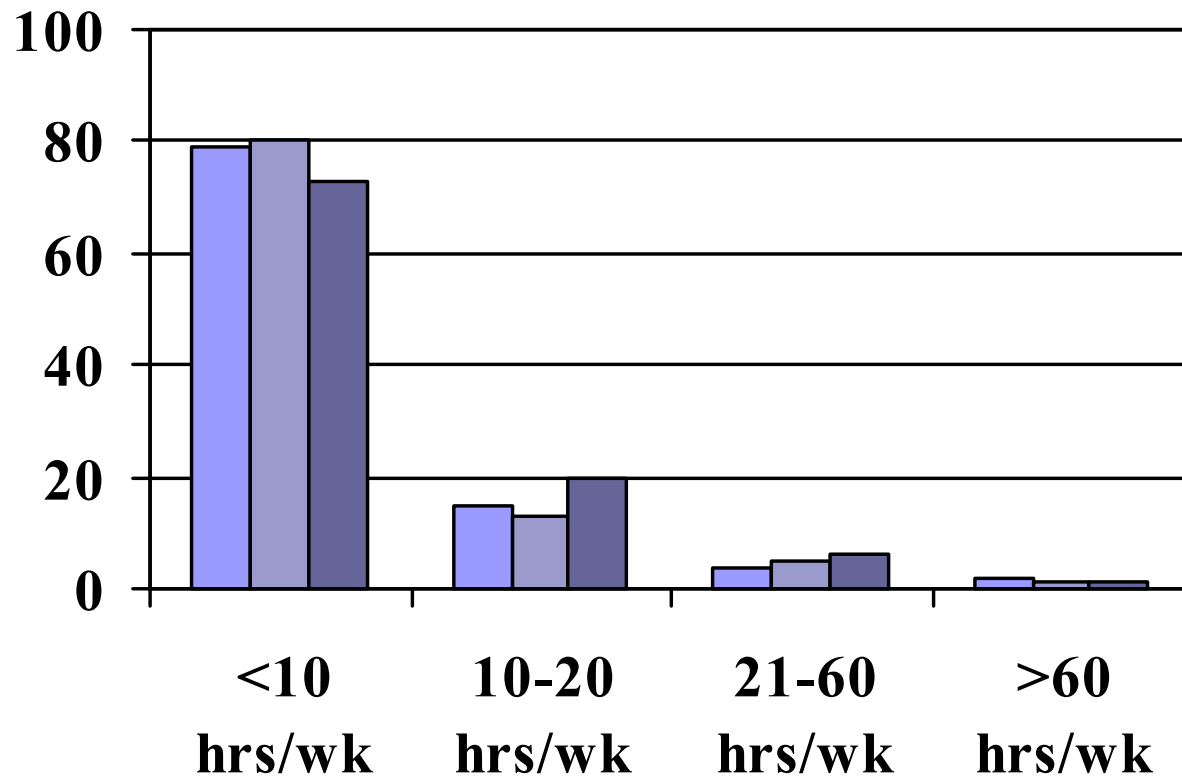
4% >60 hours

# Use of computer labs by graduate/professional students in 2004



■ <10 hrs/wk ■ 10-20 hrs/wk ■ 21-60 hrs/wk ■ >60 hrs/wk

# Use of computer labs by undergraduate students



## 2004 Data

73% <10 hours

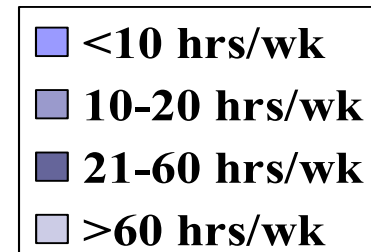
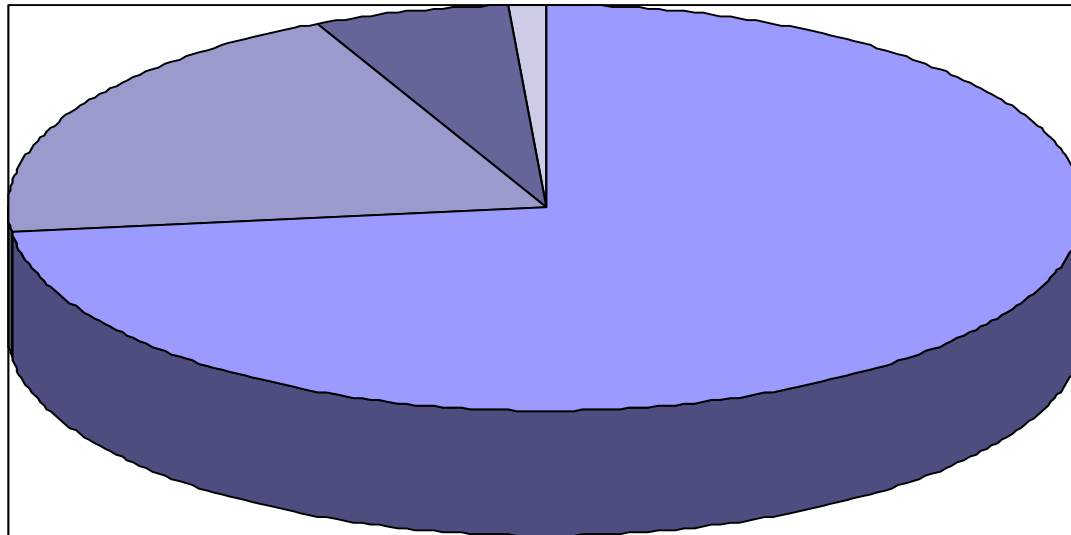
20% 10-20 hours

6% 21-60 hours

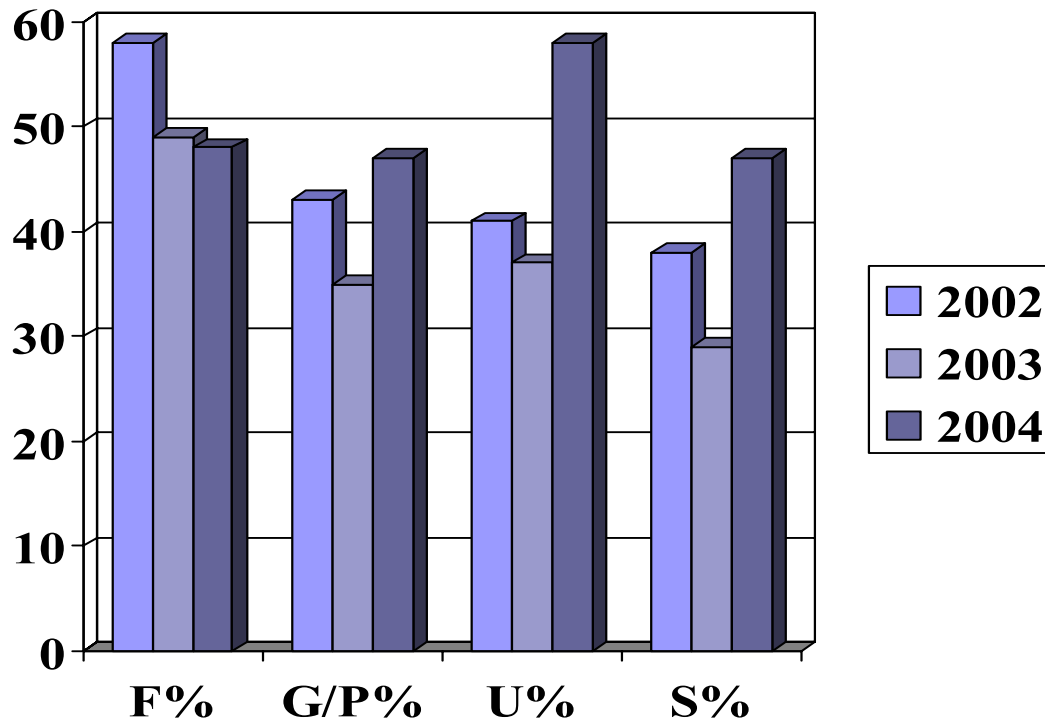
1% >60 hours

2002 2003 2004

# Use of computer labs by undergraduate students in 2004



# Experienced a virus on any computer

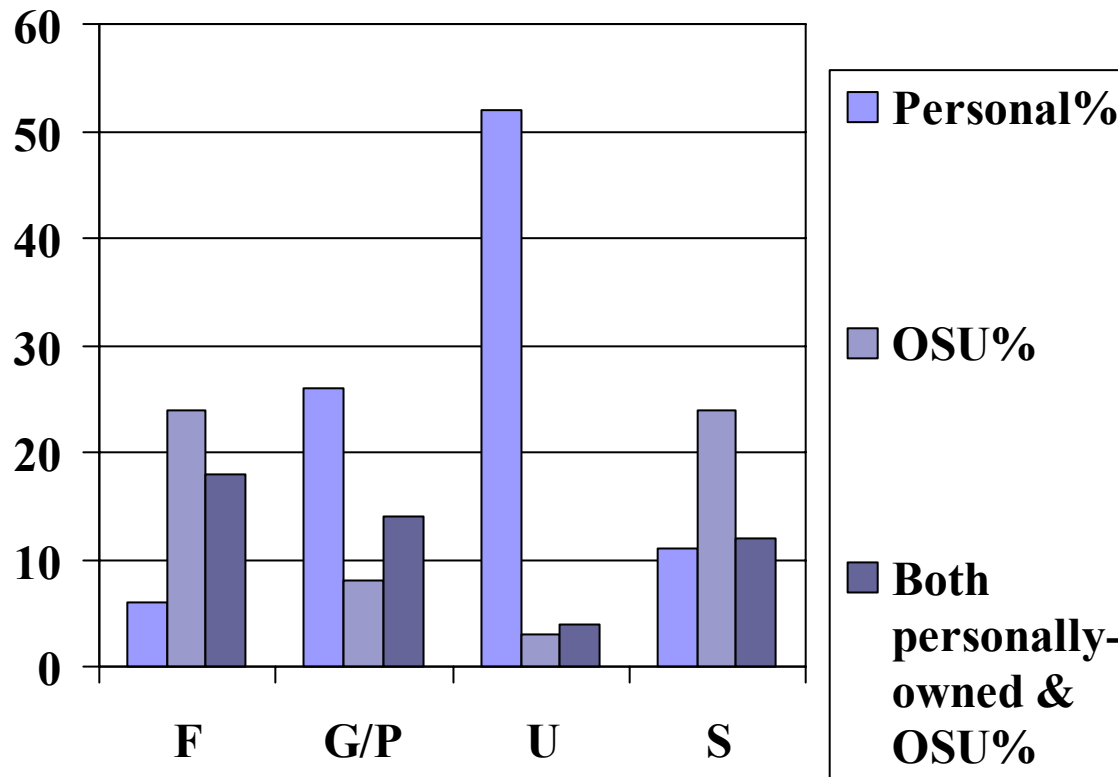


## 2004 data

- 48% Faculty
- 47% G/P
- 58% U
- 47% Staff

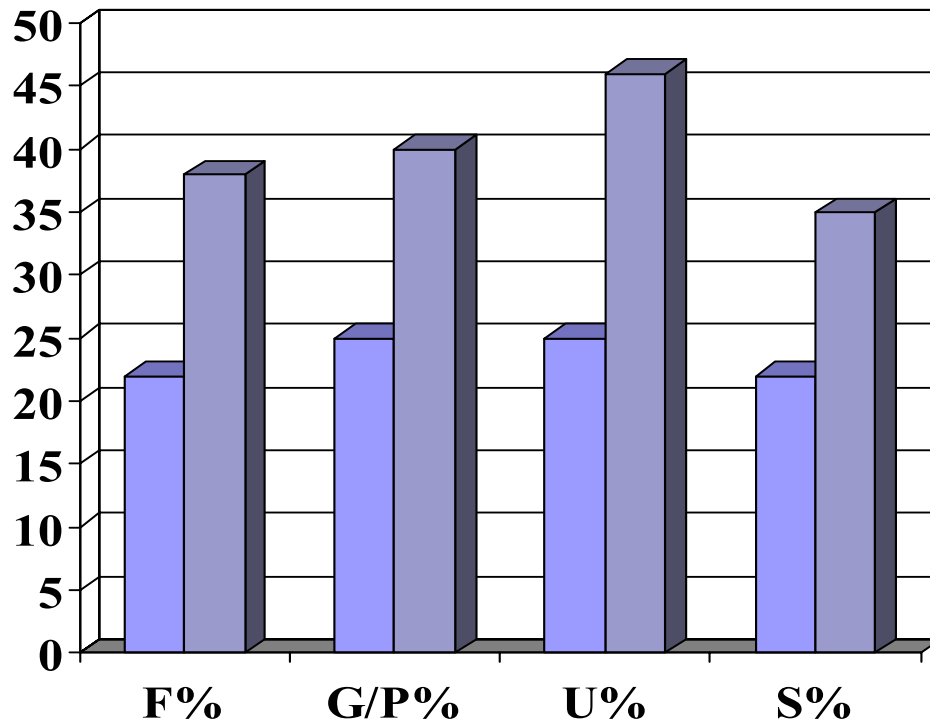


# Virus on personal vs. Ohio State computers



- Student data shows that computer labs tend to be free of viruses
- But faculty and staff reported more viruses on Ohio State computers

