2007 Office of the CIO Technology Poll Results

Information Technology Questions
Office of the Chief Information Officer
2007 Technology Poll Background

• Conducted between January and February 2007
• Survey contained information technology (IT) questions from the Chief Information Officer (CIO), including the Office of Information Technology (OIT), Technology Enhanced Learning and Research (TELR), OSU Libraries and the Ohio Learning Network
• Faculty and Staff – first contact by campus mail; then sent an e-mail directing them to online survey
• Students sent e-mail directing them to web survey
## 2007 Technology Poll Background

<table>
<thead>
<tr>
<th>Segment</th>
<th>Sampled</th>
<th>Valid Responses</th>
<th>Valid Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty (F)</td>
<td>2,000</td>
<td>464</td>
<td>23.8</td>
</tr>
<tr>
<td>Grad/Prof (G/P)</td>
<td>2000</td>
<td>258</td>
<td>12.9</td>
</tr>
<tr>
<td>Undergrad (U)</td>
<td>2500</td>
<td>452</td>
<td>18.2</td>
</tr>
<tr>
<td>Staff (S)</td>
<td>2,000</td>
<td>643</td>
<td>32.2</td>
</tr>
</tbody>
</table>

1817 respondents in total
Response rate

F G/P U S
Sampled Respondents
Satisfaction with TELR instructional support services
Communications from the CIO Keep Faculty Informed about Events/Services

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

2005 F
2006 F
2007 F
Communications from the CIO Keep Staff Informed about Events/Services

![Bar chart showing responses to Communications from the CIO Keep Staff Informed about Events/Services survey from 2005 to 2007. The chart includes categories for Strongly agree, Agree, Disagree, Strongly disagree, and Don't Know. The responses are differentiated by year: 2005 S, 2006 S, and 2007 S.](image)
Communications from the CIO Keep Grad/Professional Students Informed about Events/Services
Communications from the CIO Keep Undergraduate Students Informed about Events/Services
Ohio State meets your information technology needs
IT was a factor in coming to Ohio State

The chart shows the percentage of respondents who strongly agree, agree, disagree, strongly disagree, and don't know about IT being a factor in coming to Ohio State from 2002 to 2007.
IT is a factor for remaining at Ohio State
Satisfaction with helpfulness and responsiveness of other IT support resources at Ohio State in 2007
Satisfaction with the Ohio State central e-mail service in 2007

- Very satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Very dissatisfied
- Don't know

[Bar chart showing satisfaction levels for 2007 F%, 2007 G/P%, 2007 U%, and 2007 S%]
Overall level of satisfaction with IT services at Ohio State in 2007
Familiarity with IT resources

• Very familiar or familiar with IT resources
  • 34% Undergraduate students
  • 33% Graduate/Professional students
  • 25% Staff
  • 24% Faculty
Faculty concern about security of electronic data

- Very concerned
- Somewhat concerned
- Neither concerned nor unconcerned
- Somewhat unconcerned
- Unconcerned
Faculty concern about privacy of communications

Very concerned
Neither concerned nor unconcerned
Somewhat concerned
Somewhat unconcerned
Unconcerned

2005 F
2006 F
2007 F

Office of the Chief Information Officer
Home Computers

- 98% Faculty
- 99% G/P
- 99% U
- 94% Staff

2007 data
Laptop as primary computer among respondents having home computers

2007 data
- 46% Faculty
- 62% G/P
- 62% U
- 32% Staff
Windows PC vs. Mac as primary platform

2007 Mac data
- 20% Faculty
- 13% G/P
- 10% U
- 5% Staff
Presence of two or more computers at home in 2007
Laptops as Secondary computers

<table>
<thead>
<tr>
<th>Year</th>
<th>F%</th>
<th>G/P%</th>
<th>U%</th>
<th>S%</th>
</tr>
</thead>
<tbody>
<tr>
<td>2005</td>
<td>51</td>
<td>44</td>
<td>43</td>
<td>39</td>
</tr>
<tr>
<td>2006</td>
<td>49</td>
<td>43</td>
<td>42</td>
<td>37</td>
</tr>
<tr>
<td>2007</td>
<td>59</td>
<td>47</td>
<td>44</td>
<td>44</td>
</tr>
</tbody>
</table>
Over 66% of all groups reported wireless connections for secondary computers in the 2007 poll.
Mac platform for secondary computer

![Bar chart showing Mac platform usage from 2005 to 2007 for different categories such as F%, G/P%, U%, and S%. The chart displays the percentage of usage for each category across the years.]
Presence of home Internet Service Provider (ISP)
Primary home ISP used to connect to university network

