Instructional Technology User Survey Results
Spring 2003

There were 58 survey respondents.

- Thirty-nine (67%) respondents indicated they had attended a workshop.

- Thirteen (22%) respondents indicated they had attended the January 5 -6 workshop.

- Thirty-eight (66%) respondents indicated they had participated in individual help sessions with Ficek or Hoppe.

- Twenty-three (40%) respondents indicated they had received assistance from the Student Technology Team.

- Seven (12%) respondents indicated they had received departmental specific workshop or training sessions.

- Five (9%) respondents indicated they had checked out equipment.

Of the 58 total respondents (multiple responses were allowed):

- Fourteen (24%) indicated they had received help with Microsoft Office products
- Thirty-eight (66%) had received help with website development
- Sixteen (28%) had received help with forms
- Seven (12%) had received help with online surveys/data collection
- Two (3%) had received help with scanning
- Twenty-nine (50%) had received WebCT support or Instructional Design support with online/hybrid courses
- Two (3%) had received customized CD-ROM development
- Thirteen (22%) had received help with the development of online tests/quizzes
- Ten (17%) had received help with the development of customized learning materials (Learning Objects, interactive web pages for instruction, etc.)
- Six (10%) received assistance with the grant application process
- Seven (12%) had received assistance with the development of streaming audio/video (PowerPoint with audio, Tegrity WebLearner, Real Media)

Comments on other types of help received included:

- Last year I had a PowerPoint workshop, very helpful.

- Continual support from Barb and Rhonda.
- Just responding to questions when I would get stuck trying to utilize a new program or concept. Very helpful.
- Both Barb and Rhonda helped me to visualize the kinds of adaptations I could make in the present course. Rhonda showed me the Tegrity system--in a long session--and I understand now how it can help to meet students in whatever location they are in.
- Moral support, as needed.
- Troubleshooting software.
- scam workshop
- Motion analysis software and hardware of digital video for research on animal behavior. With it, we won a Winchell Award at the Minnesota Academy of Science, 26 April 2003.
- Emotional support and Patience!! These were vital components of my transition into technology. Rhonda and Barb totally understood my struggles with the role transition of myself from "teacher" to "facilitator of education" and were able to assist and reassure me during this transitional time. We are very lucky to have them here at MSUM!!
- individual response system (if i have the name right), digital camera and webpage
- Personalized information on how to apply some of the above concepts in my teaching.
- Both Rhonda and Barb helped me to imagine other possibilities for the course content.
- Virtual tour creation.
- Barbara helped me set up my Palm synch stuff. Barbara also rescued our Proxima when it was being uncooperative.

Which of the following servers (maintained by Instructional Technology) have you utilized?
- Twenty-seven (47%) utilized WebCT
- One (2%) utilized Media
- Four (7%) utilized Tegrity

Positive comments on the quality of the Instructional Technology services utilized include the following:
- I believe that the quality of Instructional Technology Services is excellent. But being an adjunct instructor at MNSU I didn't get a chance to utilize the services for my work.
- The instruction is generally good. There is usually not enough TIME! One hour workshops are typically not enough time for most
- The groups were small so that individual's questions could be answered.
- GREAT!!!!!!!!!!!