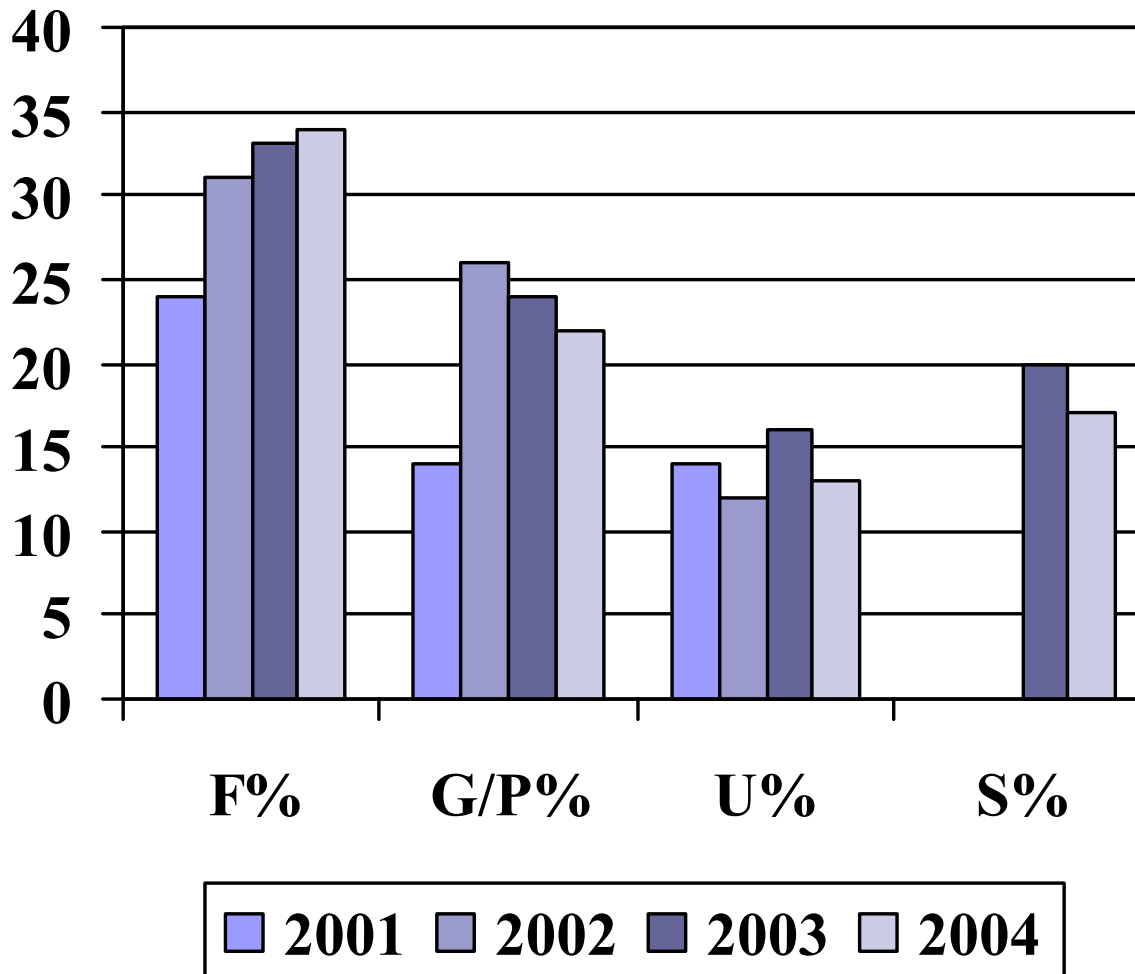
# Use of personal firewalls



## 2004 Data

- 38% Faculty
- 40% G/P
- 46% U
- 35% Staff

# Use of PDA's



## Overall use of PDA's

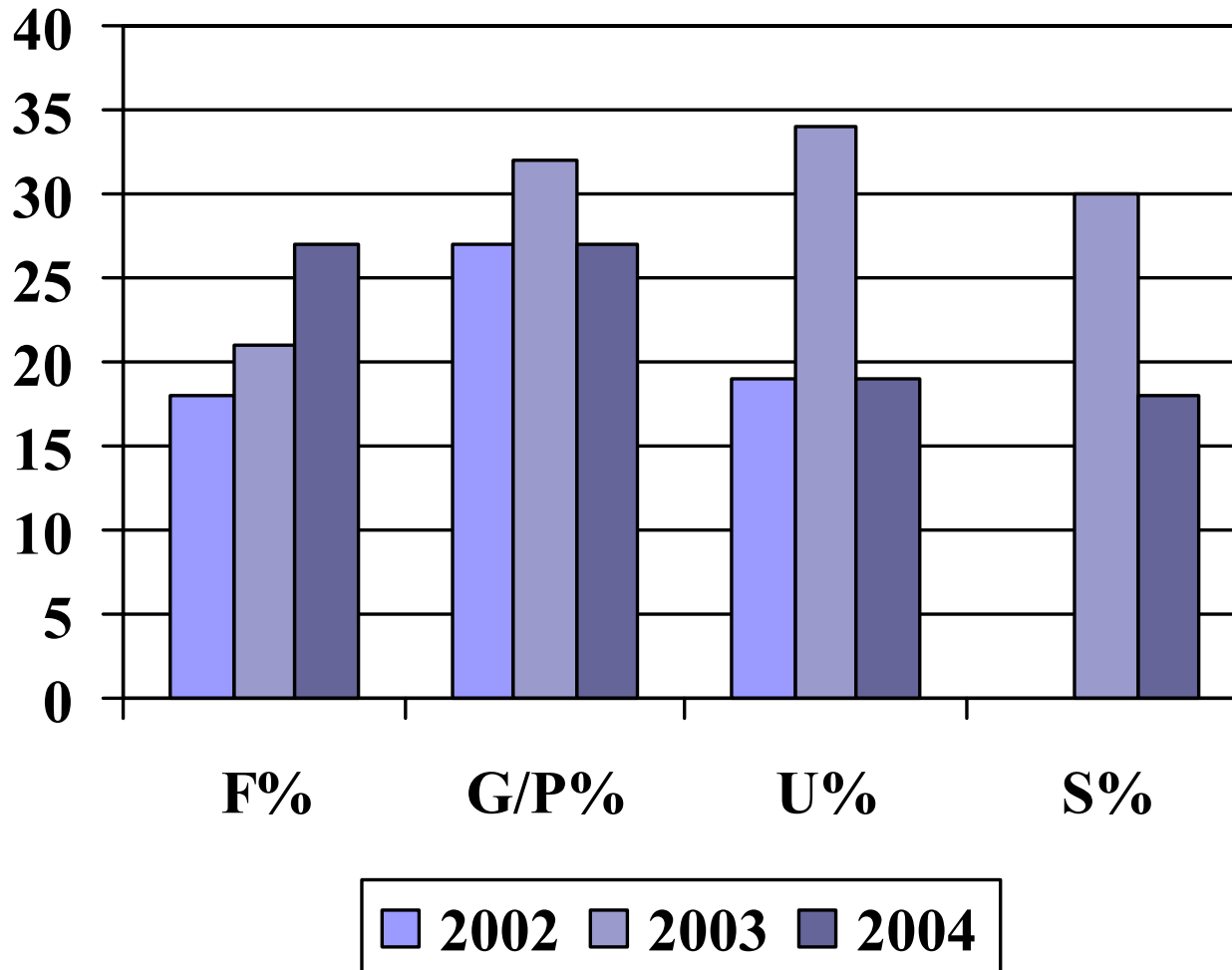
16% in 2001

22% in 2002

28% in 2003

21% in 2004

# Use of PDA's with wireless



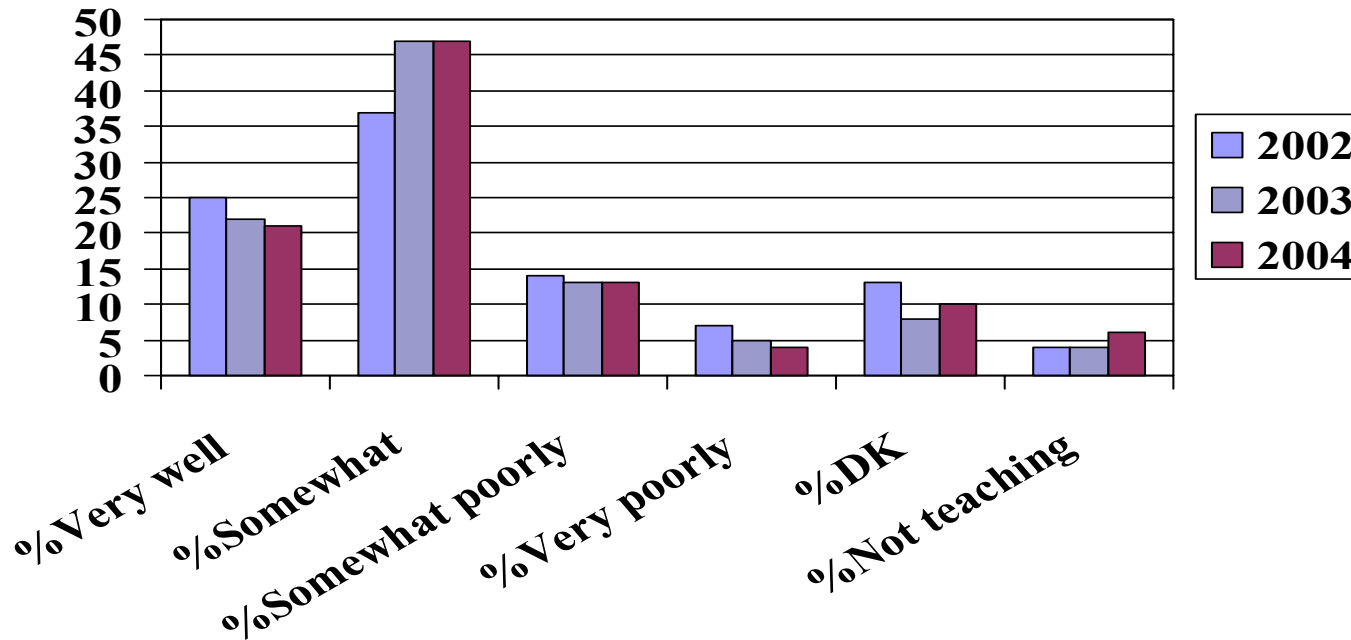
## Overall Use of PDA's with wireless

21% in 2001

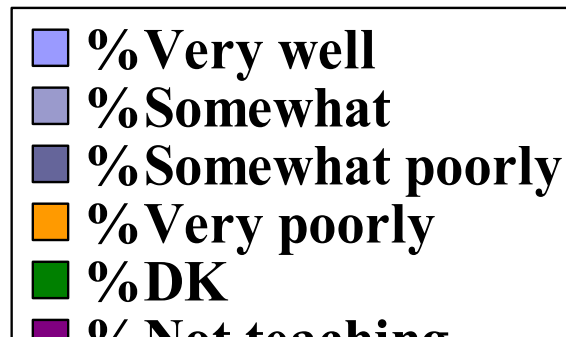
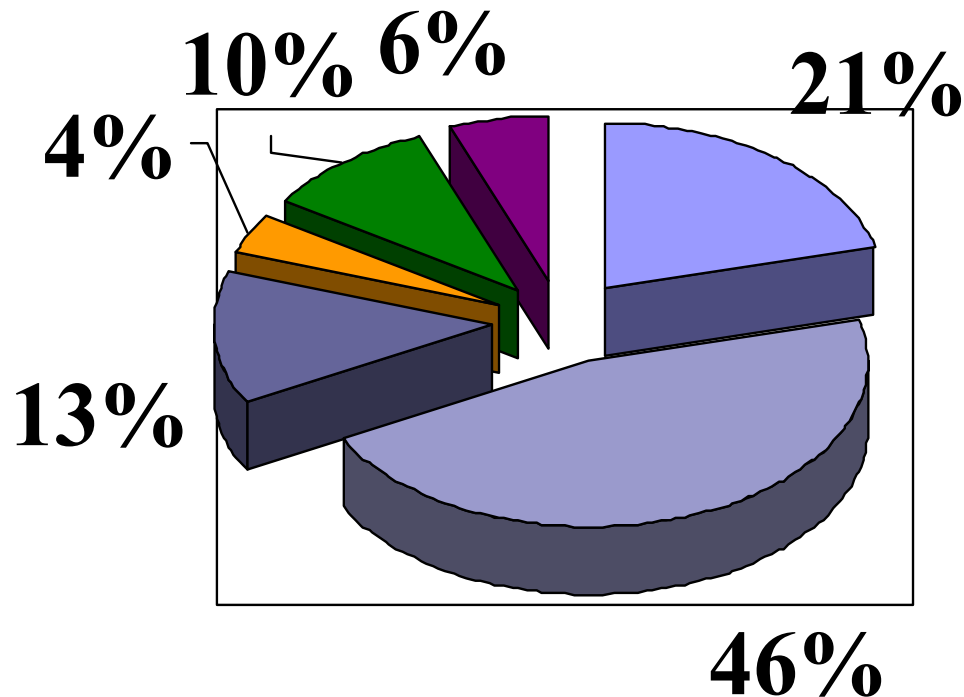
28% in 2003

24% in 2004

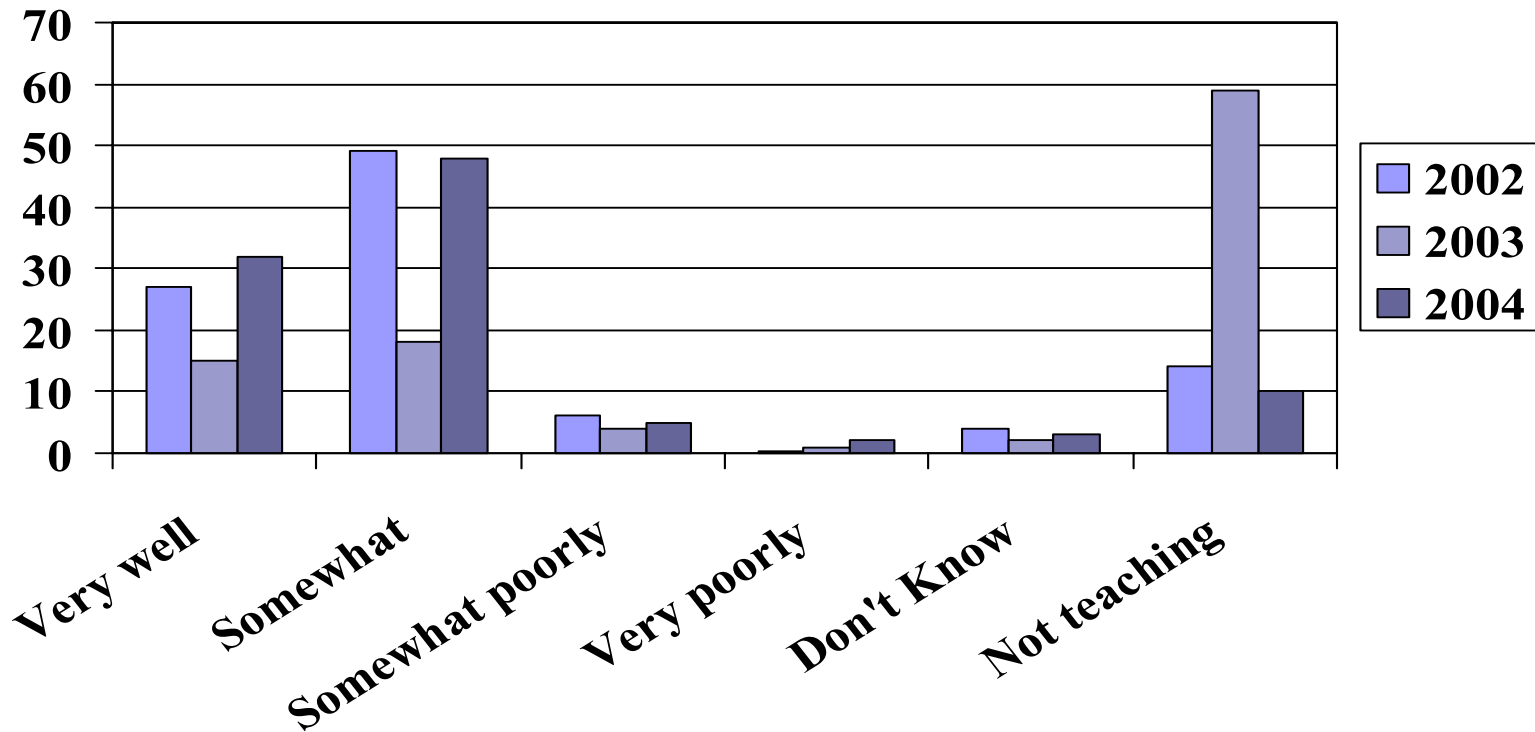
# Current IT environment supports faculty teaching/instruction



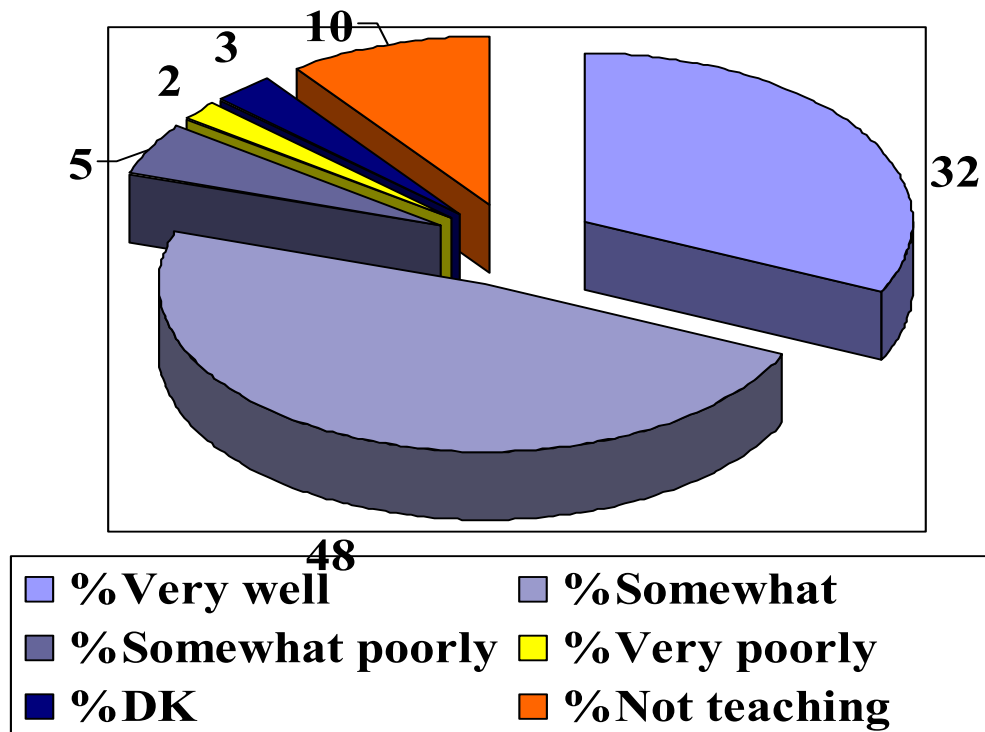
# Current IT environment supports faculty teaching/instruction in 2004



