

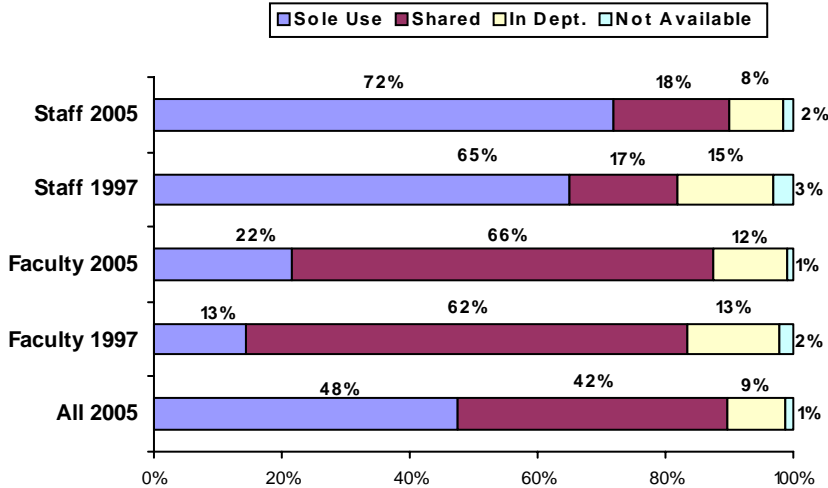
TVI TECHNOLOGY SURVEY SATISFACTION AND USAGE REPORT BRIEF

The purpose of the *TVI Technology Survey* is to gather data on the current use of — and future needs for — technology by faculty and staff at TVI. These data will be used in strategic planning for both information and instructional technology across the college.

COMPUTER AVAILABILITY

The availability of computers for both faculty and staff has increased over time although a larger percentage of faculty members share PCs than do staff members.

Figure 1: Computer availability 1997 vs 2005



SURVEY METHODOLOGY

The *TVI Technology Survey* was administered in the spring of 2005 to all TVI employees. The survey was initially administered via inter-office mail and was followed by a web-based administration (using *SurveyTracker*) to assure high response rates.

The respondents to the survey consisted of administrators, faculty members across Instructional Divisions, and staff on all campuses.

The surveys were returned to the office of Planning, Budget, and Institutional Research for data entry and report writing.

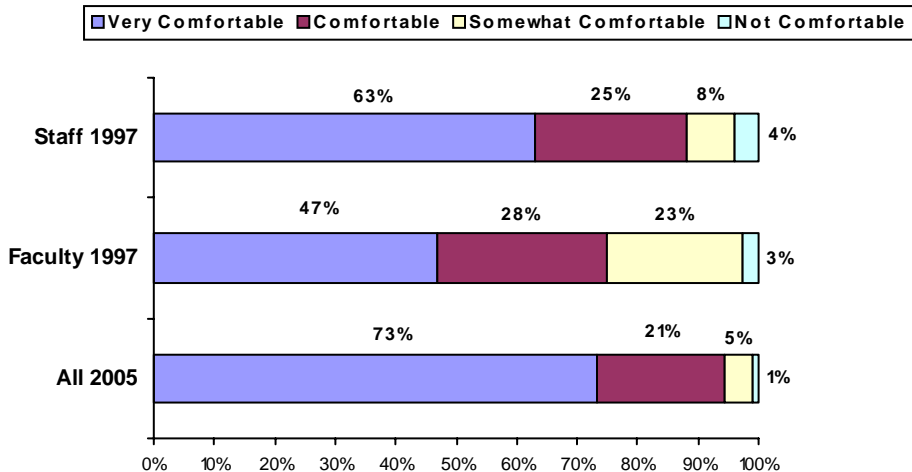
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LEVEL OF COMFORT WITH COMPUTERS

Because of the increasing availability of computers, it is not unexpected that TVI personnel — as a whole — are more comfortable using technology such as computers, email and the Internet as compared to eight years prior. Nearly three-quarters (73%) of employees report being very comfortable using computers in their work.

Figure 2: Level of comfort in using computers 1997 vs 2005



The largest majority of TVI employees are satisfied with their current computer (88%).

The Instructional Technology Strategic Planning Task Team designed the survey in the fall of 2004. In addition to the questions of interest to the task team, additional questions were added to gather data for comparison with results from a prior survey (conducted in 1997) and to gather information for the Computer Information Technology department related to support services. Because of the comprehensive nature of the survey, results are individually reported in three "Briefs" available on the Planning, Budget and Institutional Research website. A complete copy is available upon request. Special acknowledgement to Dave Bergsland (BIT) who designed the print-based instrument and Rosemary Chavez for her work in *SurveyTracker*.