- Roadrunner
- SBC/DSL
- WOW
- OSUWeb
- HomeNet
Absence of home ISP to connect to university network

2007 data
- 6% Faculty
- 6% G/P
- 3% U
- 14% Staff
Undergraduate students with ISP before OSU and retention

- In 2007, of the 83% who had an ISP before coming to Ohio State, 46% retained the ISP
Graduate/Professional students with ISP before OSU and retention

- In 2007, of the 74% who had an ISP before coming to Ohio State, 42% retained the ISP
Use of home ISP for more than 20 hours per week

2007 Data
- 42% U
- 40% G/P
- 34% faculty
- 18% Staff
Use of computer labs by undergraduate students

2007 data
- 74% <10 hours
- 19% 10-20 hours
- 6% 21-60 hours
- <1% >60 hours
Use of computer labs by graduate/professional students

2007 data
74% <10 hours
14% 10-20 hours
9% 21-60 hours
2% >60 hours
Aware of OSU Central Anti-Spam on Central E-mail

![Bar chart showing comparison of F%, G/P%, U%, and S% for 2006 and 2007.](chart.png)
Anti-Spam Service Is Helping Reduce Unwanted E-mail
Aware of OSU Wireless Network on Campus

![Bar chart showing the percentage of students aware of OSU Wireless Network on Campus for the years 2006 and 2007. The chart includes four categories: F%, G/P%, U%, and S%. The data indicates that the awareness has increased from 2006 to 2007.](chart)
Activated an OSU Wireless Account

Bar chart showing the percentage of students using wireless accounts for different categories:
- F% (Freshmen): 25% in 2006, 30% in 2007
- G/P% (Graduate/Postgraduate): 40% in 2006, 45% in 2007
- U% (Undergraduate): 35% in 2006, 40% in 2007
- S% (Staff): 15% in 2006, 20% in 2007
Using an OSU Wireless Network on Campus

![Bar Chart]

- **F%**
  - 2006: 15
  - 2007: 20

- **G/P%**
  - 2006: 30
  - 2007: 35

- **U%**
  - 2006: 25
  - 2007: 30

- **S%**
  - 2006: 10
  - 2007: 15

**Legend:**
- **2006**
- **2007**
Aware of OSU/OIT System Status Page (monitoring E-mail, Carmen etc.)

![Bar chart showing percentage comparison between 2006 and 2007 for F%, G/P%, U%, and S%. The chart indicates that the percentage for each category is higher in 2007 compared to 2006.](image)
Experienced a virus on any computer

2007 data
- 15% Faculty
- 29% G/P
- 34% U
- 22% Staff
Virus on personal vs. Ohio State computers

2007 data
- Student data shows that computer labs tend to almost free of viruses
- Faculty (3%) almost no viruses on Ohio State computers
- Staff reported slightly more viruses (6%)
Use of personal firewalls

2007 data
- 64% Faculty
- 68% G/P
- 72% U
- 62% Staff
Use of PDA’s

Overall use of PDA’s
29% in 2005
25% in 2006
23% in 2007
Use of PDA’s with wireless

Overall Use of PDA’s with wireless
24% in 2004
29% in 2005
32% in 2006
49% in 2007
Current IT environment supports faculty teaching/instruction

- %Very well
- %Somewhat
- %Somewhat poorly
- %Very poorly
- %DK
- %Not teaching

Yearly comparison from 2004 to 2007.
Current IT environment supports graduate/professional students in teaching/instruction
Ability to access Ohio State computing and electronic information from office/lab

![Bar Chart]

- **2005 F**: Strongly Agree - Agree - Disagree - Strongly Disagree - Don't Know
- **2006 F**: Strongly Agree - Agree - Disagree - Strongly Disagree - Don't Know
- **2007 F**: Strongly Agree - Agree - Disagree - Strongly Disagree - Don't Know
- **2005 G/P**: Strongly Agree - Agree - Disagree - Strongly Disagree - Don't Know
- **2006 G/P**: Strongly Agree - Agree - Disagree - Strongly Disagree - Don't Know
- **2007 G/P**: Strongly Agree - Agree - Disagree - Strongly Disagree - Don't Know
- **2007 S**: Strongly Agree - Agree - Disagree - Strongly Disagree - Don't Know

Legend:
- **Strongly Agree**
- **Agree**
- **Disagree**
- **Strongly Disagree**
- **Don't Know**
Ability to access Ohio State computing and electronic information from home
Ability to access Ohio State information from home in 2007