# Current IT environment supports graduate/professional students in teaching/instruction

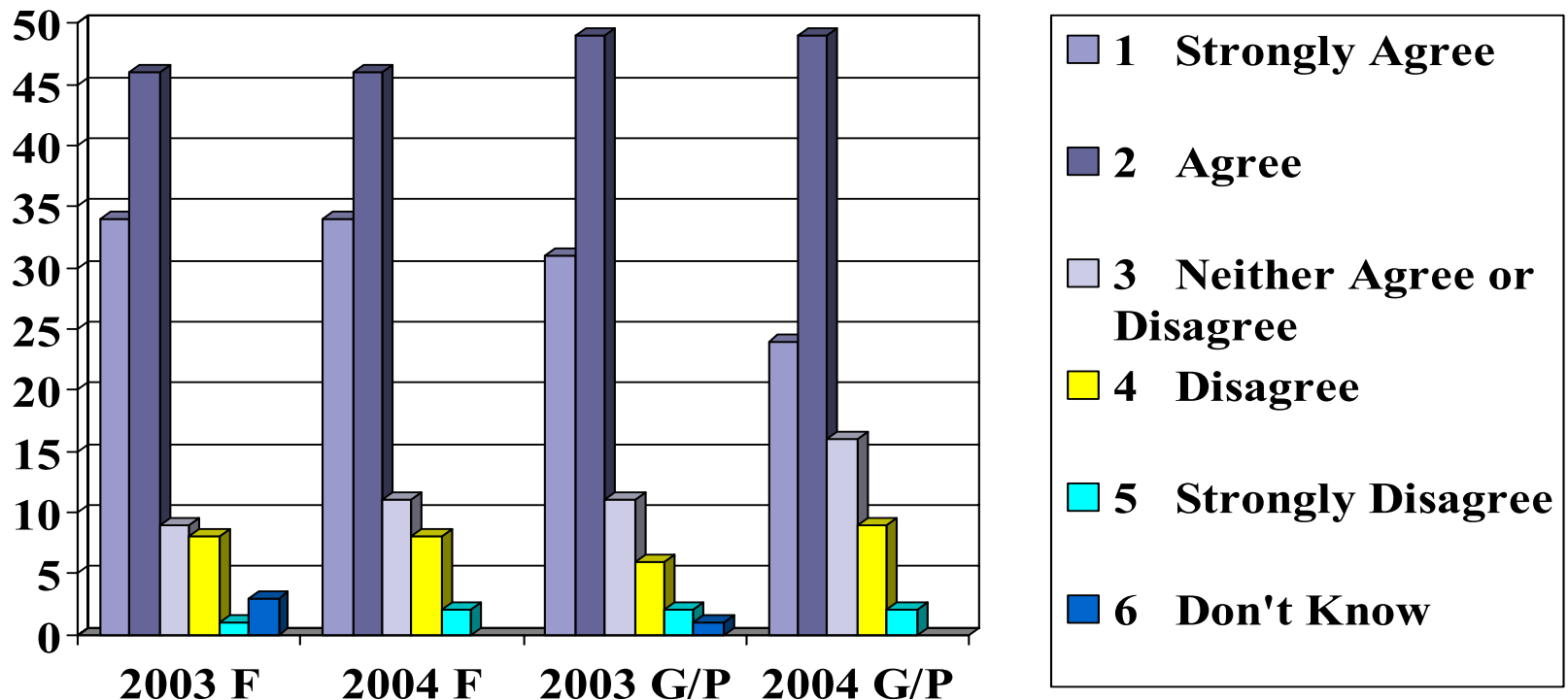


# Current IT environment supports graduate/professional students in teaching/instruction in 2004

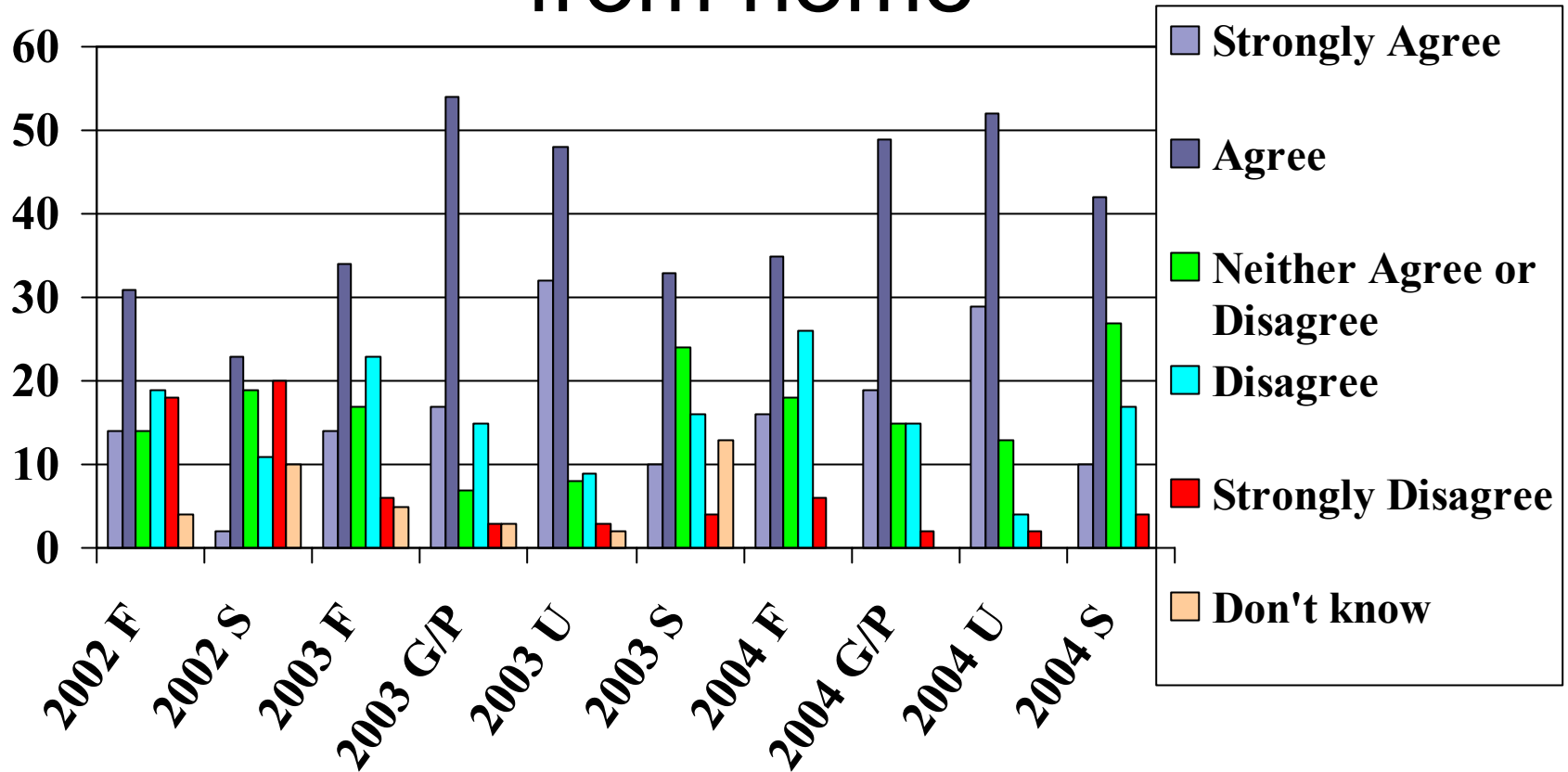




# Ability to access Ohio State computing and electronic information from office/lab



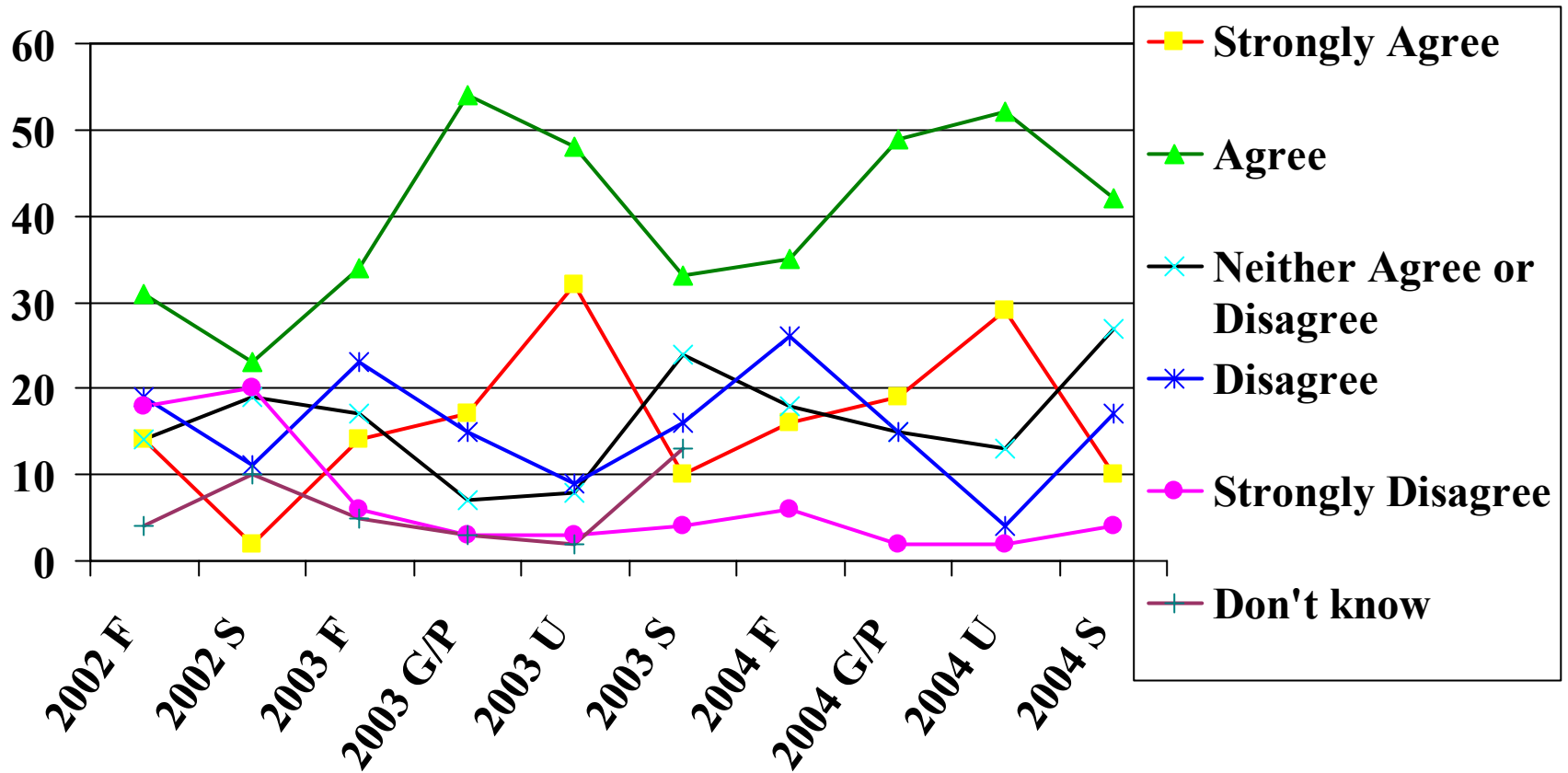
# Ability to access Ohio State computing and electronic information from home



Students were not polled in '02

Options of 'Don't Know eliminated in 2004 survey

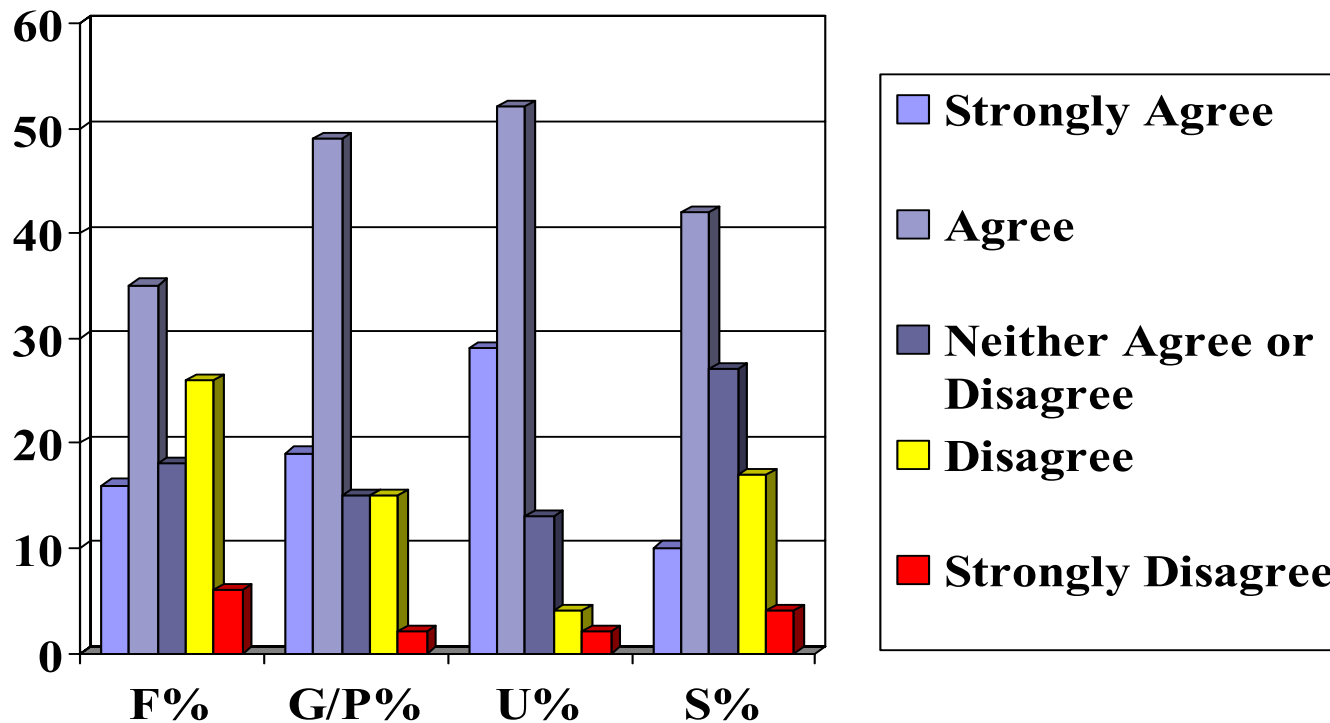
# Ability to access Ohio State computing and electronic information from home (trend line)



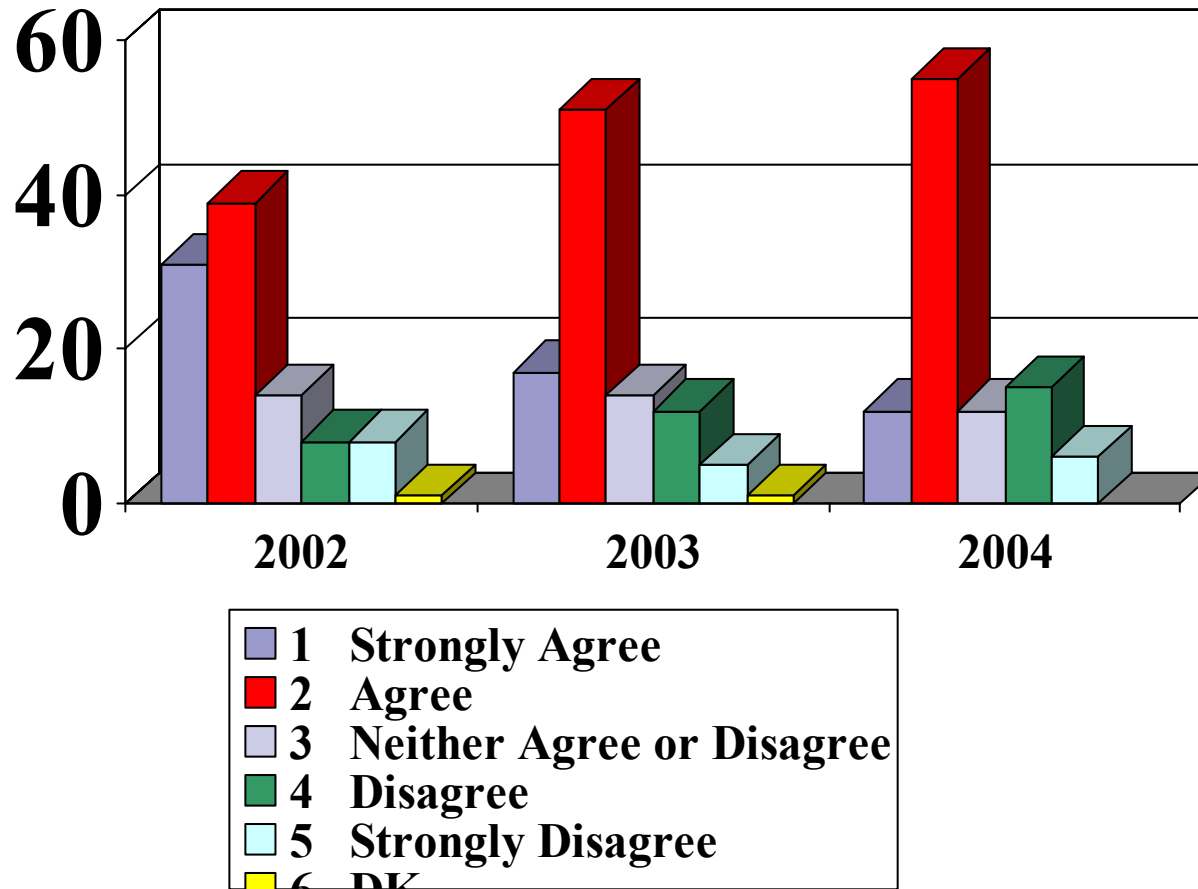
Students were not polled in '02

Options of 'Don't Know eliminated in 2004 survey

# Ability to access Ohio State information from home in 2004

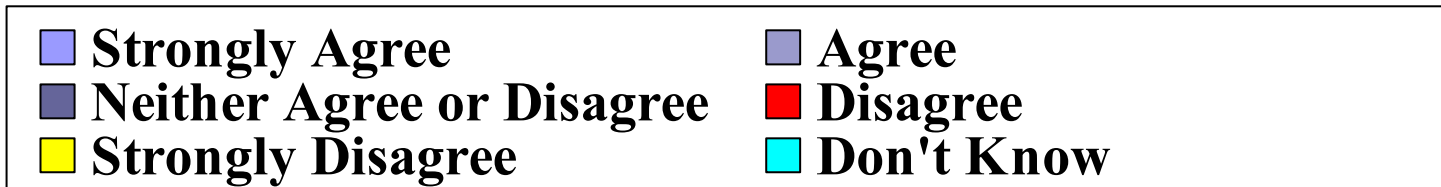
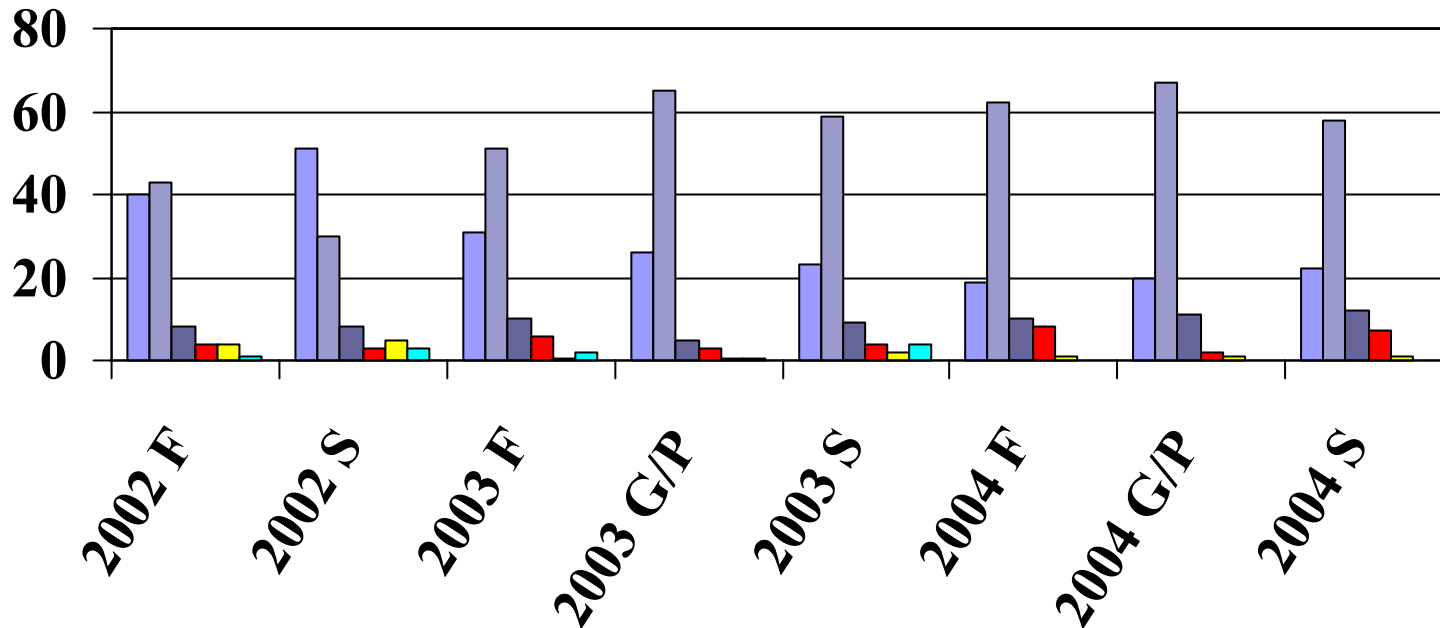


# Faculty - Ohio State IT helps increase my impact and productivity



Option of 'Don't Know' eliminated in 2004 survey

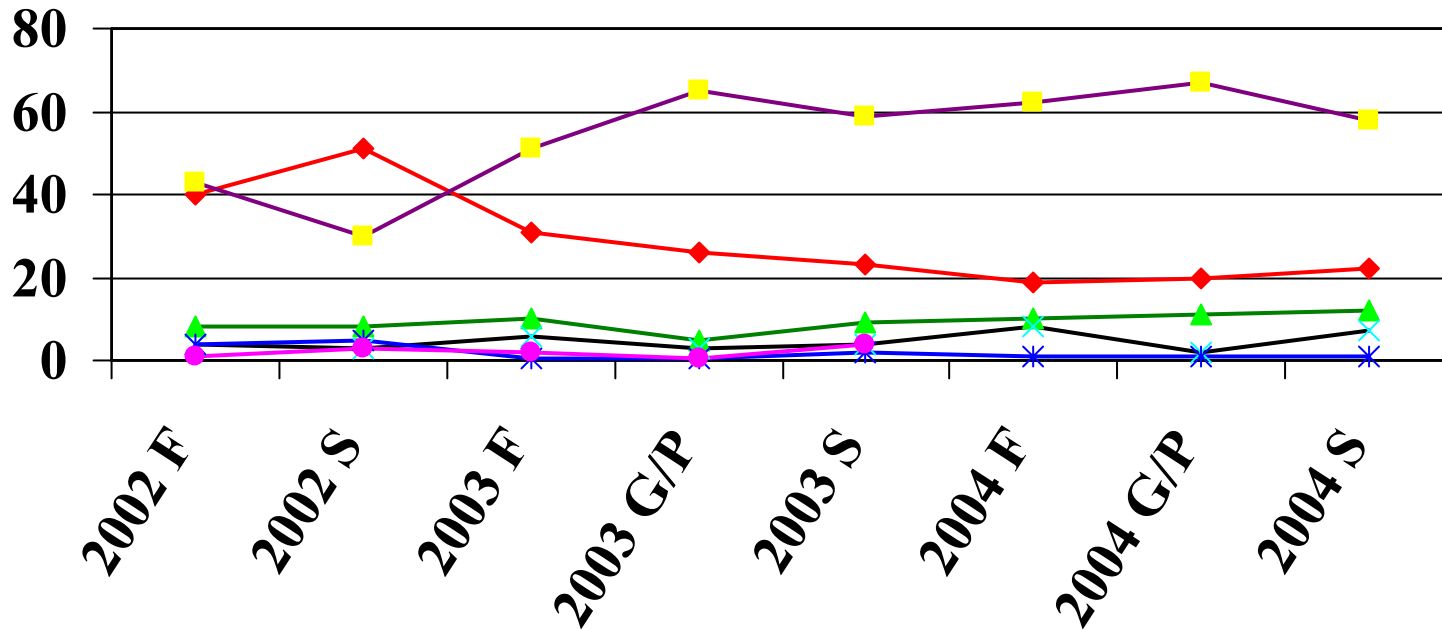
# Ability to use IT to contribute to professional development



