

ITG Satisfaction Survey

April 2019

Introduction

In April, 2019, faculty and administrative staff of the College were invited to participate in a survey of satisfaction with the Instructional Technology Group. Results of the survey are attached. We received 199 completed surveys, 163 by faculty and 36 by administrative staff.

Selected findings:

- Over 97% of respondents indicated that they had interacted with their instructional technologist in the previous 12 months.
- Nearly half of respondents reported interacting with more than one instructional technologist in the preceding year.
- Between 36% and 40% of respondents attended an ITG-led workshop in the previous year.
- 84% of respondents said instructional technologists respond the same or next business day, while 1.6% say that “they usually respond but it is usually more than two business days;” Mean Likert scale response was 4.39/5.
- On the question “In general, when you have contacted an ITG member, how often were they effective in meeting your needs?” the mean Likert scale response was 4.41/5.
- On the question “In general, when you have contacted an ITG member, were they courteous and respectful?”, the mean Likert scale response was 4.82/5.
- The most common reasons for interacting with an instructional technologist were, in order, initial troubleshooting of laptop problems, identifying and/or training on technology to enhance teaching, recommendations for hardware, alerting to security risks, recommendations for software, identifying and/or training on technology to support scholarship or creative activity, (re)design of department website, and help with Sakai.

We are grateful to all the faculty and staff who responded to this survey as we strive for continuous improvement. To that end, in the coming academic year, we will increase the number of ITG-led workshops and solicit more detailed feedback from faculty on the most commonly requested items for ITG assistance. Our goal is to provide assistance to faculty and staff within 24 hours and we will commit to this goal in 2019-20.

More detailed information is in the attached survey. Please take a few minutes to review the report below.

Sincerely,

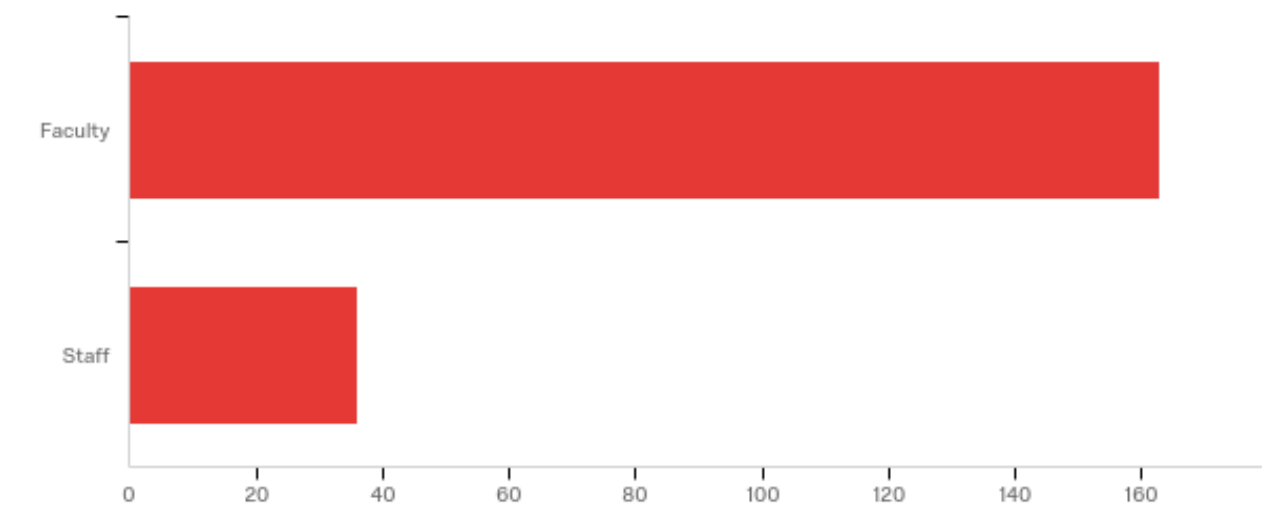


Rick Matthews
College Director of Academic and Instructional Technology
Professor of Physics

Survey Summary

Academic Technology Support Satisfaction Survey: Instructional Technology Group
April 23rd 2019, 3:53 pm EDT