LEVEL OF COMFORT WITH EMAIL AND THE INTERNET

As can be seen from **Figures 3 and 4**, overall comfort levels with email and Internet usage, while not as high as the comfort in using computers, have also increased dramatically over the last eight years.

Figure 3: Level of comfort in using email 1997 vs 2005

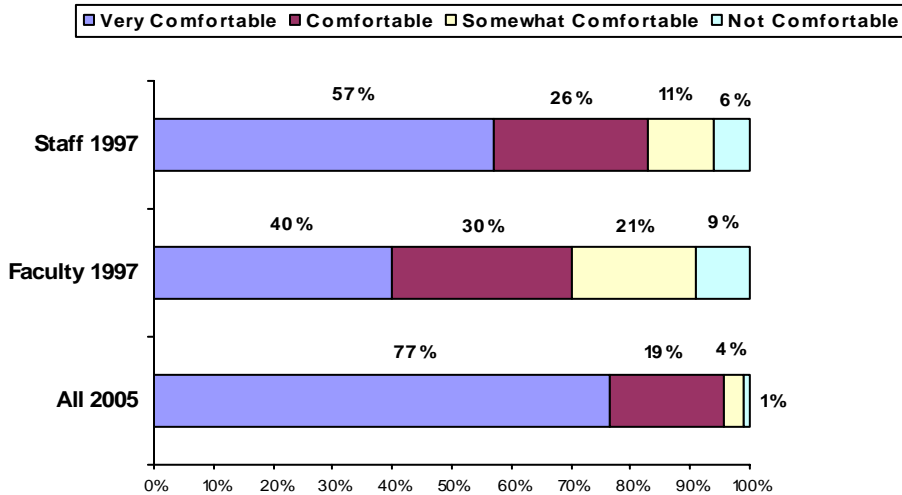
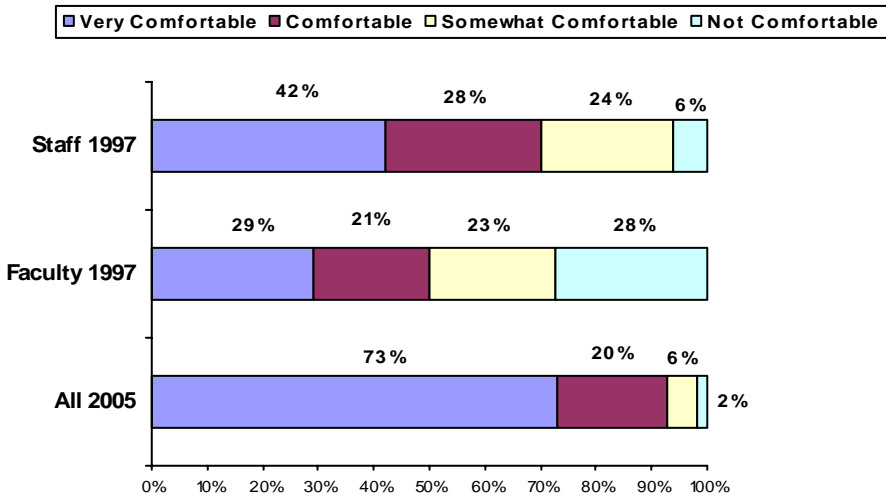


Figure 4: Level of comfort in using the Internet 1997 vs 2005



These results are not at all surprising; most TVI employees currently have home access to computers and the Internet.

Figure 5: Percentage of respondents who have a home computer by employee group (N=586)

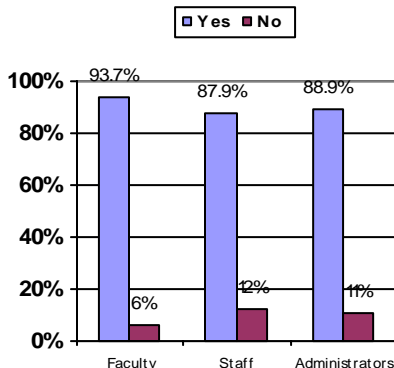
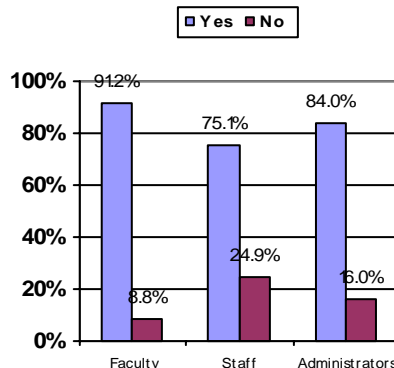


Figure 6: Percentage of respondents who have Internet access at home by employee group (N=398)



OTHER TECHNOLOGY USED

When asked what other computer technology respondents used at TVI to do their work, printers, scanners, CD Burners and digital cameras are mentioned most frequently.