Students were not polled in '02

Option of 'Don't Know' eliminated in 2004 survey

# Ability to use IT to contribute to professional development (trend line)

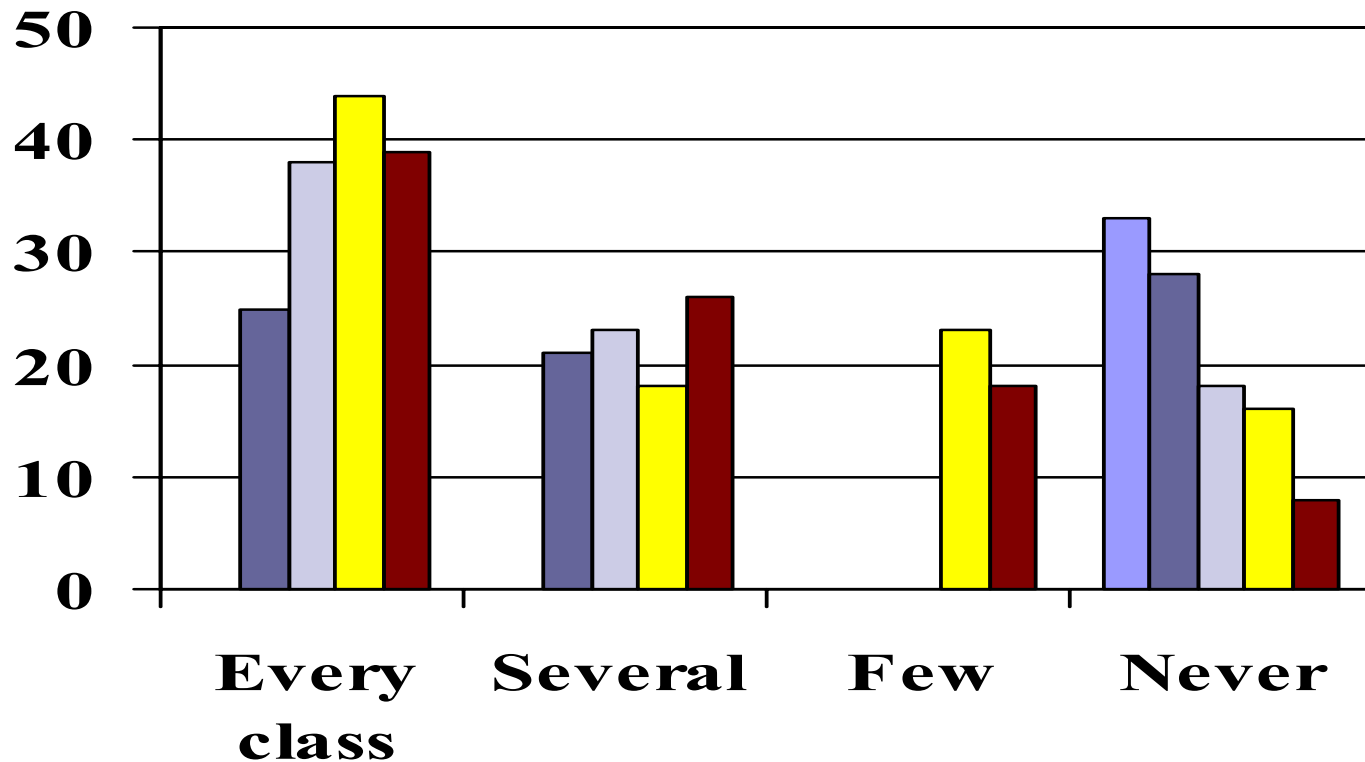


- ◆ Strongly Agree
- Agree
- ▲ Neither Agree or Disagree
- ✱ Disagree
- ✱ Strongly Disagree
- Don't Know

Students were not polled in '02

Option of 'Don't Know' eliminated in 2004 survey

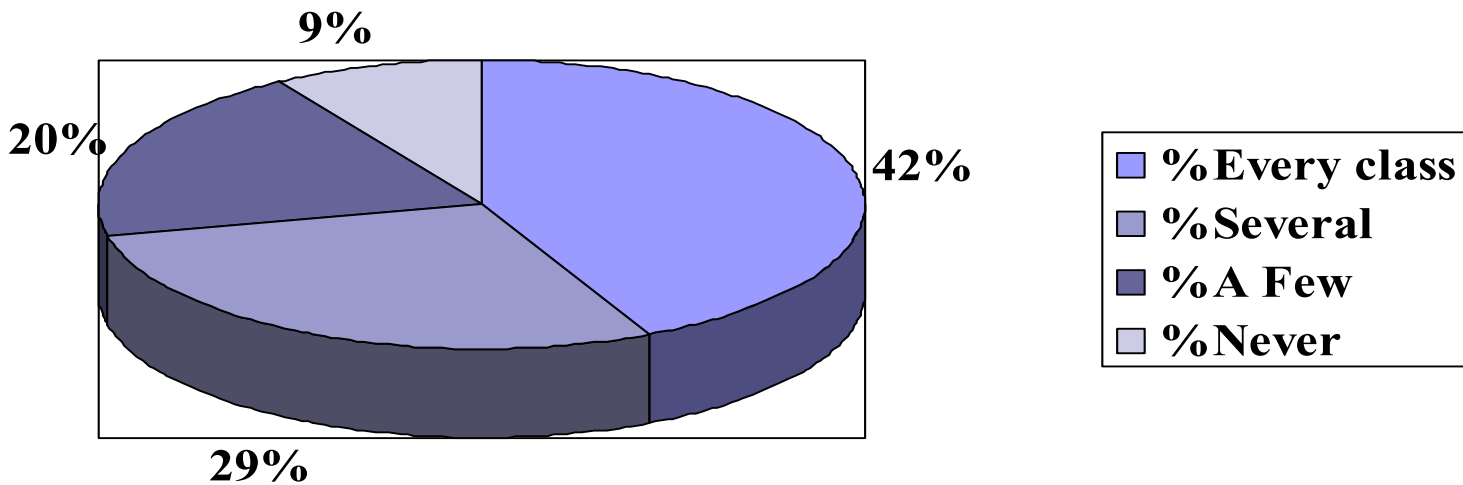
# Faculty use of instructional technologies



1999 2001 2002 2003 2004



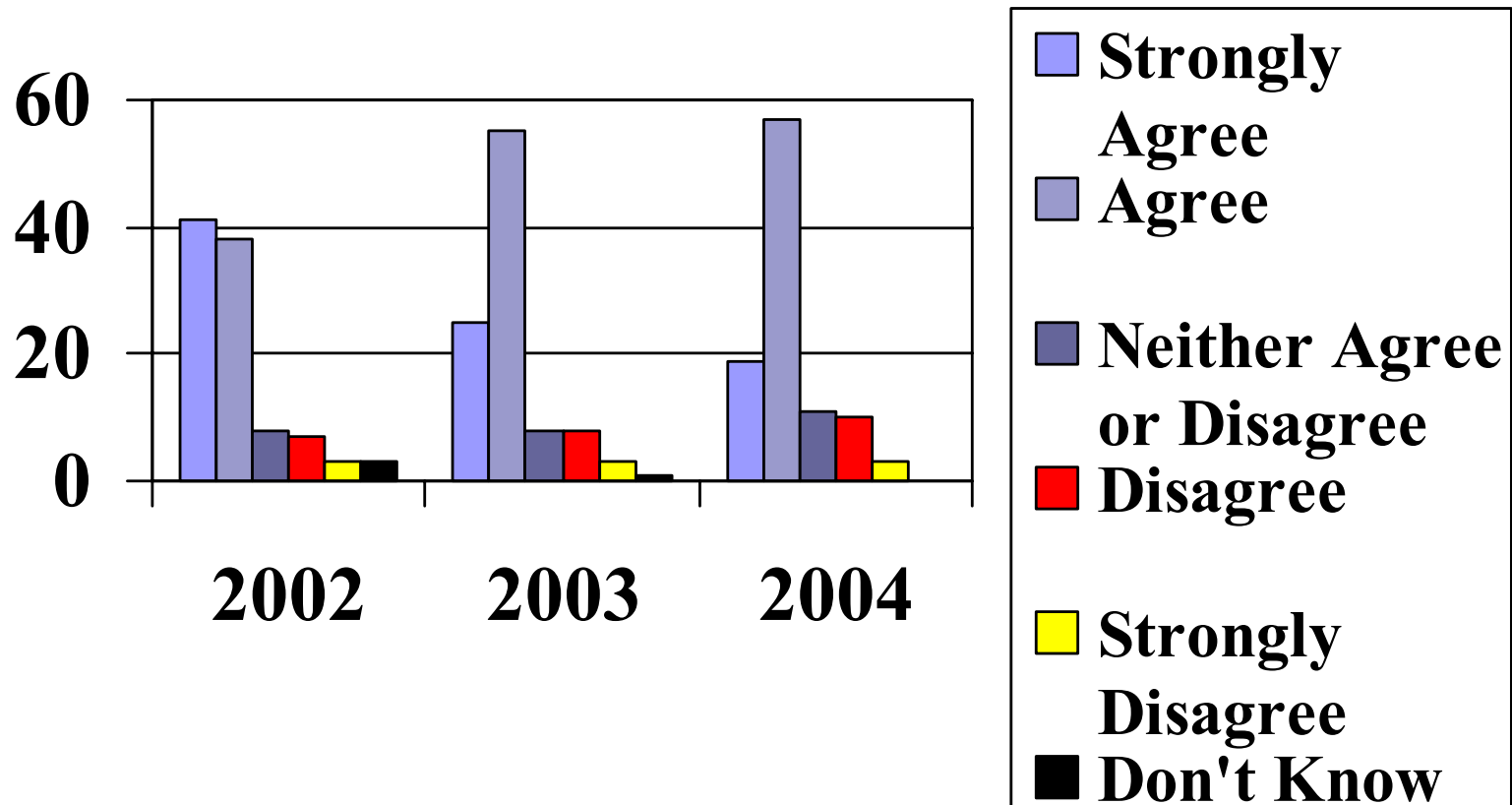
# Faculty use of instructional technologies in 2004



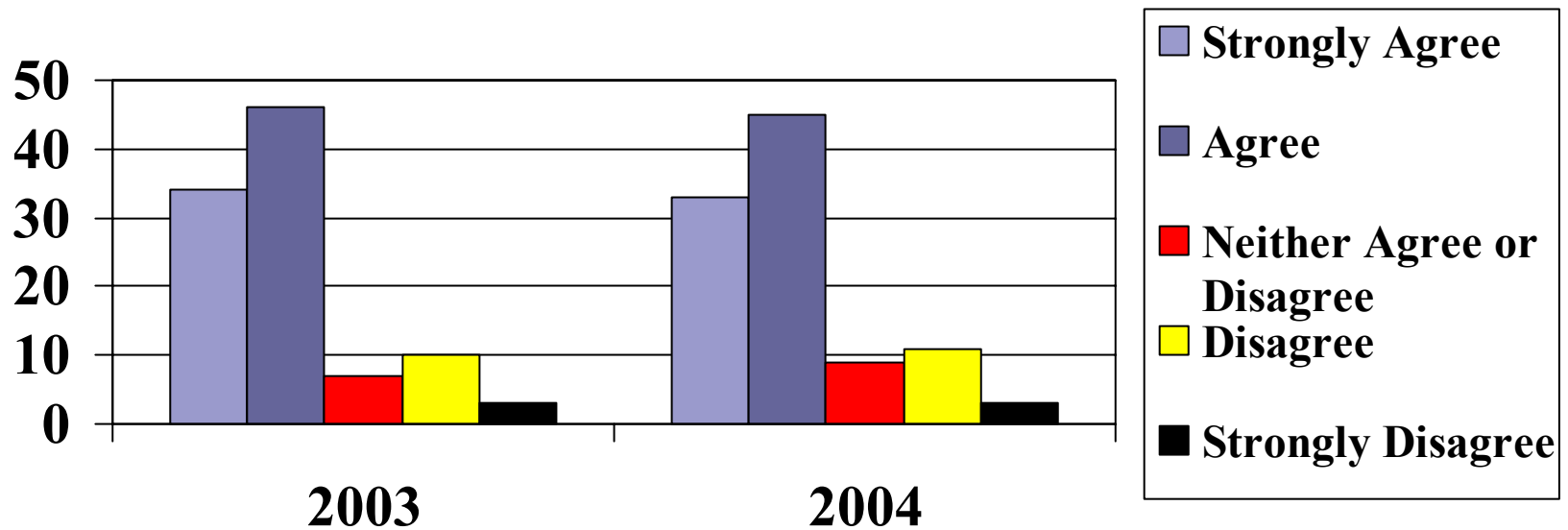
# Types of instructional technologies used

- 27% E-mail
- 19% Online syllabus and handouts
- 19% Web-based materials
- 18% Computer-projected materials

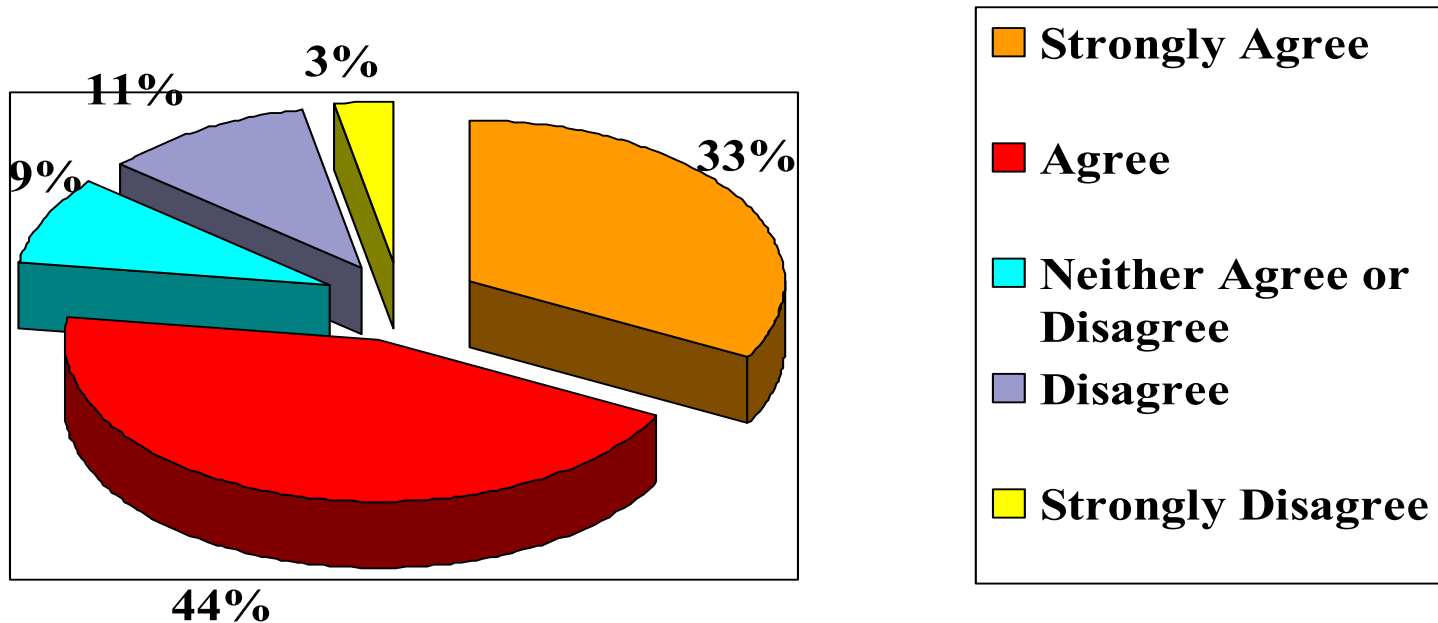
# Faculty - Ohio State's IT is important to my student's success



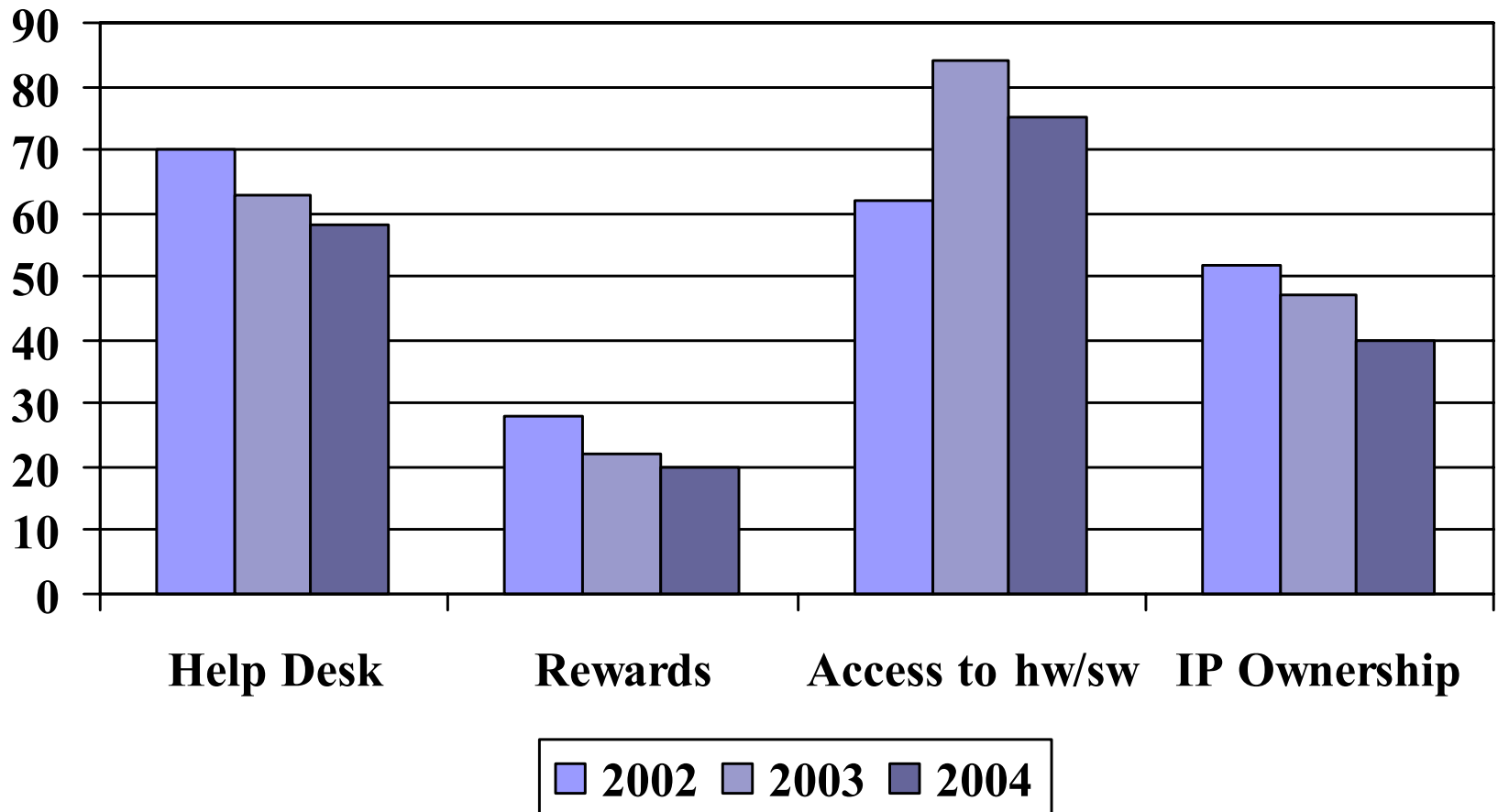
# Faculty - Majors in my discipline should be required to demonstrate certain level of knowledge of computer applications