- I thought it was excellent--informative and friendly.
- It was helpful. It prepared me to work through some of the material on my own.
- Excellent. Both Barb and Rhonda went out of their way to help both me and my students. Student reviews for the course were very positive. I couldn't have done this without their help.
- Staff are knowledgeable and always willing to assist faculty.
- Excellent support; timely responses to request and addressed my needs
- Excellent
- excellent. The work is always done in a timely manner and at high level.
- It was excellent. Very helpful.
- I have enjoyed working with the Technology Team. I have always found Rhonda's workshops to be informative and helpful.
- Barb Hoppe was extremely helpful and friendly. She did a great job of making feel welcome and was very supportive.
- Everything was great -- got just what I needed from the individual help.
- Very good.
- Sorry, I don't know which server was utilized. The quality of the instruction was good. Barb Hoppe did a
- very high quality
- ALWAYS encouraging, always accepting of my technical skills as they were. I cannot overemphasize their willingness to encourage expanding into the technical means of delivering course content.
- Outstanding
- Excellent! patient, user-friendly people who are willing to take the time and effort to help those less technology competent
- The individual assistance I received from both Rhonda Ficek and Barb Hoppe have been great! They are absolutely knowledgable, kind and patient. Thank you!!
- They met my needs. Rhonda and Barb are always willing to offer their help.
- All the services are excellent...given the tremendous time constraints, the individual appointments were crucial in terms of beng able to utilize the consultations. Amazingly helpful and motivating for utilizing more up to date technology etc.
- The quality was of the product/training provided was excellent.
- Excellent
- Very good
- Very, very helpful.
- The quality of service is always top-notch. (That Barb is sooooo good at what she does.)
- Wonderful!
- Excellent quality. Central to my teaching and other work functions each year, every year different support is available. Personnel are very helpful.

- I have attended more than one training conducted by your department and always found the time spent valuable. I have also utilized the Student Tech Team to help me create web sites, develope registration databases and scan documents and they have been professional and extremely knowledgeable. Barb Hoppe has done many one-on-one learning sessions with me on Tegrity, Microsoft Producer and more and has always been courteous, responsive and helpful. Barb has also come to my hybrid course three semesters in a row to help with getting the students signed on to the course which I appreciate very much. I have used your services extensively and you guys are GREAT!
- I cannot say enough good things about the Instructional Technology services I have received / utilized. Any success I have achieved this year with technology has been solely due to the IT people. And I look forward to continuing my association with them next Fall! Without their training and follow-up support I would not have been able to establish a web page, use power point, learn about translating Word documents into Adobe, learn how to use chat rooms / bulletin boards, find out about establishing on-line quizzes for my classes, and think about possibilities for using some of the more sophisticated on-line instructional options. WOW!!! Thanks.
- Timely help -- usually someone in IT gets back to you within a day. If they don't know an answer, they'll find out. Professional, helpful service.
- Excellent. This team puts MSUM ahead of the pack within the MnSCU system, and, from my contacts with colleagues outside the MnSCU system, we are ahead of many big research-intensive institutions in helping faculty incorporate recent technology into their teaching and research.
- The quality is high level-each person who I have interacted with is very knowledgeable or knows where to find the answer. Personable, and a good sense of humor. Keep up the great work-I don't know how I would survive without all of you.
- ALWAYS they are accepting of my needs and my abilities. They never make me feel inadequate. They always have the students' needs in mind, and the instructor's comfort level.
- I find the I.T. staff to be very supportive, accessible and dependable. If they don't know the answer they will find it.

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

- My personal learning style requires more structure than I've observed when receiving help from IT, so I have not found the assistance to be particularly helpful to me.
- I was a little disappointed with the first of the three workshops on Dreamweaver. I felt the instructor wasn't well prepared. However, the 2nd

and 3rd were VERY helpful. I'm glad I went and I hope to attend other workshops in the future.

- Technology Team students have been great. Instruction from Rhonda Ficek is always great. Took a class from Hoppe - she is not organized - gets mixed up - nice person, but rather flighty.
- I was a little disappointed with the first of the three workshops on Dreamweaver. I felt the instructor wasn't well prepared. However, the 2nd and 3rd were VERY helpful. I'm glad I went and I hope to attend other workshops in the future.
- Web site development workshops were very informative and well organized. However, the pace was too fast for some participants, several of whom dropped out because they couldn't keep up.
- I am in the initial stages.
- Both Barb and Rhonda's individual assistance with Dreamweaver was very helpful. The students were less helpful.
- Student techs. vary considerably--some are very good with the TEACHING and some are very poor communicators so it is difficulct to learn from them. I have also found the students unreliable this year. They miss appointments and don't follow through with requests.

