

Instructional Technology User Survey Results Spring 2005

There were 44 survey respondents.

- Thirty-one rated the workshops.
 - 18 (58%) rated the workshops excellent
 - 10 (32%) rated good
 - 2 (6%) average
 - 1 (3%) below average
- Nine respondents rated the Tegrity system. Of those nine:
 - 5 (56%) rated their experience “excellent”
 - 2 (22%) rated their experience “good”
 - 2 (22%) rated their experience “average”
- Thirty –eight respondents rated their experience receiving individual help. Of those 38:
 - 30 (79%) rated their experience as “excellent”
 - 8 (21%) rated their experience as “good”
- Twenty-eight respondents indicated they had received assistance from the Student Technology Team. Of those 28:
 - 14 (50%) rated their experience as “excellent”
 - 11 (39%) rated their experience as “good”
 - 3 (11%) rated their experience as “average”
- Eight respondents indicated they had received departmental specific workshop or training sessions. Of those eight:
 - 7 (88%) rated their experience as “excellent”
 - 1 (13%) rated their experience as “good”
- Six respondents indicated they had checked out equipment. Of those six:
 - 5 (83%) rated their experience as “excellent”
 - 1 (17%) rated their experience as “good”
- Of the 44 total respondents (multiple responses were allowed):
 - 17 (39%) indicated they had received help with Microsoft Office products
 - 15 (34%) had received help with website development
 - 12 (27%) had received help with forms
 - 14 (32%) had received help with online surveys/data collection
 - 1 (2%) had received help with scanning
 - 27 (61%) had received WebCT support or Instructional Design support with online/hybrid courses
 - 3 (7%) had received customized CD-ROM development

- 20 (45%) had received help with the development of online tests/quizzes
 - 7 (16%) had received help with the development of customized learning materials (Learning Objects, interactive web pages for instruction, etc.)
 - 2 (5%) received assistance with the grant application process
 - 11 (25%) had received assistance with the development of streaming audio/video (PowerPoint with audio, Tegrity WebLearner, Real Media)
- Twenty-six respondents indicated they had utilized the WebCT server. Of those 26:
 - 12 (46%) rated their experience as “excellent”
 - 13 (50%) rated their experience as “good”
 - 1 (4%) rated their experience as “average”
 - Two respondents indicated they had utilized the media server. Both respondents rated their experience as “excellent.”
 - Five respondents indicated they had utilized the Tegrity server.
 - Forty-four respondents rated the quality/utility of the handouts and materials on the Instructional Technology Website. Of those 44:
 - 28 (64%) rated the handouts “excellent”
 - 12 (27%) rated the handouts “good”
 - Three (7%) rated the handouts “average”
 - One (2%) rated the handouts “poor”
 - Thirty-nine respondents indicated the approximate number of handouts/materials viewed. Of those 39:
 - 5 (13%) had viewed more than 10
 - 9 (23%) had viewed 6-10
 - 9 (23%) had viewed 3-5
 - 16 (41%) had viewed 0-2

Positive comments on the quality of the Instructional Technology services utilized include the following:

- Terrific. My concern is that when more and more faculty choose online education, their services and 'woman power' will be stretched too thin.
- Rhonda and Barb are both really helpful people. We have big technology problems which are not of their making, but they're always great to work with.
- The personalized mentoring by Rhonda and Barb...very helpful and encouraging to try new technology tasks...I will be signing up for even more activities...thanks