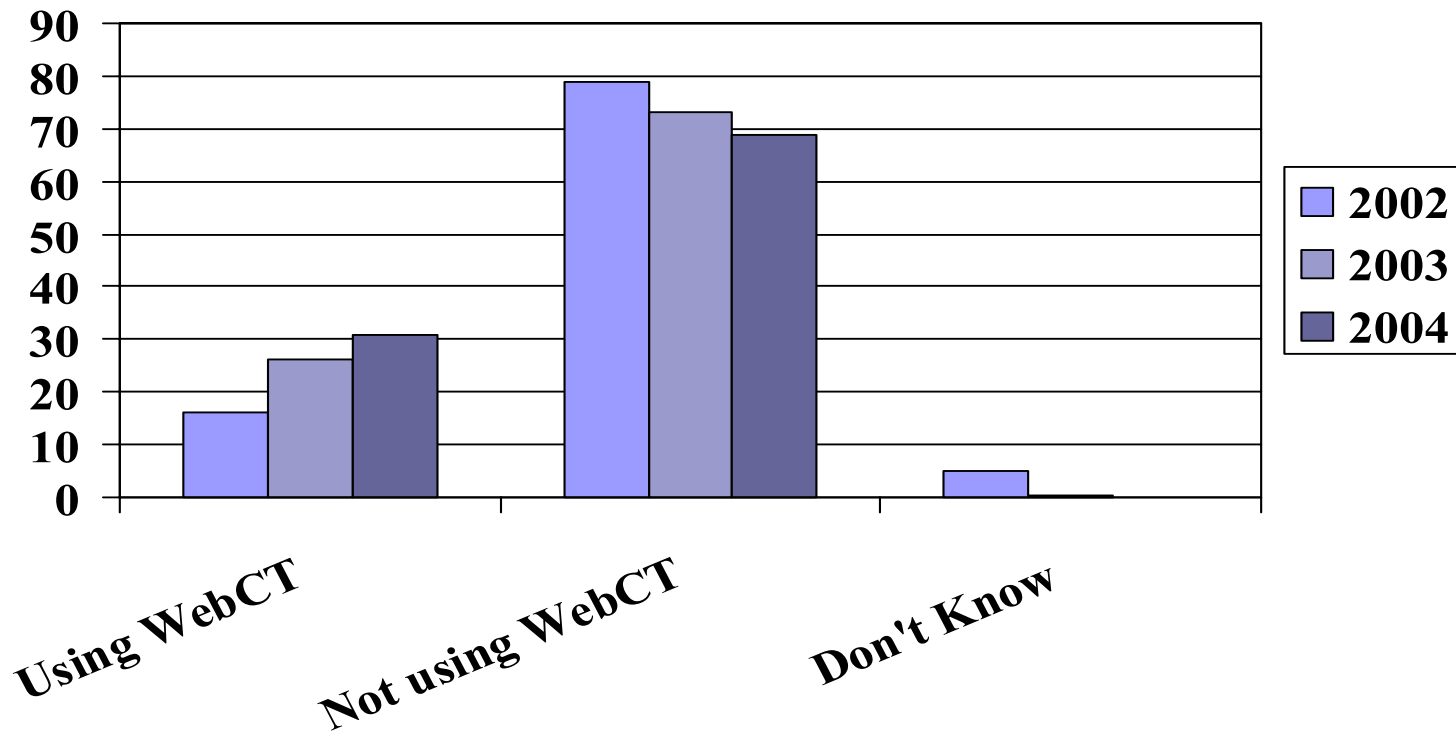
# Faculty - Majors in my discipline should be required to demonstrate certain level of knowledge of computer applications in 2004



# Incentives for faculty to use IT in instruction

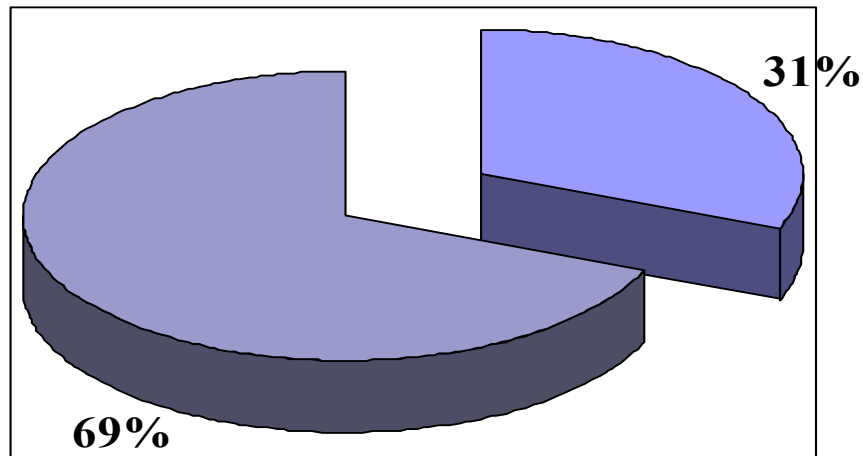


# Faculty use of WebCT



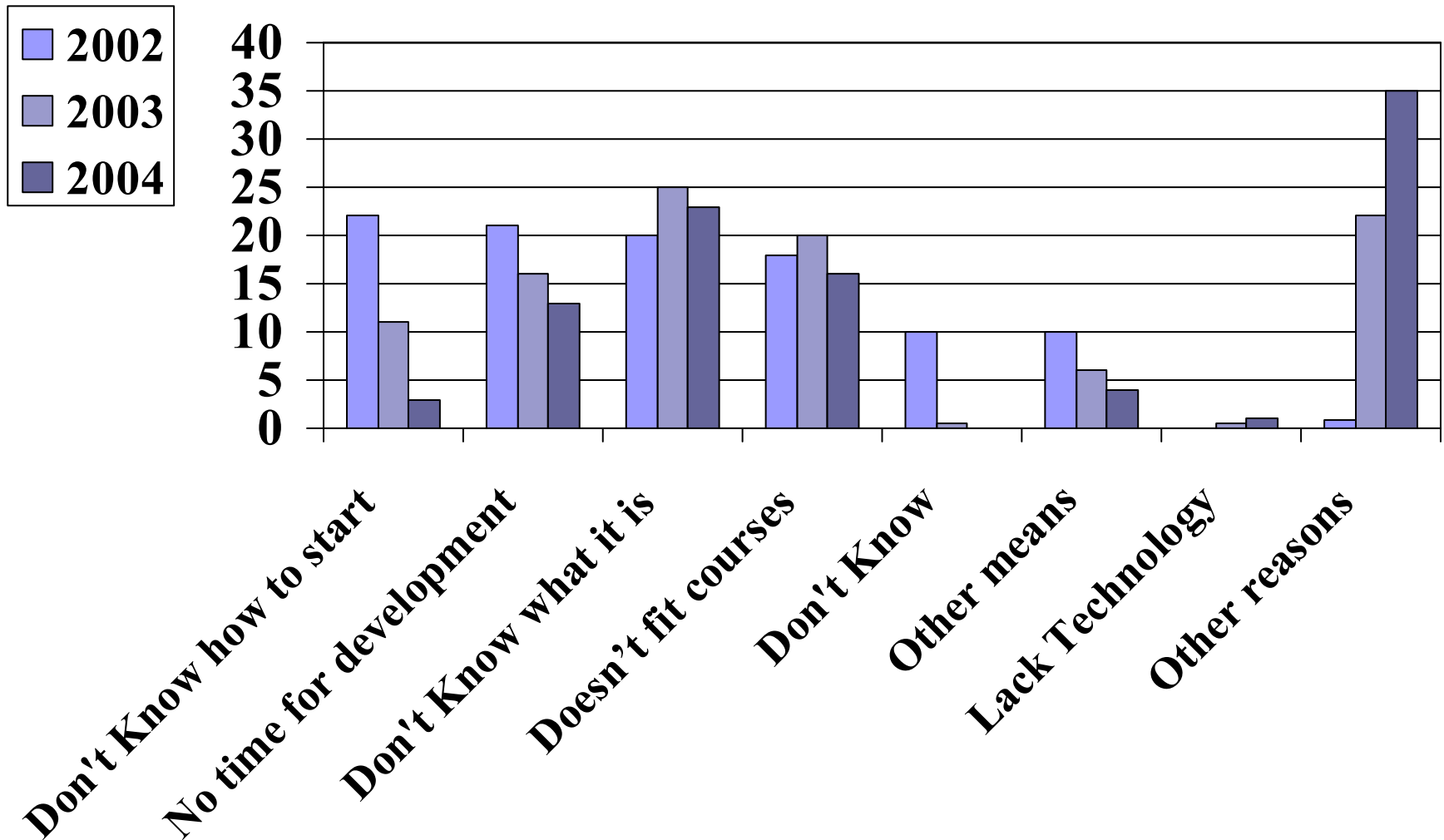
Option of 'Don't Know' eliminated in 2004 survey

# Faculty use of WebCT in 2004

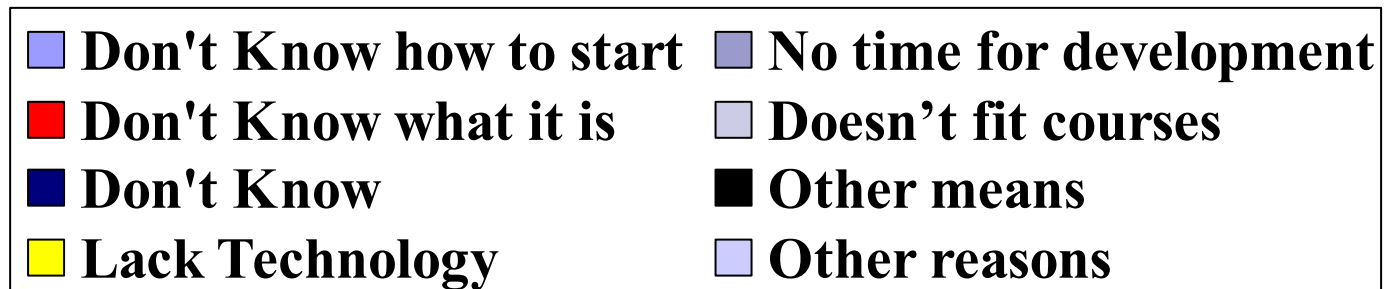
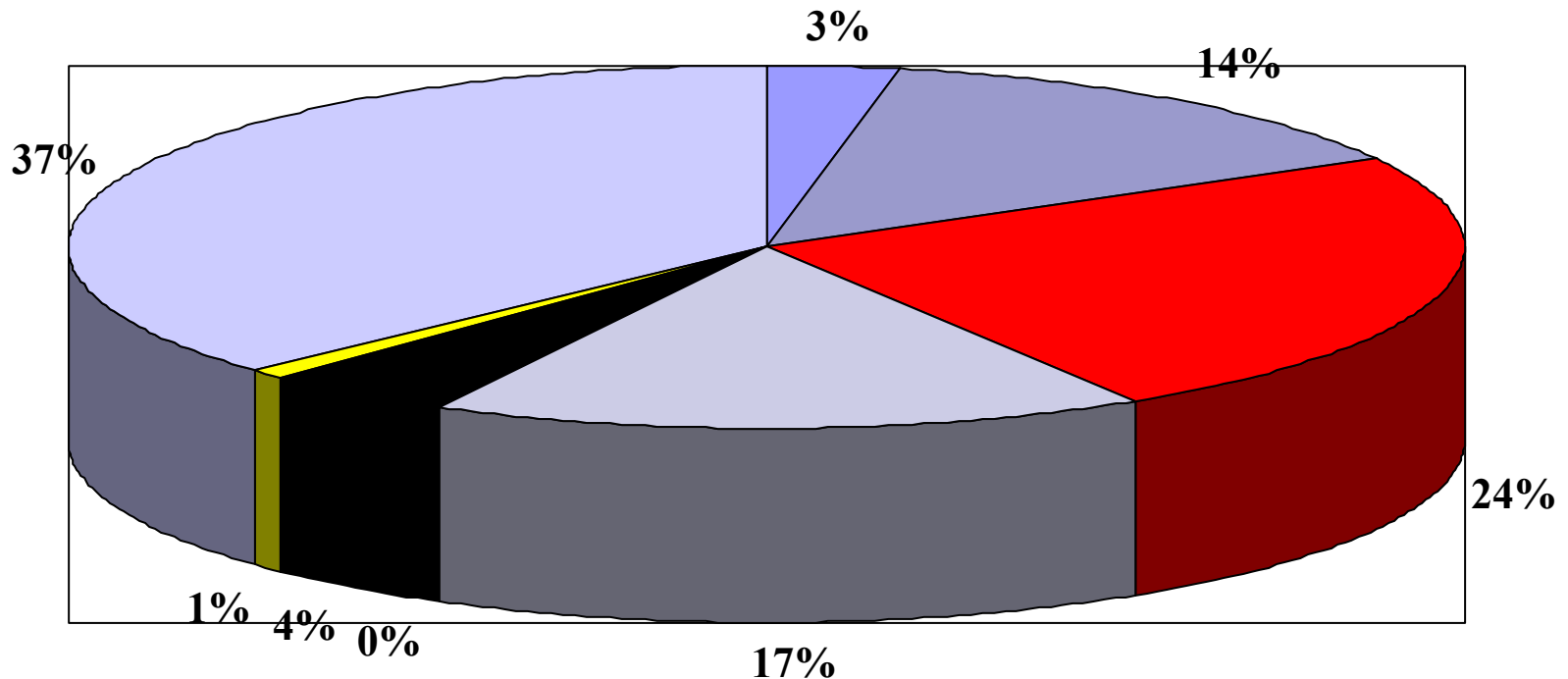