Table 1: Other Computer Technology Used at TVI (N=590)	
Printer	93.4%
Scanner	36.4%
CD Burner	30.7%
Digital Camera	22.7%
Jump Drive/Flash Drive	19.7%
PDA	14.2%
"Other" - the most commonly mentioned are overhead projector, COW, smart board and zip drive	9.2%
Wireless Network	7.8%
DVD Burner	7.3%
Digital Video Camera	5.9%

Summary:

- 91% of respondents have a computer at home
- 85% have Internet access at home
- Part-time employees (97%) are more likely to have a home computer
- Employees with fewer years of experience at TVI are more likely to have both a computer as well as Internet access at home
- 61.8% of TVI employees with Internet access at home have modems, while 34.6% have cable modems

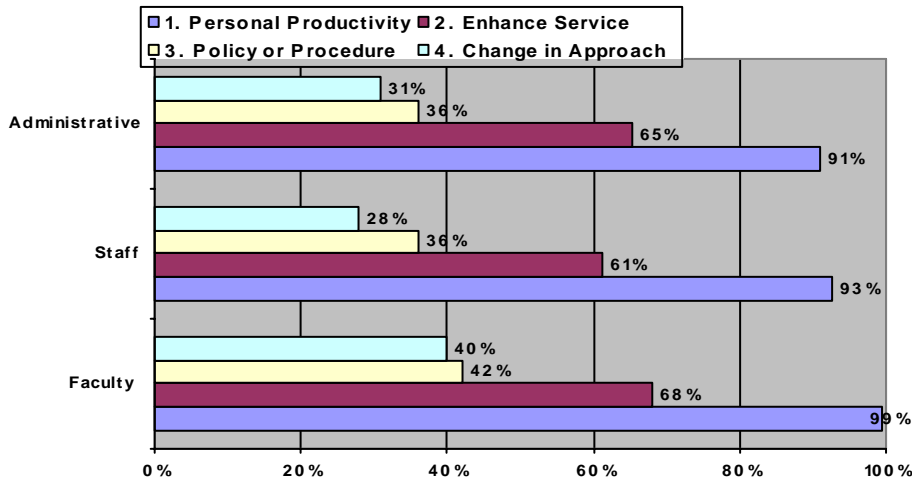
Table 2: Type of home Internet Service Provide: (N=398)

Modem	61.8%
Cable Modem	34.6%
T-1	2.0%
Satellite	1.5%

INFORMATION TECHNOLOGY AND THE STUDENT EXPERIENCE

When employees are asked to indicate how information technology is used, almost all report using IT for personal productivity. It is noteworthy that all employee groups also report employing IT to enhance student support at a higher rate than to help students through a “policy or procedure” or in ways that involve a change in approach.

Figure 7: Responses to questions 1–4 by employee group—see Table 3 for question wording



1	for your personal productivity purposes (such as word processing, data retrieval, email)?
2	to enhance student support for students (e.g., computer aided advisement, scholarship research, video projection of images for purposes of orientation, or assigning students to use CD ROM information resources or the World Wide Web when researching jobs)?
3	to help a student through a policy or procedure (e.g., a computer-generated video of a process that students previously found difficult to observe or understand)?
4	in ways that involve a change in student service approach (such as having students interact with computer based-based simulations)?

STUDENT ENGAGEMENT IN IT-RELATED ACTIVITIES

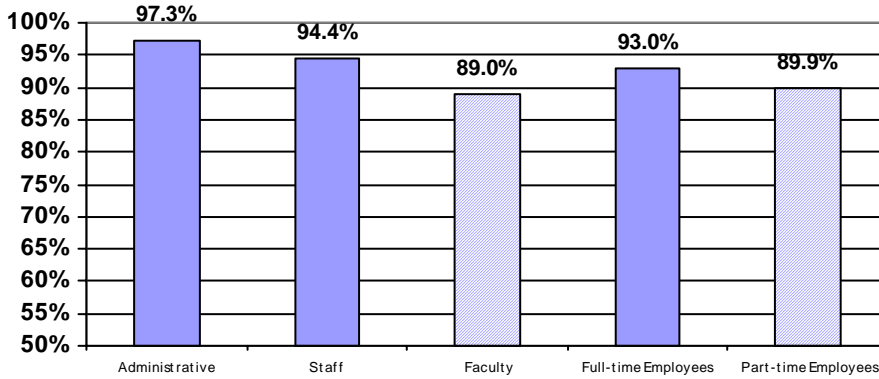
We were also interested in determining how often students engaged in IT-related activities in the classroom. As can be seen in the table below, email and Internet research are reported most frequently. Computer-based data analysis and display, database management and support for group projects are less frequently used. It is noteworthy that part-time faculty are less likely to engage students in the use of IT-related activities.