- At this point, all of my contacts have been with Rhonda Ficek. She is a wonderful teacher, a highly knowledgeable professional, and a true asset to MSUM!
- I appreciate the assistance that I have received from Barb! She was very helpful and encouraging. Thank you!
- Quality is good but they will definitely need more assistance in the future. The world of technology is growing fast.
- The service has been prompt. Problems have been explained in terms easily understood.
- The staff has been excellent in terms of providing instruction, advise, and support. Couldn't ask for more or better service. D2L is still presenting problems that will need to be fixed before I decide to use it again.
- As indicated in above answers, the quality of services has been excellent!
- Barb and Rhonda and Eejay have been extremely helpful in getting me up to speed on D2L and making sure it works well for the students. Any difficulties I've had are handled promptly, and I get timely and accurate info on any problems attributable to the MnSCU server, which typically cannot be handled by MSUM personnel. Overall, D2L, with support provided by these 3 folks, has contributed a great deal to the quality of my instruction.
- They have provided instant support and have always been there for whatever the problem. They are great.
- I always get the help that I need from the IT team. I know they are stretched thin as are many departments, but they always come through with help. I am very pleased with these folks, especially Rhonda who always goes the extra mile.
- All services were professionally and personally delivered to help with my specific needs. I am completely satisfied.
- VERY HELPFUL AND ALWAYS VERY QUICK TO RESPOND.
- Excellent. I have received individual help from both Rhonda Ficek and Barb Hoppe on numerous projects (including Desire2Learn). They are both extremely knowledgeable and helpful. Barb has saved my life many times and has given me lots of help in D2L and with other projects such as presentation in PowerPoint. I have had the Student Tech Team work on projects for me (one web page project and the other a powerpoint project) and I have found the help to be excellent.
- Great
- Barb and Rhonda have always responded immediately to questions and concerns and have been exceedingly helpful with their advice and instructions.
- They (esp Rhonda) gave me a lot of great help with Desire 2 Learn, which I use in all of my classes, but not WEBCT, which is why my answers to 2 and 3 don't really appear to match. Rhonda has been very helpful, but THAT server was a real pain last fall.

- Barb and Rhonda have always responded immediately to questions and concerns and have been exceedingly helpful with their advice and instructions.
- The support and quality from IT is excellent. They are quick to respond and assist with actual problem or brainstorming to assist me to improve in my own abilities. This is an important department and one that needs more resources as the institution moves further into online education delivery. Not only support for faculty but students and infrastructure issues on campus. They are integral to our program success.
- THE BEST!!! If I were to consider employment at another institution I would now ask several questions about their instructional technology service, its recent activities and role within the university. This is definitely one of MSUM's strengths and would weigh heavily on the plus side of remaining at MSUM (unfortunately this strength will probably not compensate lack of competitive pay and travel funds to pursue research efforts). The leadership of Rhonda Ficek and the department is very instrumental in obtaining funding for technology and apprising other faculty of its existence as well as providing necessary training and support. In addition, Rhonda not also communicates her experience with MSUM but is active in the dissemination of information at other technology conferences. If only other technology on campus such as the out-dated and inefficient email system would be as well managed and supported.
- Excellent, we really, really appreciate all the Technology support.
- Awesome
- Awesome

Neutral comments on the quality of the Instructional Technology services utilized include the following:

- I looked at the IT Website. I hope to make wider use of IT services from now on.
- The quality has really varied. Some instruction has been useful and some has been very poor. It is important for the tech. person to remain positive with students and avoid stressing all the difficulties students will encounter. Efficient use of class time for instruction has been a struggle.

Negative comments on the quality of the Instructional Technology services utilized include the following:

- The workshop on Powerpoint was very difficult for me to follow, and I got the same impression from others in the class. A quick overview was necessary prior to digging into specific features of Powerpoint, which only a few people would ever consider using.

Suggestions for workshops, materials or services to make available in the future from Instructional Technology include:

- copyright issues when using resources from the Internet

- Perhaps have a short handout with a few well define hands-on activities.
- Like Horizon Wimba
- A workshop on Arcview will be helpful
- Would like to see a workshop in MS Access.
- I have to have the individual instruction sessions in order to use tech. with my teaching. The group sessions are great for learning about what is available for use, but not for using the specific tech. Additional support is needed in order for Rhonda and Barb to keep up with the demand.
- 24/7 help line!! Just kidding! I don't think most people at this university realize just yet how magnificent Instructional Technology is! It's amazing how Rhonda consistently keeps her eye on future technology and how various programs and services will benefit faculty and students. They truly need more staff and funding to keep up with the constant changes in instructional technology for most all our programs. Thank you for your vision and dedication to always wanting to improve the way this institution provides the tools for educating our students and for training our faculty and staff in this fast-paced, ever-changing world of computer technology.
- silicon chalk software
- Printed sheets of what the features will do for you, when you might use the features, etc. would have been helpful. Or, in the least, a listing of the topics discussed! We jumped from one thing to the next without being able to grasp where the instructor was at in her discussion.