# Reasons for faculty not using WebCT



# Reasons for faculty not using WebCT in 2004

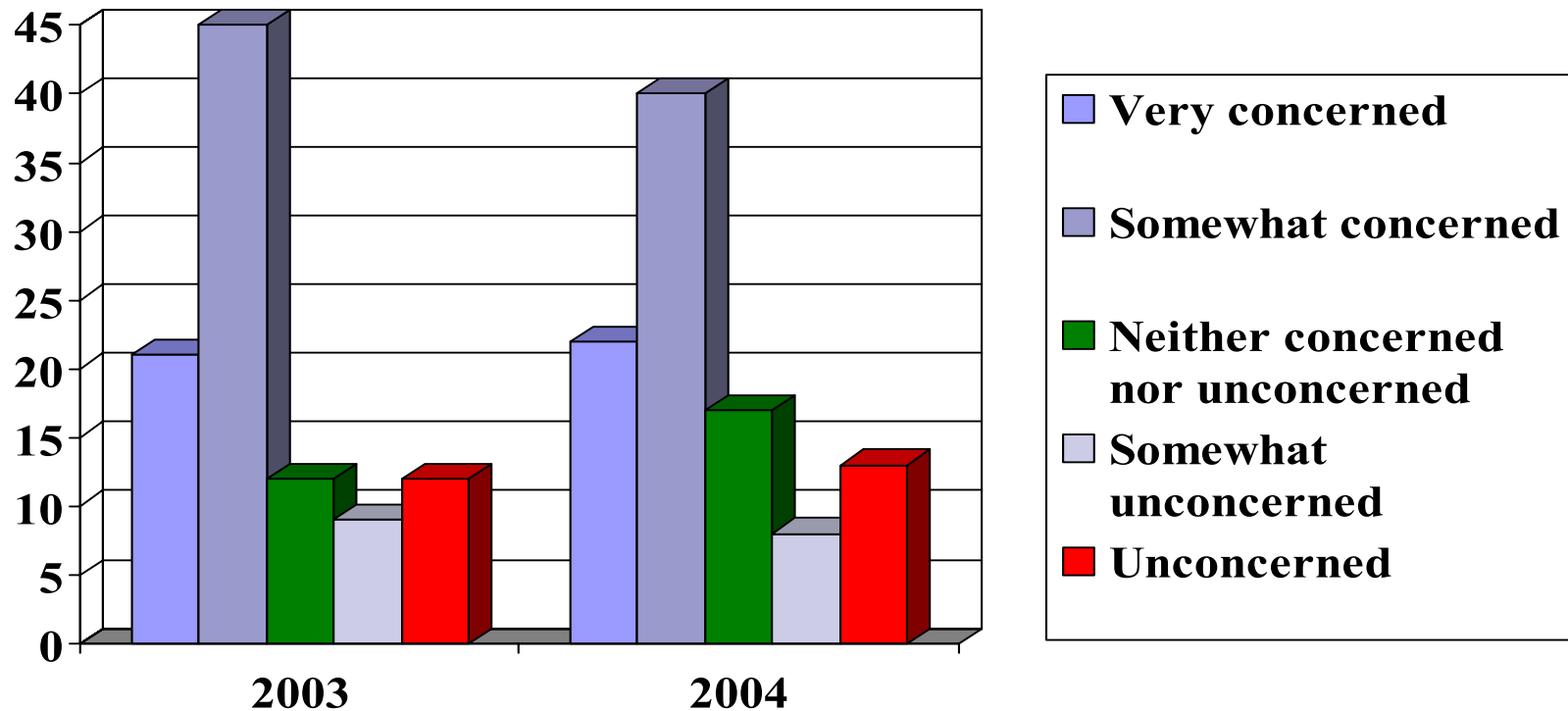




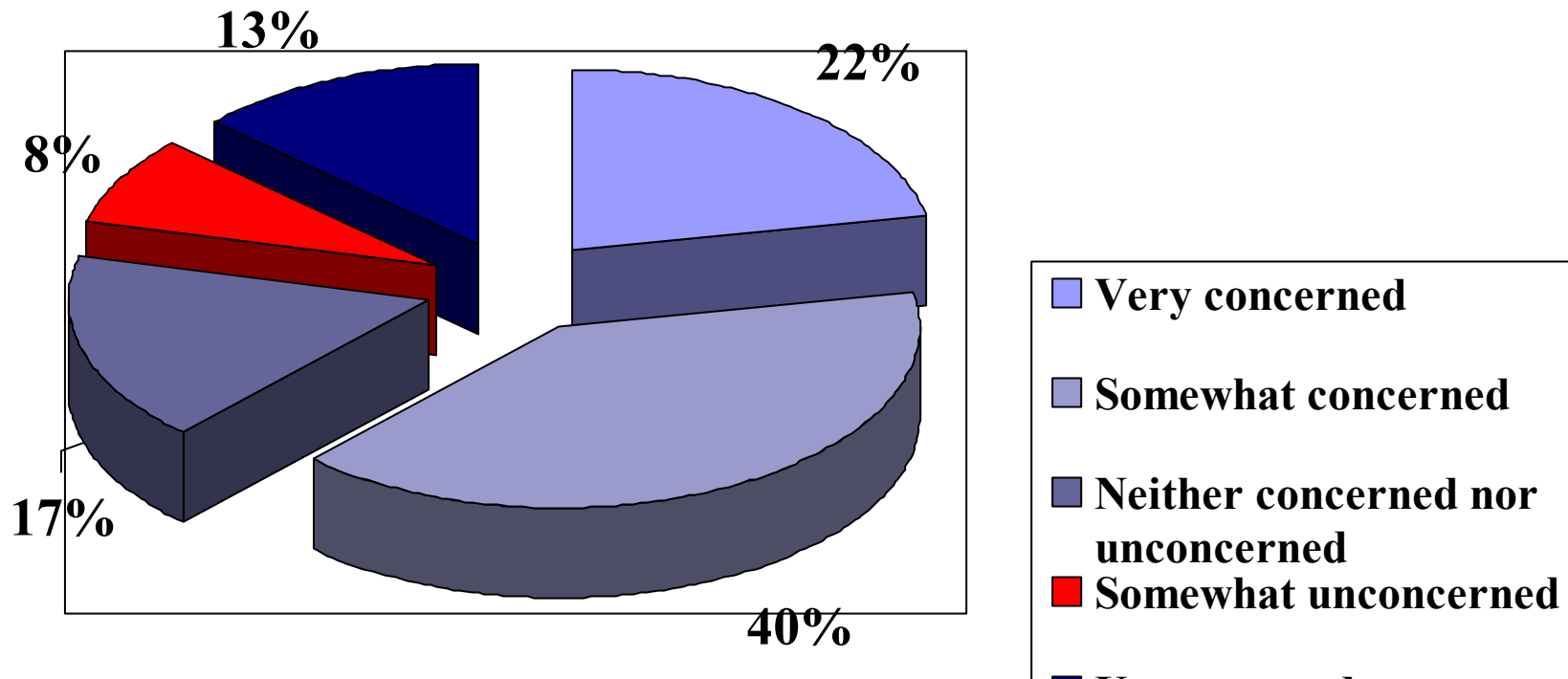
# Other reasons for not using WebCT

- The Course Management System (CMS) has a steep learning curve or seems too complex
- The CMS has no clear application to small classes
- Satisfaction with current approach and do not feel the need for a CMS

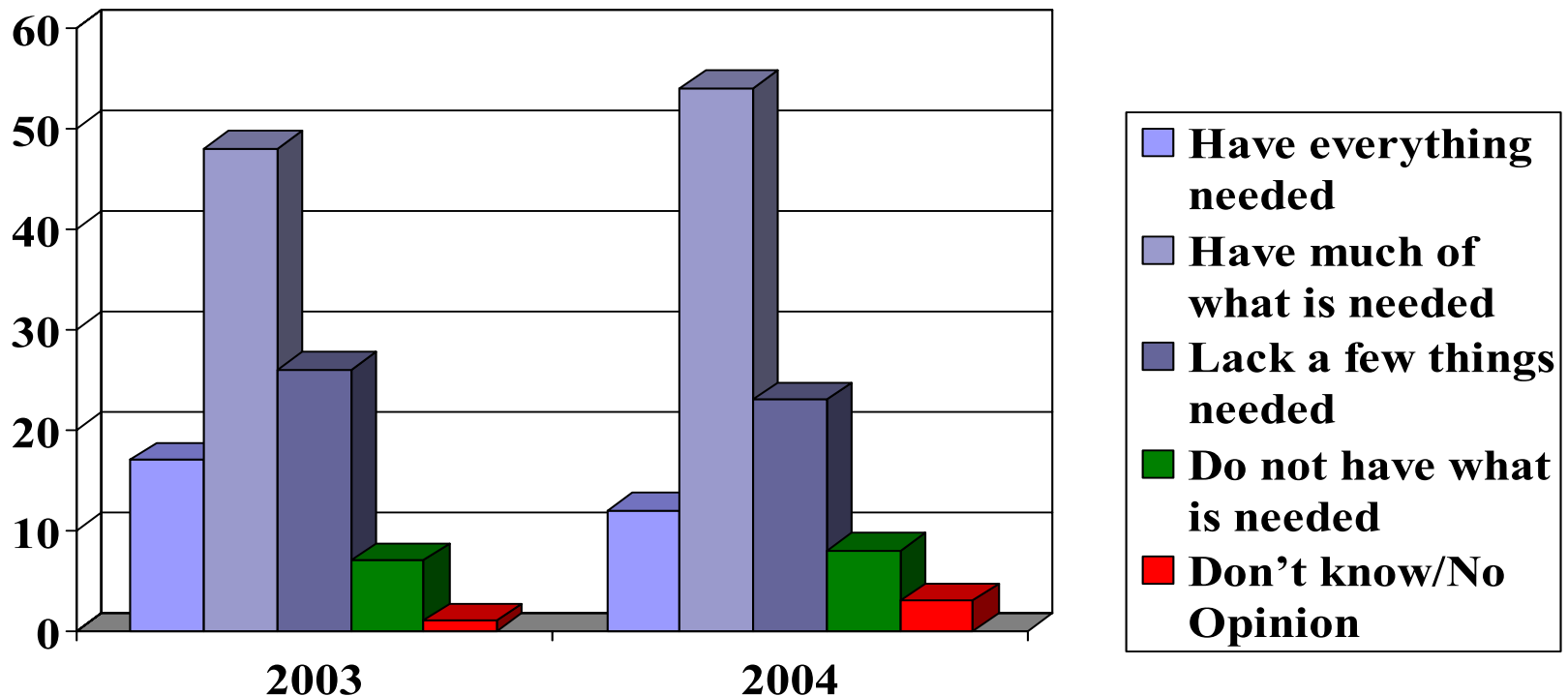
# Faculty concern about time it takes to learn and use technology



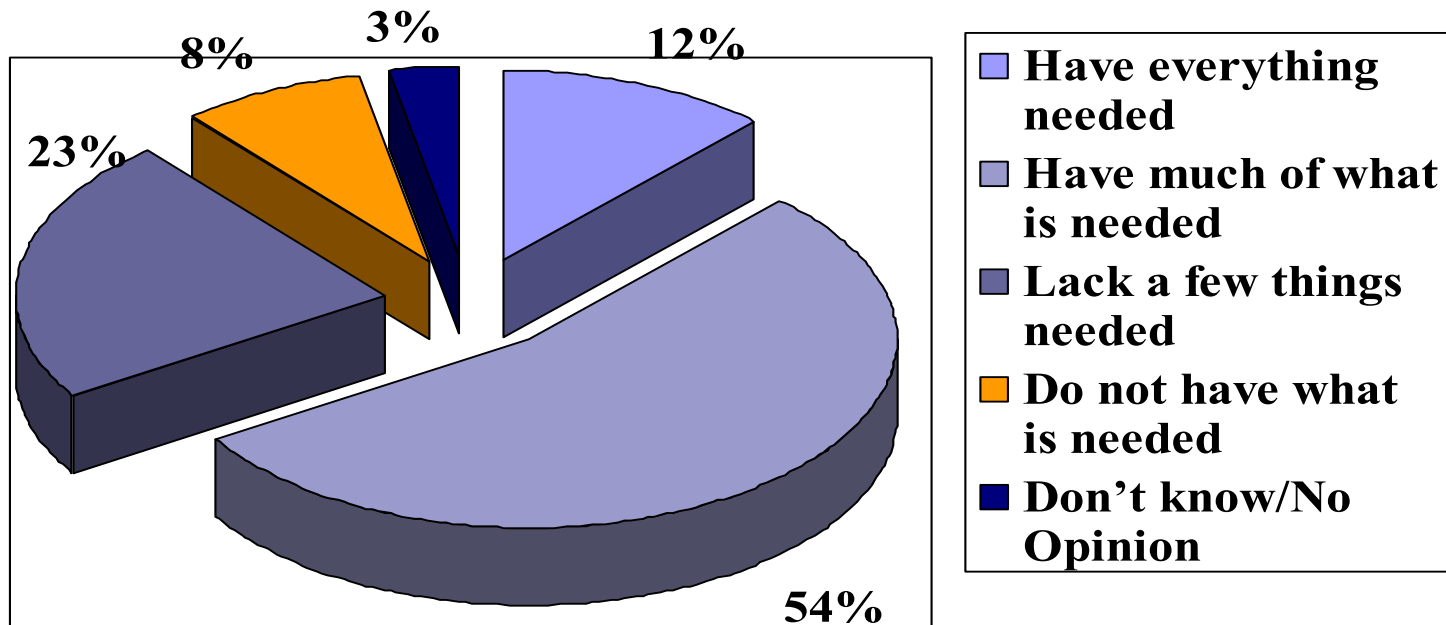
# Faculty concern about time it takes to learn and use technology in 2004



# Faculty opinion about technical support needed to learn and use technology



# Faculty opinion about technical support needed to learn and use technology in 2004

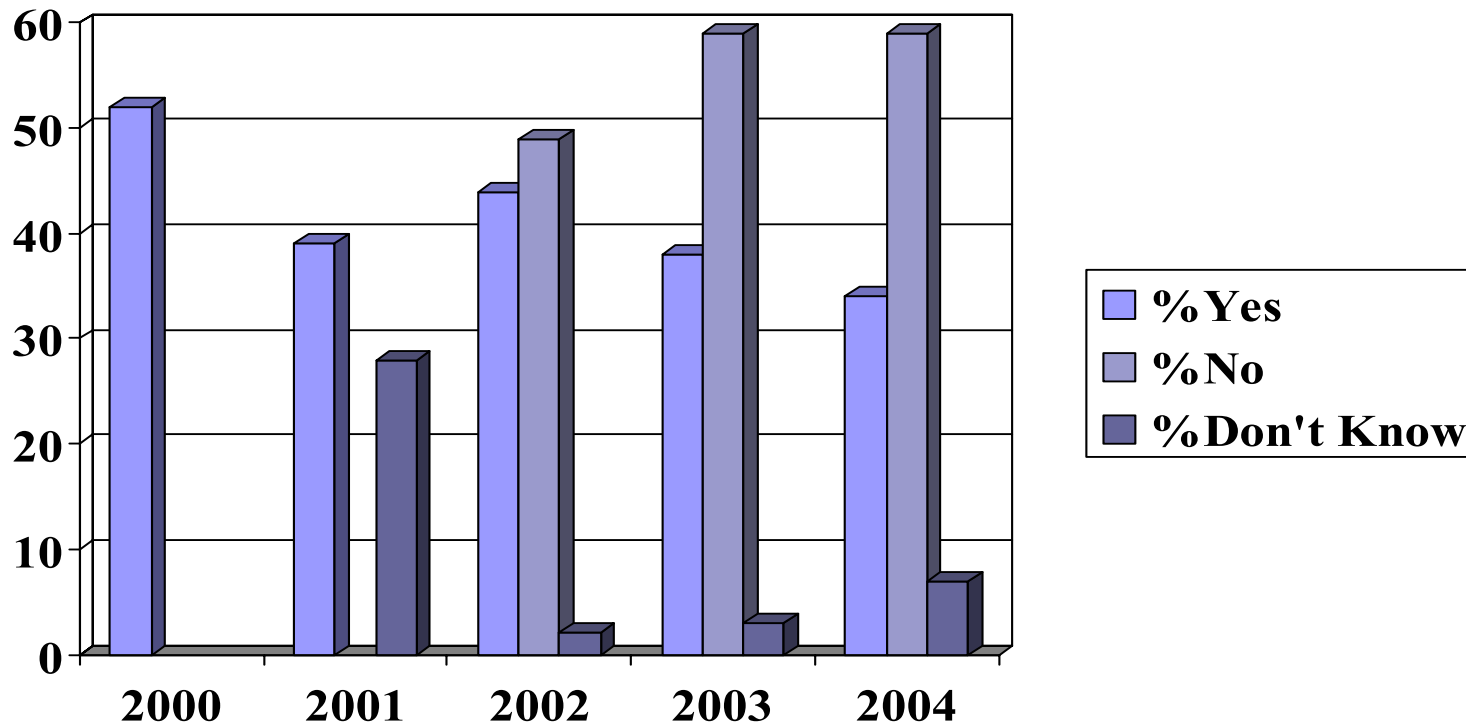


# Ways in which faculty would be interested in learning about instructional technology

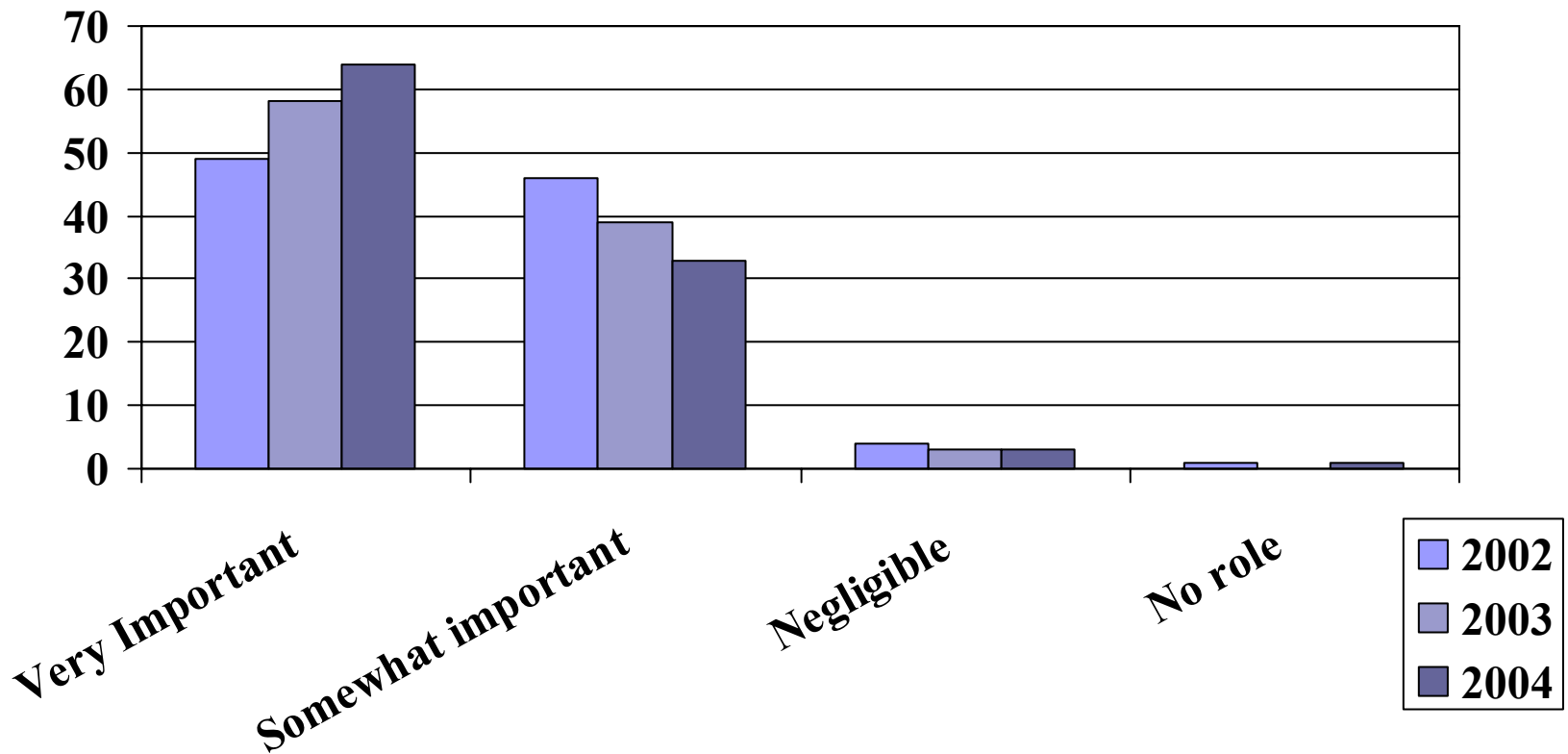
- 69% Hands-on Workshops with instructor
- 69% Self-paced tutorials
- 64% Self-instruction
- 62% One-on-one mentoring