The chart shows the distribution of responses to the question about the ability to access Ohio State information from home in 2007. The categories are:

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

The chart displays the percentage of responses for four categories:

1. F%
2. G/P%
3. U%
4. S%

The chart indicates the percentage of respondents who strongly agree, agree, disagree, strongly disagree, and don't know for each category.
Faculty - Ohio State IT helps increase my impact and productivity

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Don't know

Office of the Chief Information Officer
Ability to use IT to contribute to professional development


Strongly Agree  Agree  Disagree  Strongly Disagree  Don't Know

The Ohio State University  www.osu.edu

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Types of instructional technologies used

- 89% E-mail
- 80% Online syllabus
- 75% Web-based materials
- 66% Computer-projected materials
- 30% Automated grade books/online grade checking
- 27% Computer labs during class
- 27% Online discussion forums
Faculty - Ohio State’s IT is important to my student’s success

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

2005: Strongly Agree - 20, Agree - 30, Disagree - 10, Strongly Disagree - 5, Don't Know - 5
2006: Strongly Agree - 25, Agree - 25, Disagree - 15, Strongly Disagree - 10, Don't Know - 10
2007: Strongly Agree - 30, Agree - 30, Disagree - 20, Strongly Disagree - 15, Don't Know - 15
Incentives for faculty to use IT in instruction

- Help Desk
- Rewards
- Access to hw/sw
- IP Ownership
- Ease of use

Faculty - Majors in my discipline should be required to demonstrate certain level of knowledge of computer applications.
Faculty using a university-supported CMS (either Carmen or WebCT)

- Using CMS: 40% (2005), 58% (2006), 53% (2007)
- Not using CMS: 53% (2005), 58% (2006), 60% (2007)
- Don't Know: 32% (2006), 47% (2007)
- Prefer Not to Answer: 1% (2005), 1% (2006), 1% (2007)
- No Response: 8% (2007)
Reasons for faculty not using Carmen

- Not teaching
- No time for development
- Don't Know How to Get Started
- Doesn't Suit Course Needs
- Carmene Too Difficult
- Using Course Website
- Don't Know What It Is
- Using Different CMS
- Other
Faculty concern about time it takes to learn and use technology

Very concerned
Somewhat concerned
Neither concerned nor unconcerned
Somewhat unconcerned
Unconcerned
Faculty opinion about technical support needed to learn and use technology

- Have everything needed
- Have much of what is needed
- Lack a few things needed
- Do not have what is needed
- Don’t know/No Opinion
Ways in which faculty would be interested in learning about instructional technology

- 57% Self-instruction
- 51% General workshops (hands-on)
- 48% Tutorials (self-paced)
- 46% Cohort workshops
- 37% Online workshops
- 37% 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

- Very Important
- Somewhat important
- Negligible
- No role

Year:
- 2004
- 2005
- 2006
- 2007
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

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

2004 2005 2006 2007
Incorporation of IT in graduate/professional classes

Nearly every

Several

Few

Never

Didn't take

2004 2005 2006 2007

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

2004 2005 2006 2007

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Undergraduate student preferences for method of instructional delivery
Graduate/professional student preferences for method of instructional delivery

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

Faculty use of IT in class

<table>
<thead>
<tr>
<th>Year</th>
<th>%Every class</th>
<th>%Several</th>
<th>%A Few</th>
<th>%Never</th>
<th>% Do not teach</th>
</tr>
</thead>
<tbody>
<tr>
<td>2004</td>
<td>40</td>
<td>20</td>
<td>10</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>2005</td>
<td>50</td>
<td>30</td>
<td>15</td>
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<td>2006</td>
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<td>10</td>
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<tr>
<td>2007</td>
<td>55</td>
<td>35</td>
<td>10</td>
<td>5</td>
<td>10</td>
</tr>
</tbody>
</table>
Ways campus community use OSU libraries

- Ind. research/study
- Grp. research/study
- Use computers
- Pick-up materials
- Confer with librarian
- Attend class/social function
- Meet friends/colleagues
- Do Not Use Library
- Other

Graph showing distribution of usage categories.
Ways campus community would like to use OSU libraries in the future

- Ind. research/study
- Grp. research/study
- Use computers
- Pick-up materials
- Confer with librarian
- Attend class/social function
- Meet friends/colleagues
- Do Not Plan to Use Library
- Other

Legend:
- F
- G/P
- U
- S