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

- I didn't really attend a workshop. I attended two sessions, each lasting one hour. I truly didn't learn much. The pace was too quick. There were three people in one session and two in the other. They were very knowledgeable and caught on quickly while I was lost. I didn't utilize any of the information given there because what little I was able to gleam didn't work for me when I got back to my office. I finally figured out how to do labels in a haphazardly kind of way. But I want to try again this summer and take a workshop that is at a slower pace and as much individualize attention as possible.
- It took a very long time to complete the project as it was passed off to three different people. This caused communication problems between those who worked on the project.

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

- Realize that some of us are going into the one hour sessions with very little knowledge and don't cram so much info into that one hour session. Emphasis what level of knowledge you must have in order to take these sessions. I barely know enough to get by. I need much more knowledge about Microsoft Word. I still haven't tackled Excel and want to do that. Our Chairperson wants me to learn how to creat Adobe PDF forms and Web site development so I can maintain our website.

- I'd like to see written outlines of the materials covered at IT sessions. Seeing just one example of an activity before moving on to the next activity doesn't work for me. Perhaps IT could create a website (maybe they already have) with detailed instructions on website creation.
- I would like to have training sessions for the beginners.
- WebCT (or its equivalent if MnSCU choses a different courseware package)
- I cannot think of anything right now. Thank you.
- I want to do more with website development and online surveys in the immediate future. I am also interested in learning how to use the web more strongly in support of my classes.
- Personal help sessions, technical assistance for students who need help while working on a project and examples of other similar classes.
- More in-depth workshops.
- I would like to get very good at graphs on excel.
- Many excellent workshops & services already available -- I just wish I had time to attend all of them!
- I really appreciate the 'on site' time that Barbara and Rhonda have had in the Nursing dept this semester. I find it much easier to implement the technology with a little help like this. I hope that this support can continue.
- Very helpful, although some of the material was too general for my purposes. Am most grateful for the workshops, the help of the staff and the way that IT keeps up with new developments.
- no specific suggestions at this time - keep up the good work!
- As Rhonda explained to me the possibilities of Tegrity sessions, I realized just how much these tools could add to the content of courses.
- Continue present offerings and new products as they become available.
- continued individual help, 2 hour session where we learn a product, then apply it to some aspect of our courses that same day
- WEBCT or Blackboard.
- Keep the individual appointment option!
- Online discussions, assessment
- You already offer them. I just have not been able to attend due to schedule conflicts.
- Although I don't know all the services and programs that are out there, what I do know from just returning from a "Technology in Nursing" conference is that we have to keep up with the pace. There is more and more use of simulations and case studies before nurses actually provide direct patient care. Evidenced based research proves that this type of student learning increases critical thinking skills. We must be prepared to put the time, energy, support and money into this. There is also an increase in telehealth and the use of PDA's in health care education and delivery. Our Instructional technology team MUST be allowed to keep up to speed on the latest technology and assist faculty in implementing new ways of teaching. There is no reason the nursing schools out East should

be any further ahead in providing quality education on-line.   ALSO, I would like to see a bigger push for liberal studies courses to be offered on-line or at least in a hybrid format. Anything that can assist in facilitating this would be appreciated.

- None specifically. I just need someone to keep me working to understand and use more technology.
- I'm still trying to get to a session on Adobe forms for web.
- I am always interested in learning more about Microsoft Office. I know you offer these sessions now. I just need to attend. Please keep doing what you're doing!
- The personalized follow-up support, in my office, has been the most useful aspect of the training for me. However, because I'm just learning I find it helpful to sit in on trainings about the same topics, over and over, so that I can begin to internalize the information and skills needed. I would like to better master the programs I have learned about this year: Adobe, Dream Weaver, Power Point, (even advanced information about Word which I've been using for some time). Additionally I'm at the point where information about the more technological aspects of this stuff would be helpful. That is, the better I understand about ISPs, Servers, some of the language, etc., the better I can understand which programs work well where. Sometimes it's good just to know that one program can't do something.
- Keep up the good work!
- At this time I cannot think of anything. There is already a broad selection of workshops that are available which I have attended only a portion of. Many of the materials can be accessed online too for self learning which is helpful for those who cannot attend during the session times.
- I still need to go to the ones that are available!