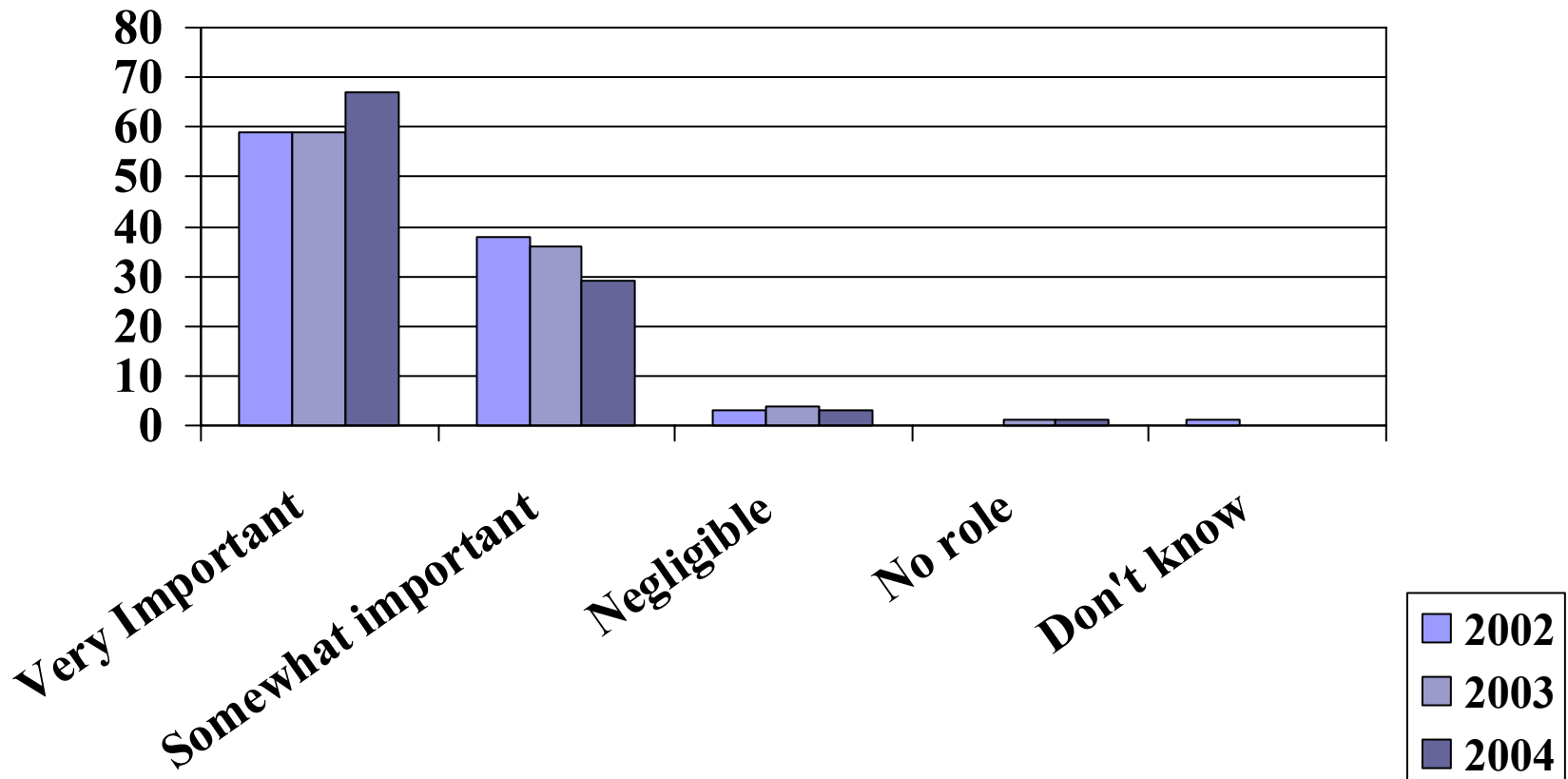
# Given adequate support, faculty interest in offering online/distance education courses



# Undergraduate students on the role of IT in education

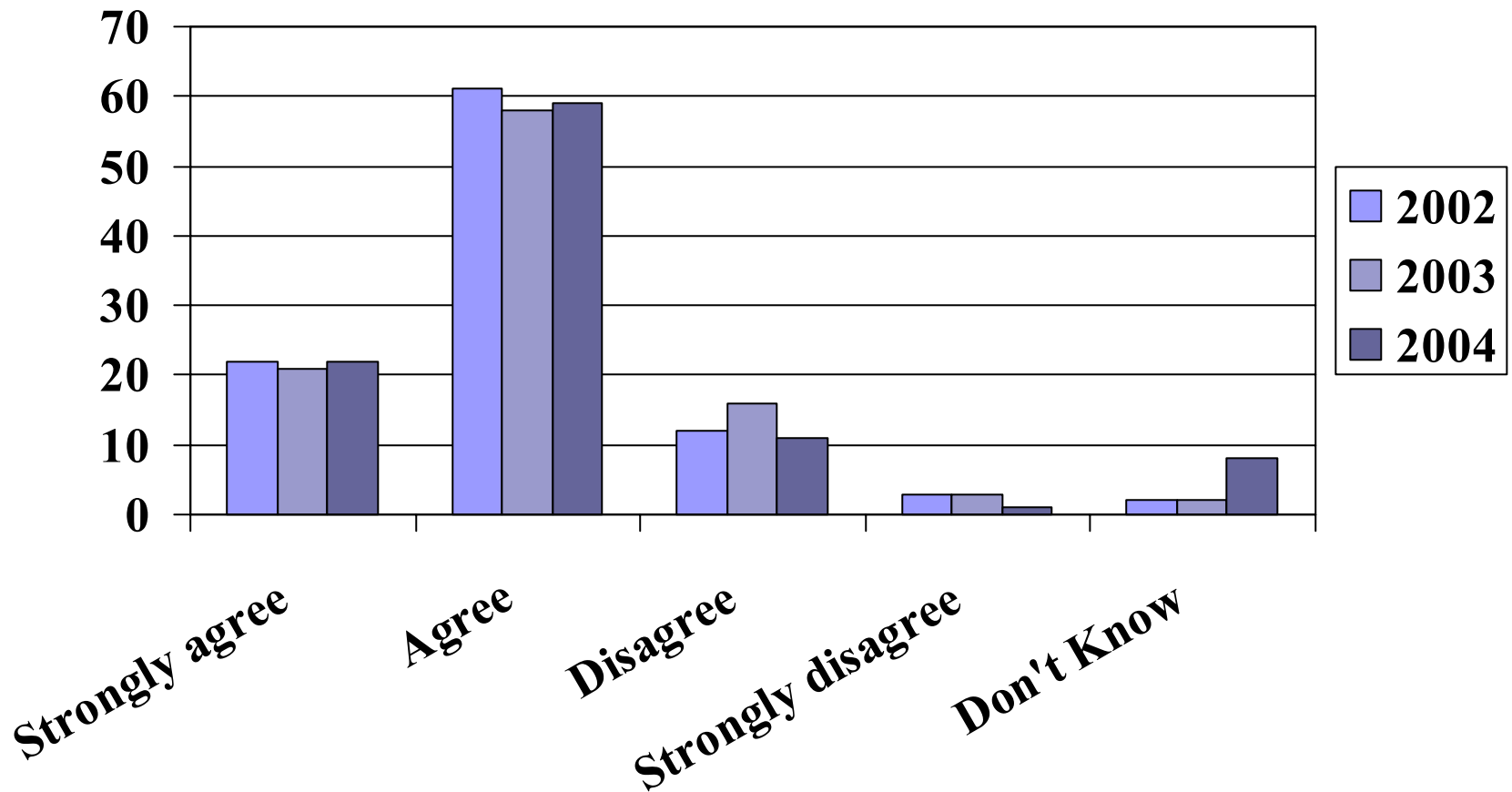


# Graduate/professional students on the role of IT in education

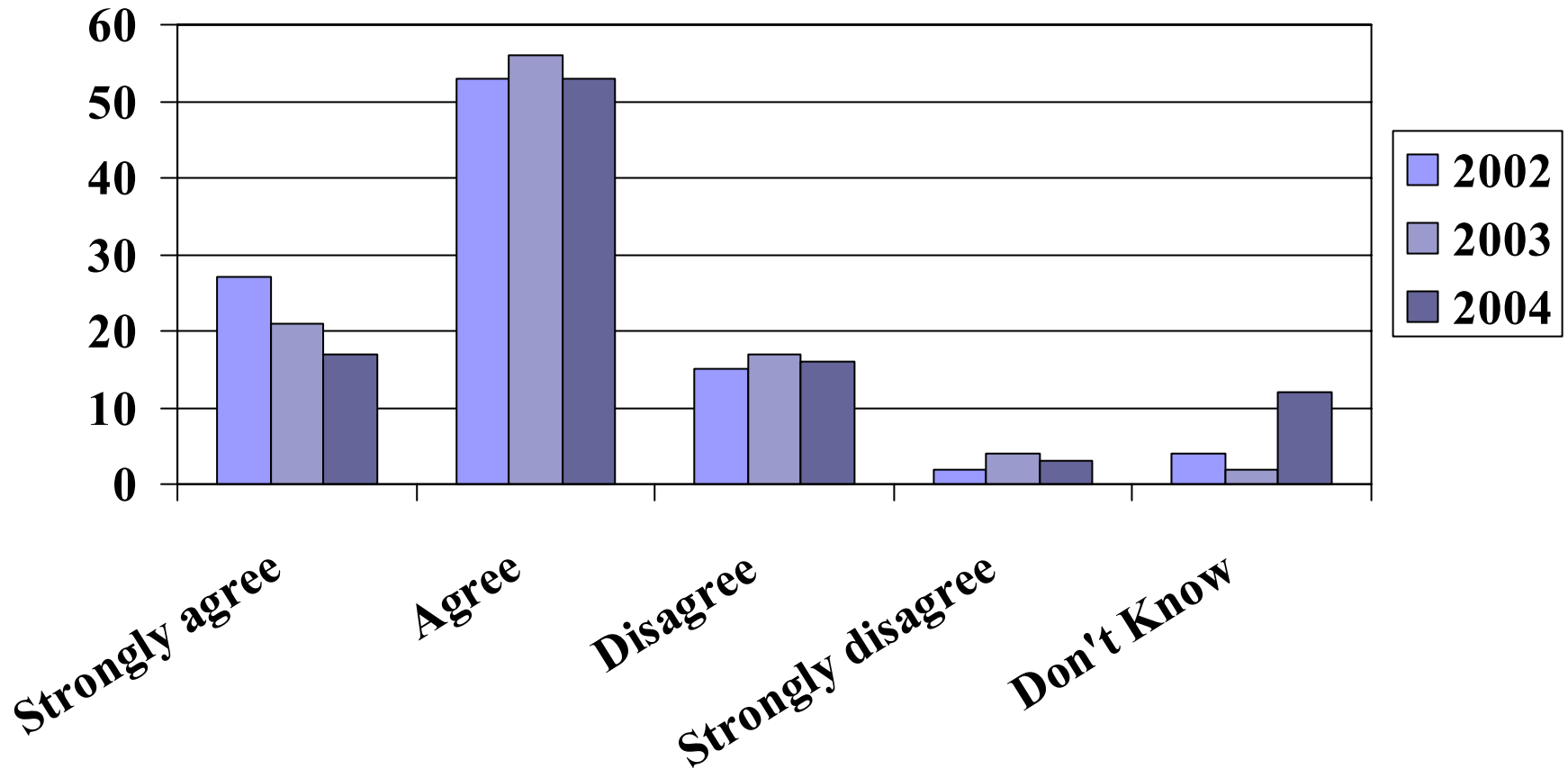


Option of 'Don't Know' eliminated in 2004 survey

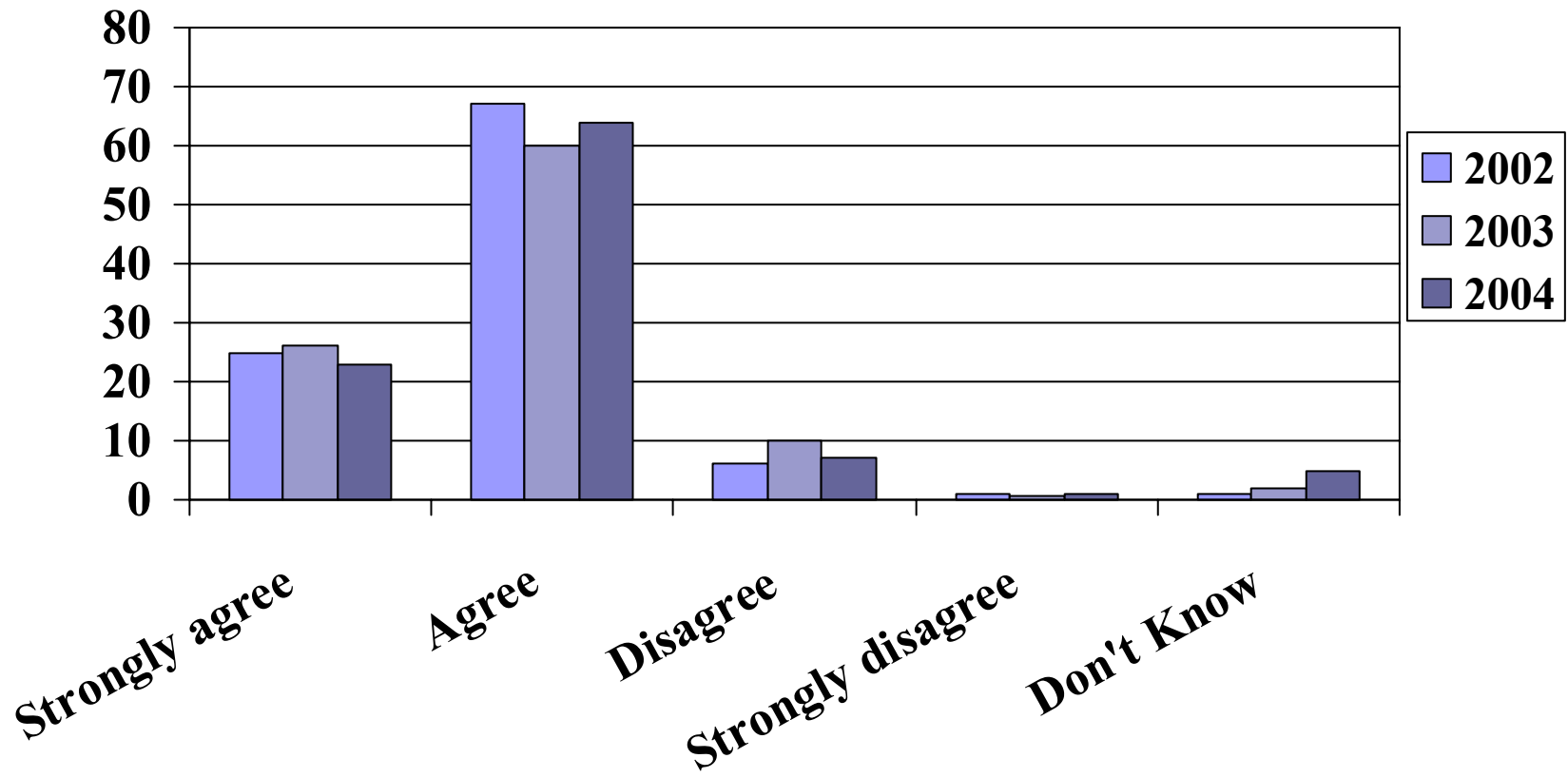
# Undergraduate student belief that use of IT at Ohio State has helped make them more marketable to future employers



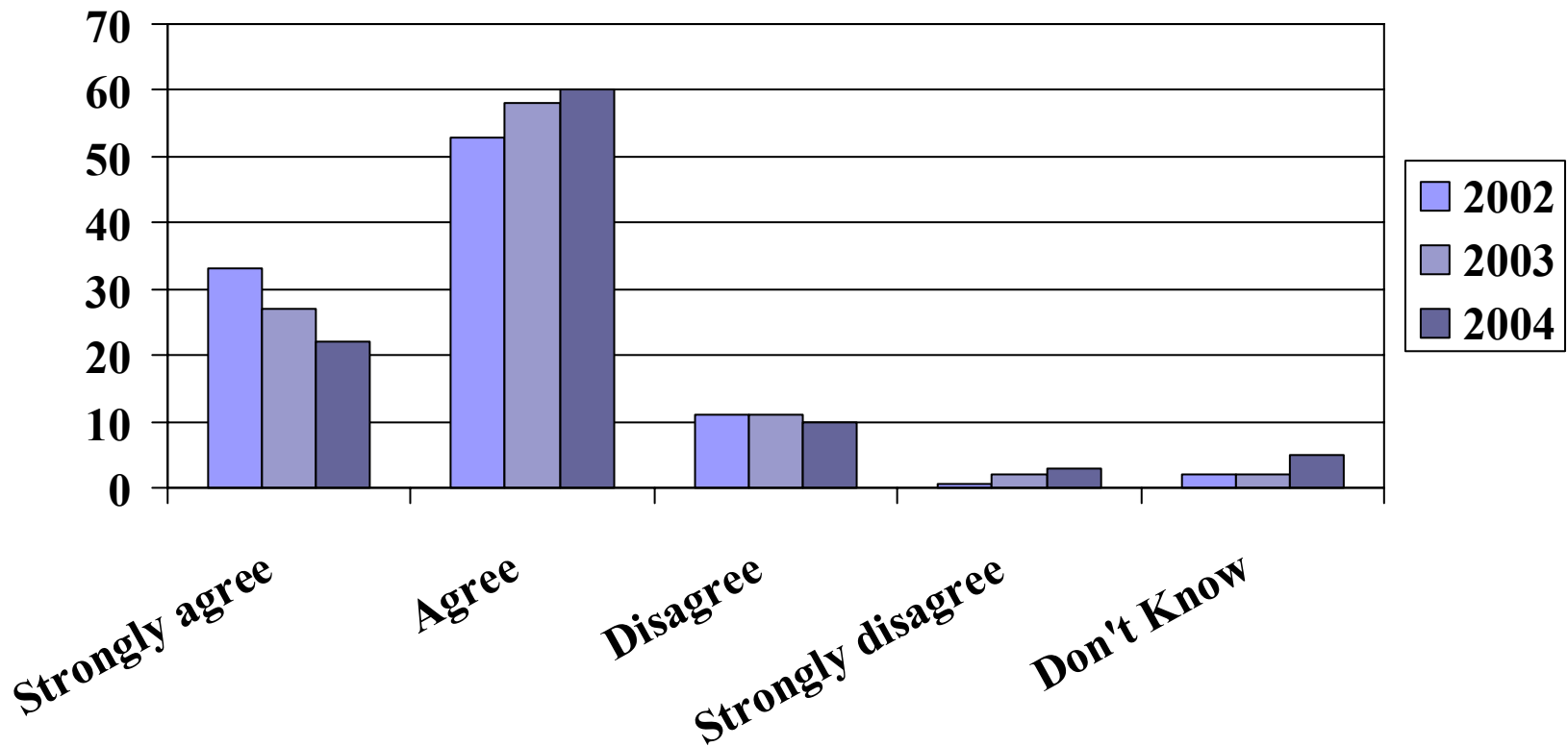
# Graduate/professional student belief that use of IT at Ohio State has helped make them more marketable to future employer



