2004 Ohio State Poll background

- Conducted between Feb. 15th and April 2nd 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

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

1215 respondents in total
Response rate

![Bar chart showing response rates for different categories (F, G/P, U, S) with sampled and respondents indicated.]
Respondents

25%  25%  25%  25%
Satisfaction with CIO instructional support services

Options changed in 2004
Satisfaction with CIO instructional support services in 2004

- %VS: 40%
- %Somewhat Sat.: 22%
- %Somewhat Dis.: 6%
- %V. Dissat.: 0%
- %Don’t use service: 32%

- 7%
Faculty satisfaction with CIO communications

Bar chart showing the distribution of responses for 2003 and 2004 Faculty satisfaction with CIO communications.

- Strongly agree
- Agree
- Disagree
- Strongly disagree
- Don't Know

For 2003 (light blue bars):
- Strongly agree: 10
- Agree: 50
- Disagree: 20
- Strongly disagree: 5
- Don't Know: 5

For 2004 (dark blue bars):
- Strongly agree: 20
- Agree: 40
- Disagree: 10
- Strongly disagree: 10
- Don't Know: 10
Graduate/professional students satisfaction with CIO communications

<table>
<thead>
<tr>
<th>Rating</th>
<th>2003 G/P</th>
<th>2004 G/P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly agree</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agree</td>
<td></td>
<td>50</td>
</tr>
<tr>
<td>Disagree</td>
<td>30</td>
<td>20</td>
</tr>
<tr>
<td>Strongly disagree</td>
<td>10</td>
<td></td>
</tr>
<tr>
<td>Don't Know</td>
<td></td>
<td>10</td>
</tr>
</tbody>
</table>
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

![Bar chart showing satisfaction levels at Ohio State University]

- Very satisfied
- Satisfied
- Neither sat. nor Dissatisfied
- Unsatisfied
- Very Unsatisfied
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

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

- 1 Very familiar
- 2 Familiar
- 3 Somewhat familiar
- 4 Not familiar
- 5 Do not use
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

![Bar chart showing faculty concern about security of data for 2003 F and 2004 F.]

- **1 Very concerned**
- **2 Somewhat concerned**
- **3 Neither concerned nor unconcerned**
- **4 Somewhat unconcerned**
- **5 Unconcerned**
Faculty concern about security of data in 2004

- 18% Very concerned
- 13% Somewhat concerned
- 11% Neither concerned nor unconcerned
- 16% Somewhat unconcerned
- 42% Unconcerned

Legend:
1. Very concerned
2. Somewhat concerned
3. Neither concerned nor unconcerned
4. Somewhat unconcerned
5. Unconcerned
Faculty concern about privacy of data

- Very concerned
- Somewhat concerned
- Neither concerned nor unconcerned
- Somewhat unconcerned
- Unconcerned
Faculty concern about privacy of data in 2004

- 14% Very concerned
- 20% Somewhat concerned
- 11% Neither concerned nor unconcerned
- 15% Somewhat unconcerned
- 40% Unconcerned

Legend:
1. Very concerned
2. Somewhat concerned
3. Neither concerned nor unconcerned
4. Somewhat unconcerned
5. Unconcerned
Home Computers

2004 data
• 97% G/P
• 97% U
• 97% Faculty
• 90% Staff
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

2004 data
- 19% Faculty
- 4% G/P
- 4% U
- 7% Staff
Presence of two or more computers at home in 2004

- F%: 53
- G/P%: 38
- U%: 20
- S%: 32
Laptops as Secondary computers

![Bar chart showing F%, G/P%, U%, and S% for 2002, 2003, and 2004.](chart)
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

![Bar chart showing percentage of F%, G/P%, U%, and S% for 2002, 2003, and 2004.]
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

2004 data
- 4% U
- 8% G/P
- 14% Faculty
- 27% Staff

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: 71%
- 10-20 hrs/wk: 16%
- 21-60 hrs/wk: 9%
- >60 hrs/wk: 4%
Use of computer labs by undergraduate students

2004 Data
- 73% <10 hours
- 20% 10-20 hours
- 6% 21-60 hours
- 1% >60 hours
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
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

![Bar chart showing percentage of faculty teaching well, somewhat poorly, very poorly, and not teaching in 2002, 2003, and 2004.](chart.png)
Current IT environment supports faculty teaching/instruction in 2004

- 21% Very well
- 13% Somewhat
- 10% Somewhat poorly
- 6% Very poorly
- 4% DK
- 3% Not teaching

Total: 46%
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

![Bar chart showing responses to the question of ability to access Ohio State computing and electronic information from home.]

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree
- Don't know

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)

Students were not polled in ‘02

Option of ‘Don’t Know’ eliminated in 2004 survey
Faculty use of instructional technologies

![Bar chart showing the use of instructional technologies by faculty from 1999 to 2004. The chart categories are Every class, Several, Few, and Never. The data shows a decrease in the percentage of faculty using technology from 2001 to 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

![Chart showing trends from 2002 to 2004 for faculty satisfaction with Ohio State’s IT and student success. The chart indicates a general increase in the percentage of strongly agree responses over the years.]
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

- Help Desk
- Rewards
- Access to hw/sw
- IP Ownership

- 2002
- 2003
- 2004
Option of ‘Don’t Know’ eliminated in 2004 survey
Faculty use of WebCT in 2004

- Using WebCT: 31%
- Not using WebCT: 69%

Legend:
- Using WebCT
- Not using WebCT
Reasons for faculty not using WebCT

- Don't Know how to start
- No time for development
- Don't Know what it is
- Doesn't fit courses
- Don't Know
- Other means
- Lack Technology
- Other reasons

Years:
- 2002
- 2003
- 2004
Reasons for faculty not using WebCT in 2004

- Don't Know how to start: 3%
- No time for development: 14%
- Don't Know what it is: 24%
- Doesn't fit courses: 17%
- Don't Know: 0%
- Other means: 4%
- Lack Technology: 1%
- Other reasons: 37%
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

- Very concerned: 40%
- Somewhat concerned: 22%
- Neither concerned nor unconcerned: 17%
- Somewhat unconcerned: 8%
- Not concerned: 13%
Faculty opinion about technical support needed to learn and use technology
Faculty opinion about technical support needed to learn and use technology in 2004

- 54% Don’t know/No Opinion
- 12% Have everything needed
- 23% Have much of what is needed
- 8% Lack a few things needed
- 3% Do not have what is needed
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: 40%
- Several: 30%
- Few: 21%
- Never: 6%
- Didn’t take: 4%

Legend:

- %Nearly every
- %Several
- %Few
- %Never
- %Didn’t take
Incorporation of IT in graduate/professional classes

%Nearly every %Several %Few %Never %Didn’t take

2002 2003 2004
Incorporation of IT in graduate/professional classes in 2004

- 39% Nearly every
- 23% Several
- 15% Few
- 11% Never
- 12% Didn’t take
Undergraduate student preferences for method of instructional delivery

![Bar chart showing preferences for method of instruction between 2002, 2003, and 2004. The chart has categories for Partly online, Instructor led only online, Fully online “self-paced”, and Primarily face-to-face. The data shows a clear trend with Primarily face-to-face being the most preferred method in 2004, followed by Partly online and Fully online “self-paced”, with Instructor led only online being the least preferred.](image_url)
Graduate/professional student preferences for method of instructional delivery

- Partly online
- Instructor led only online
- Fully online "self-paced"
- Primarily face-to-face

2002 2003 2004
Faculty use of IT in class

![Bar chart showing the percentage of classes where teachers use IT in various years.]

- %Every class
- %Several
- %A Few
- %Never