	Average Rating N=304	Very Often (4)	Frequently (3)	Seldom (2)	Never (1)	Full-time Faculty	Part-time Faculty
Use email to communicate with the instructor	3.0	28.0%	51.0%	16.4%	4.6%	3.1	2.9
Use email to communicate with the instructor	2.8	23.7%	42.8%	21.7%	11.8%	2.9	2.7
Use the WWW or Internet to get information for a class project	2.8	29.0%	39.6%	18.2%	13.2%	3.0	2.6
Use computer spell-check or thesaurus to look up the proper meaning, definition, and/or spelling of words	2.6	16.5%	42.8%	24.6%	16.2%	2.8	2.4
Use a computer tutorial to learn material for your course	2.3	14.1%	26.3%	36.4%	23.2%	2.5	2.2
Use card catalog or computer to find materials the library had on a topic	2.0	4.7%	24.3%	40.3%	30.7%	2.0	2.0
Use computers in a group (cooperative) learning situation	2.0	7.0%	22.0%	32.7%	38.3%	2.1	1.8
Use a computer to create graphs or charts for a class paper	2.0	5.6%	22.6%	36.2%	35.5%	2.2	1.8
Use a computer to analyze data for class project	1.8	4.0%	16.7%	31.0%	48.3%	1.9	1.6
Use a computer for some type of database management	1.6	3.4%	12.8%	28.2%	55.7%	1.7	1.5

THE ROLE OF TECHNOLOGY IN THE FUTURE

In general, almost all employees believe technology will play a role in expanding educational access to students in the future. Interestingly, faculty members and part-time employees are less likely to agree.

Figure 8: Percent of respondents who answer "yes" technology will expand educational access for students



STUDENT BENEFITS FROM TECHNOLOGY IN THE INSTRUCTIONAL EXPERIENCE

When faculty members were asked (unaided) how students benefited from incorporating technology into the instructional experience, the most commonly cited responses were:

- Better access to information
- Greater ability to do research
- Increased access to class-related information
- Improved employability, and
- Improved communication

RESPONDENT DEMOGRAPHICS

As can be seen from Figures 9 and 10, respondents were well dispersed across groups by employment status and also across campus locations.

Figure 9: Percentage of respondents by

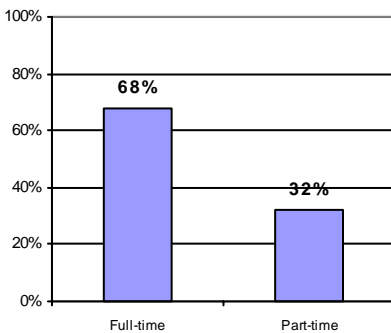


Figure 10: Percentage of respondents by primary campus

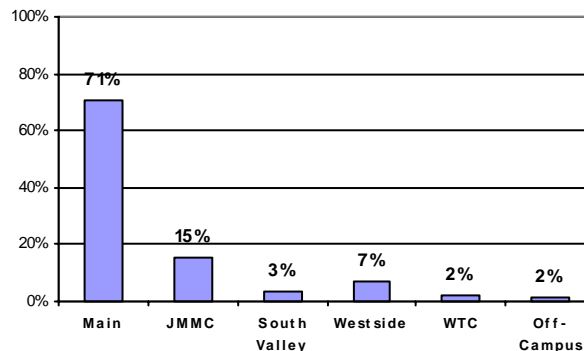


Table 5: If yes, what role do you believe technology will play?

(8 most frequently mentioned roles)

Expansion of distance learning opportunities
Greater access to better and more current information
Increased instructor/student communication
Better preparation for the workforce
More programs accessible
Greater appeal to a larger number of learning styles
Better student/student communication—resulting in the creation of learning communities
Higher quality student learning

SOFTWARE USE AND SATISFACTION

The software applications and features used most commonly at TVI are:

- Microsoft Word
- Explorer web browser
- Microsoft Excel

Other applications frequently mentioned include: Adobe Acrobat, Banner, Outlook, GradeQuick and Visio.

There is relatively high satisfaction with the software at TVI. At least 85% of respondents are satisfied with the range of software and with the process of upgrading.

Respondents who were less satisfied (15%) most often cited the CIT/Help Desk, the inability to access more software or problems with upgrades as reasons for their dissatisfaction.

Five key findings: 1. TVI can be proud of the high levels of satisfaction personnel report with current computers and software at the college. 2. Information technology is widely employed for personal productivity and to enhance student support, but used to a lesser degree for procedural activities or change a student service approach. 3. Part-time faculty are less likely to engage students in the use of technology in the classroom than are full-time faculty. 4. Campus personnel clearly recognize the critical role technology will play in increasing access to educational opportunities for students in the future. 5. Faculty members cite increased access to information, better student preparation for employment and improved communication as benefits to students when technology is incorporated into the instructional experience.