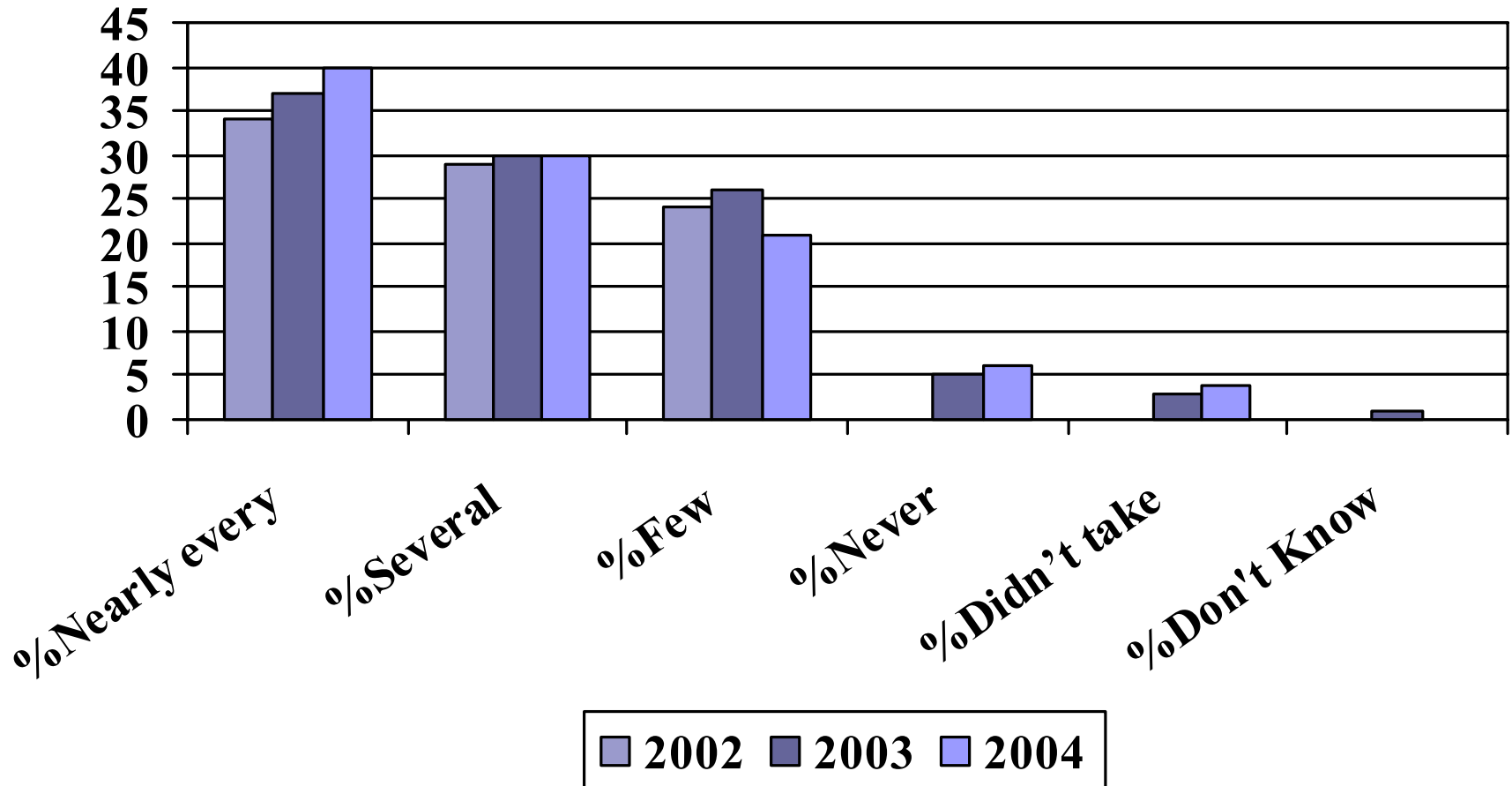
# Undergraduate student belief that use of IT at Ohio State has helped make them more likely to succeed in academic work



# Graduate/professional student belief that use of IT at Ohio State has helped make them more likely to succeed in academic work



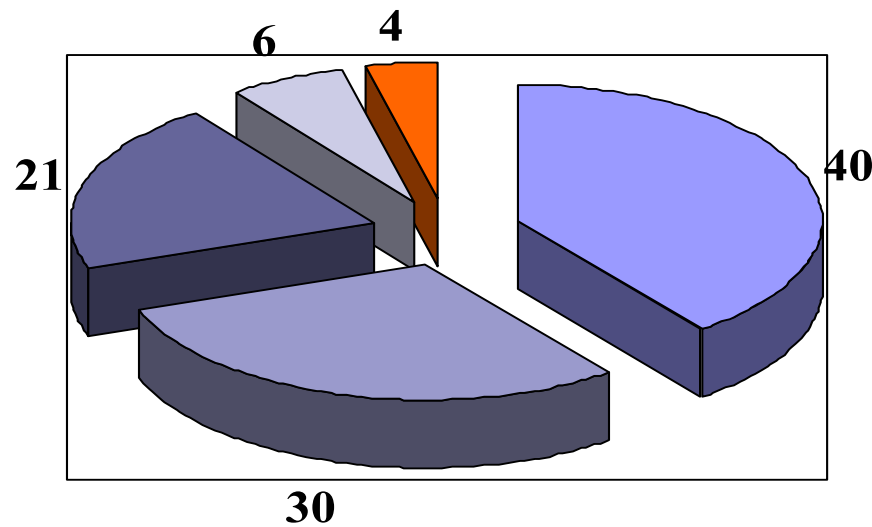
# Incorporation of IT in undergraduate classes



Option of Don't Know eliminated in 2004 survey

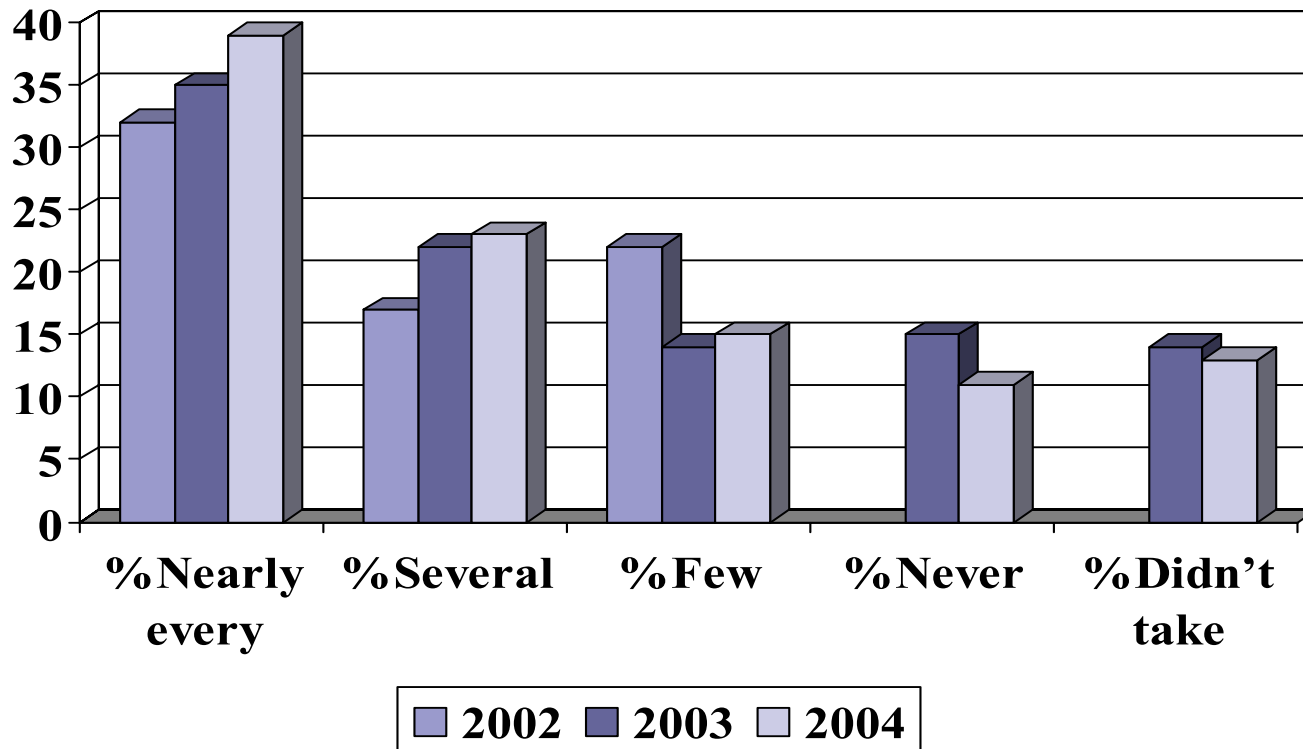


# Incorporation of IT in undergraduate classes in 2004

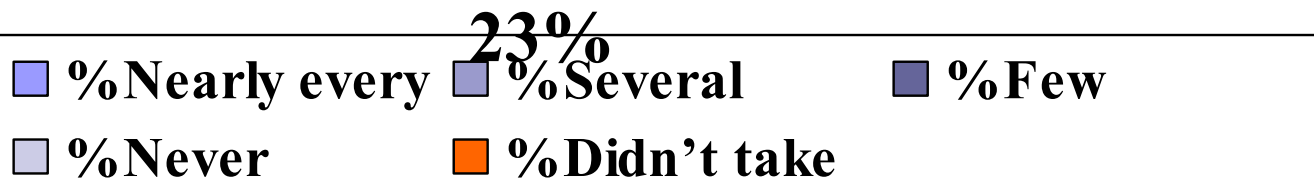
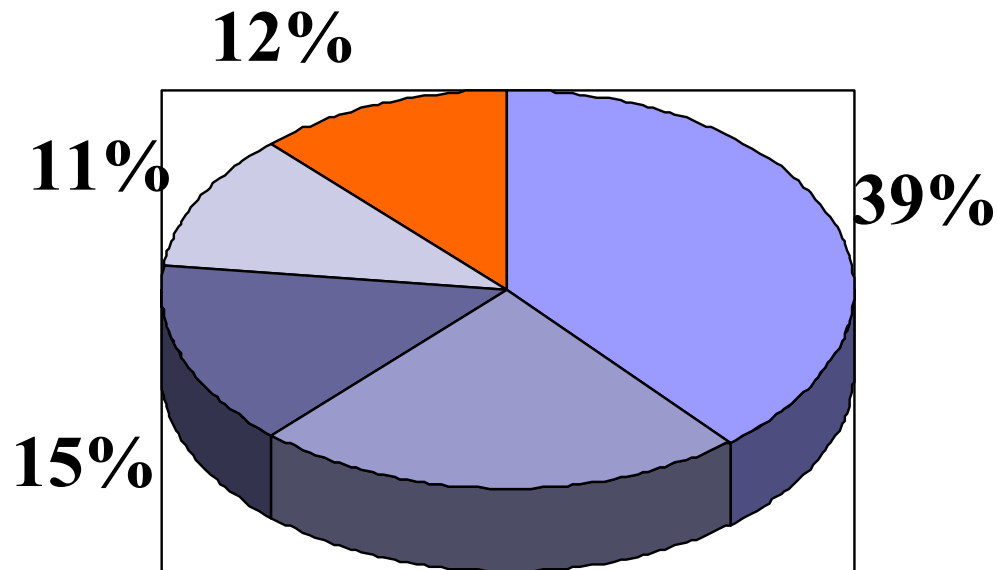


■ %Nearly every ■ %Several ■ %Few ■ %Never ■ %Didn't take

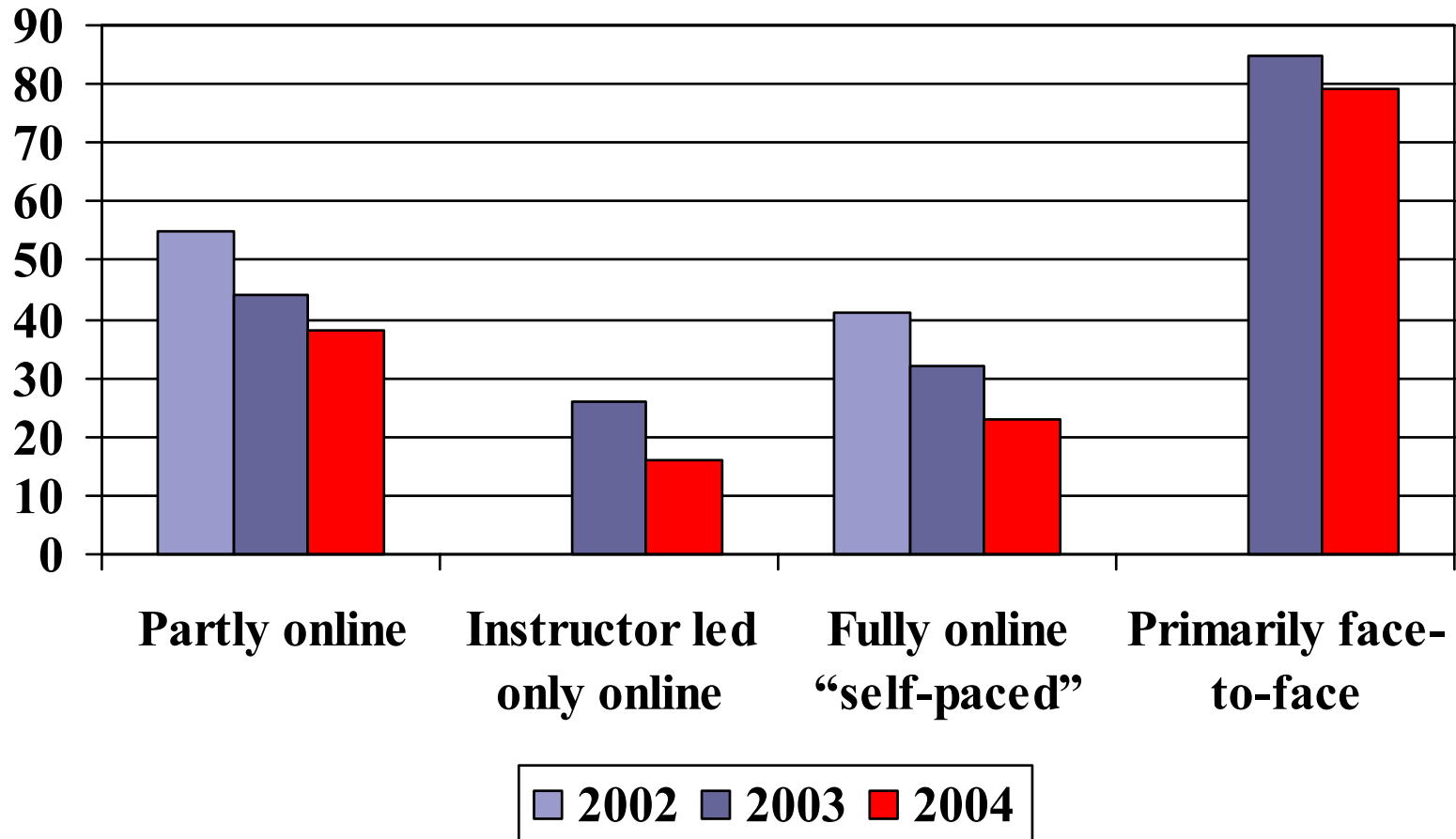
# Incorporation of IT in graduate/professional classes



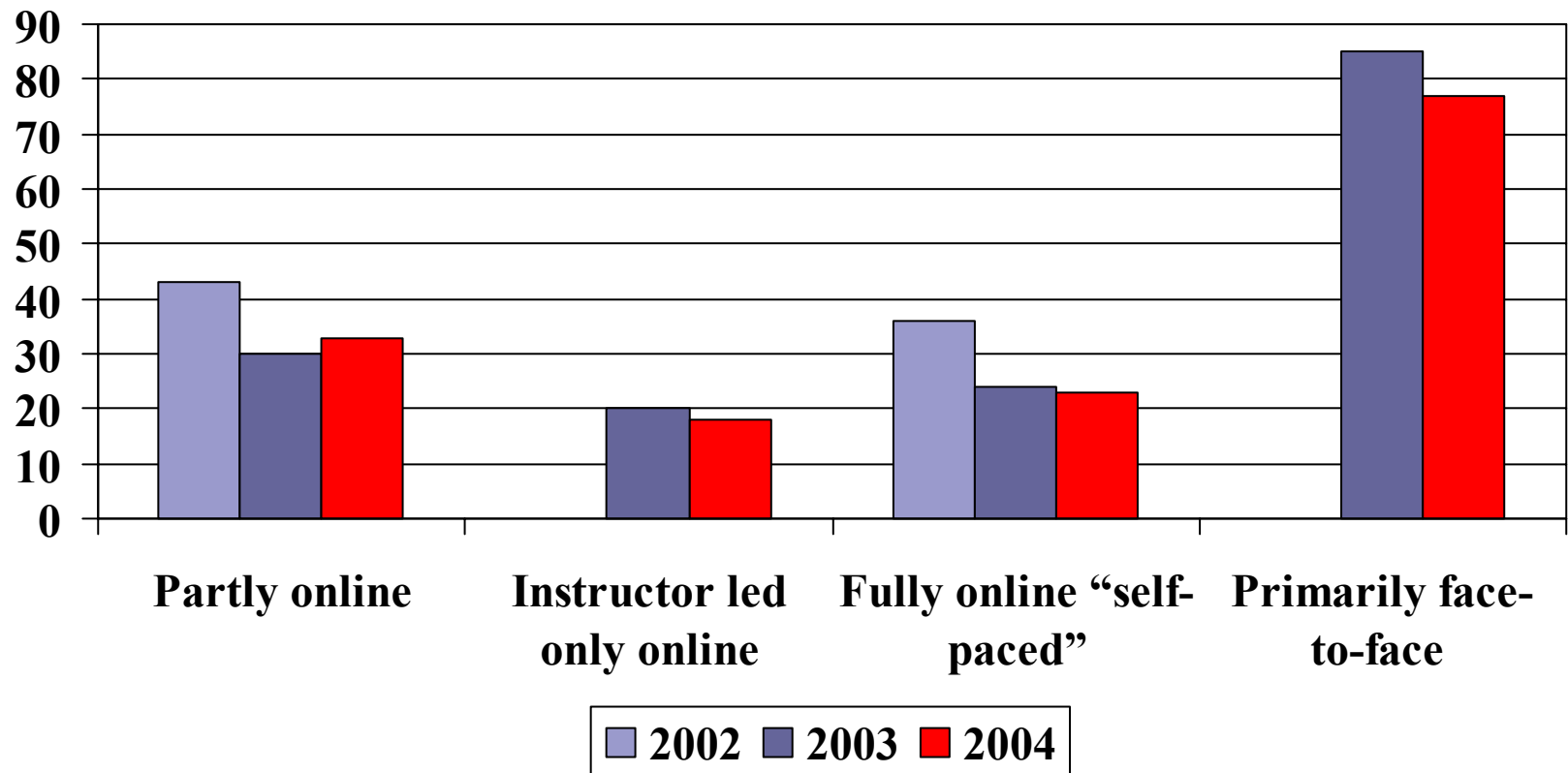
# Incorporation of IT in graduate/ professional classes in 2004



# Undergraduate student preferences for method of instructional delivery



# Graduate/professional student preferences for method of instructional delivery



# Faculty use of IT in class

