Instructional Technology User Survey Results
Spring 2006

There were 22 survey respondents.

- Twelve respondents indicated they had attended a workshop. Of those 12:
    - seven (58.3%) rated the workshop "excellent"
    - three (25.0%) rated the workshop "good"
    - one (8.3%) rated the workshop "average"
    - one (8.3%) rated the workshop "below average"

- Five respondents indicated they had recorded with the Tegrity system. Of those five:
    - Three (60.0%) rated their experience "excellent"
    - One (20.0%) rated their experience "good"
    - One (20.0%) rated their experience "below average"

- Sixteen respondents indicated they had participated in individual help sessions with Ficek or Hoppe. Of those 16:
    - 15 (93.8%) rated their experience "excellent"
    - One (6.3%) rated their experience "below average"

- Twelve respondents indicated they had received assistance from the Student Technology Team. Of those 12:
    - Seven (58.3%) rated their experience "excellent"
    - Two (16.7%) rated their experience "good"
    - One (8.3%) rated their experience "average"
    - Two (16.7%) rated their experience "below average"

- Five respondents indicated they had received departmental specific workshop or training sessions. Of those five:
    - Three (60.0%) rated their experience "excellent"
    - One (20.0%) rated their experience "good"
    - One (20.0%) rated their experience "below average"

- Two respondents indicated they had checked out equipment. Of those two:
    - One (50.0%) rated their experience "good"
    - One (50.0%) rated their experience "below average"

Of the 22 total respondents (multiple responses were allowed):
- Eleven (50.0%) indicated they had received help with Microsoft Office products
- Three (13.6%) had received help with website development

- Two (9.1%) had received help with forms
- Three (13.6%) had received help with online surveys/data collection
- One (4.5%) had received help with scanning
- Thirteen (59.1%) had received D2L support or Instructional Design support with online/hybrid courses
- One (4.5%) had received customized CD-ROM development
- Six (27.3%) had received help with the development of online tests/quizzes
- Three (13.6%) had received help with the development of customized learning materials (Learning Objects, interactive web pages for instruction, etc.)
- Two (9.1%) received assistance with the grant application process
- Seven (31.8%) had received assistance with the development of streaming audio/video (PowerPoint with audio, Tegrity WebLearner, Real Media)

Thirteen respondents indicated they had utilized the D2L server. Of those thirteen:

- Two (15.4%) rated their experience "excellent"
- Three (23.1%) rated their experience "good"
- Two (15.4%) rated their experience "average"
- Two (15.4%) rated their experience "poor"
- Four (30.8%) did not rate their experience

One respondent indicated they had utilized the media server. That respondent rated their experience as "poor."

Five respondents indicated they had utilized the Tegrity server. Of those five:

- One (20.0%) rated their experience "excellent"
- Two (40.0%) rated their experience "good"
- Two (40.0%) rated their experience "poor"

Nineteen respondents rated the quality/utility of the handouts and materials on the Instructional Technology Website. Of those19:

- Twelve (63.2%) rated the handouts/materials "excellent"
- Five (26.3%) rated the handouts/materials "good"
- One (5.3%) rated the handouts/materials "average"
- One (5.3%) rated the handouts/materials "poor"

Twenty respondents indicated the approximate number of handouts/materials viewed. Of those 20:

- Two (10.0%) had viewed 6-10
- Ten (50.0%) had viewed 3-5

- Eight (40%) had viewed 0-2

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

- "prompt, knowledgeable"
- "I am so impressed with the IT department at MSUM. Not only do you have the patience of JOB, you actually called and/or emailed to make sure that I was able to figure out what to do."
- "Excellent"
- "The instruction has been efficient and well done. Topics covered have been useful in everyday work."
- "Rhonda and Barb have been great resources. They are always willing to help and are very accessible."
- "The instructors were clear and understandable and responded to the participants' questions with patience and a real interest in being sure every one followed what was being taught."
- "Instructional Technology is the single best support provided by the university for my work and for my students. I would like to see it expanded with more people of the caliber of Rhonda Ficek and Barb Hoppe so that the services can be expanded and the quality maintained. The university is lucky to have on staff/faculty. Thank you all very much."
- "John is an amazingly talented young man who is able to put information in"
- "One of the IT student tech team members instructed my class on blog participation, which was a requirement of the course. The student demonstrated a knowledge of the material; the student also was available by phone or email to my students who needed extra help."
- "The faculty are very knowledgeable and responsive to requests for information and assistance."
- "Excellent quality. Our program would not have progressed with out IT assistance."

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

- "It was ok - I new quite a bit of the material covered - I was expecting to get into more details. The material we did go over - was covered very fast and it was hard to follow - not a big deal because I knew most of it anyway."

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

- "crap"

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

"continue topics you have. I'd like to learn more about Tegrity and continue learning about D2L, Wimba, and other web tools etc"
"Everything was great! Thank you so much!"
"Microsoft Word shortcuts"
"I would like to see departmental training opportunities. There are so many technology options in the area of special education that I would like to see more staff taking the opportunities."
"We really appreciate the individual support received over the year. We could not do our jobs without this group, esp. Rhonda F and Barb H."
"I would like to learn queries of the ISRS data."
"I would like to see an IT person in each college and building to provide immediate support when needed."
"more classes on Microsoft office....mornings are a great time"
"I might suggest that special attention be paid to some of our students who are from recent immigrant populations or are international students. They may need more assistance not only with the technology but also with the language of it, since they are more likely not to have grown up with the technology as American-born students have."
"How to use email more efficiently...how to use filters..how to move address books etc."
"I would like to have more workshops on Microsoft products. It would be nice to have 3-5 class times on each area (like Excel) - so you can go into more depth on all the aspects."