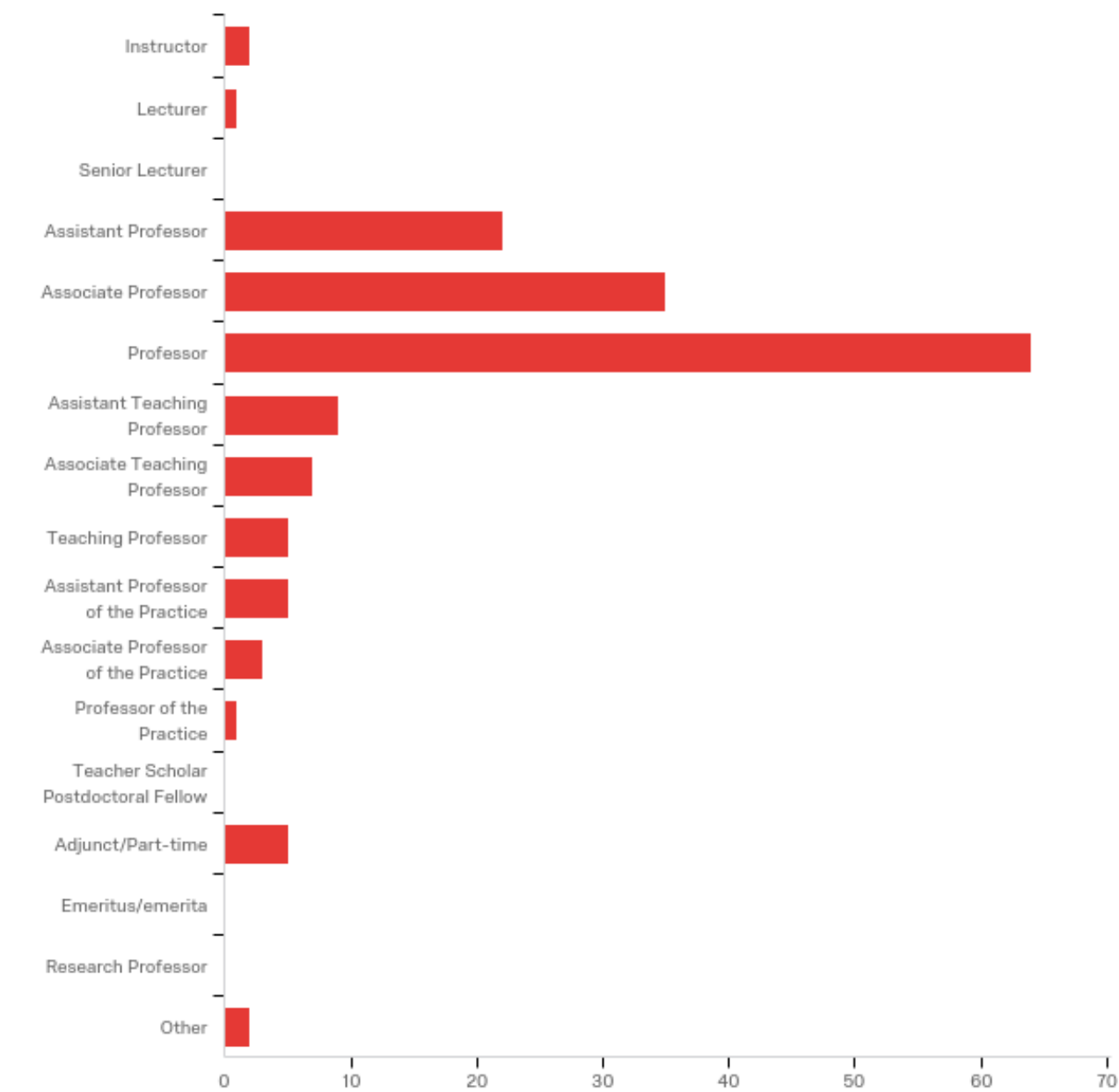
I am



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I am	1.00	2.00	1.18	0.38	0.15	199

#	Answer	%	Count
1	Faculty	81.91%	163
2	Staff	18.09%	36
	Total	100%	199

Faculty: Academic rank



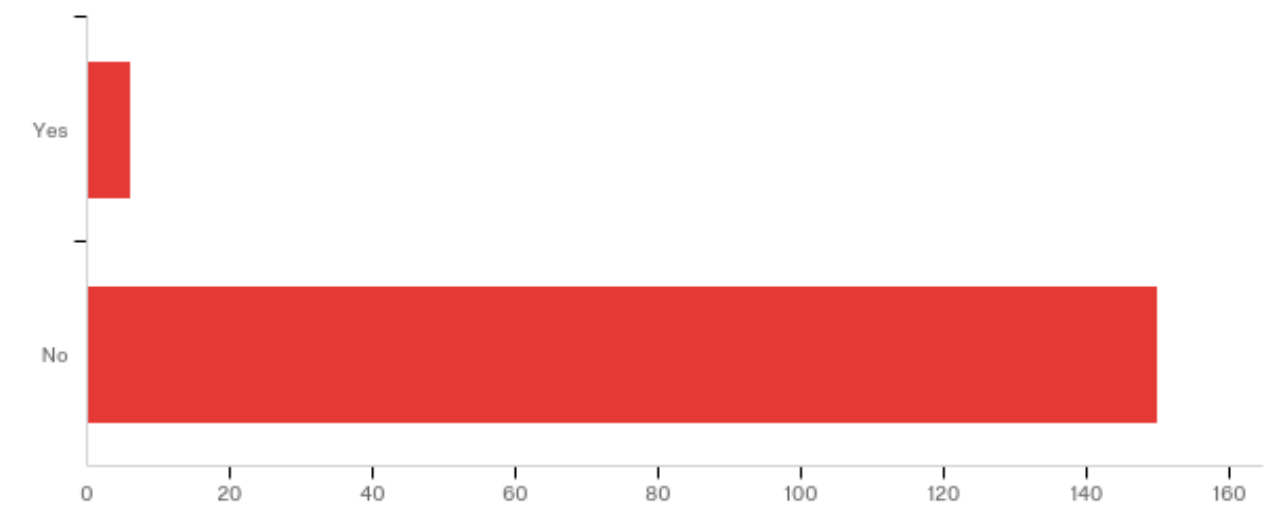
#	Answer	%	Count
1	Instructor	1.24%	2
2	Lecturer	0.62%	1
18	Senior Lecturer	0.00%	0
3	Assistant Professor	13.66%	22
4	Associate Professor	21.74%	35
5	Professor	39.75%	64
6	Assistant Teaching Professor	5.59%	9
7	Associate Teaching Professor	4.35%	7
8	Teaching Professor	3.11%	5
13	Assistant Professor of the Practice	3.11%	5
16	Associate Professor of the Practice	1.86%	3
17	Professor of the Practice	0.62%	1
14	Teacher Scholar Postdoctoral Fellow	0.00%	0
10	Adjunct/Part-time	3.11%	5
11	Emeritus/emerita	0.00%	0
15	Research Professor	0.00%	0
12	Other	1.24%	2
	Total	100%	161

Q3_12_TEXT - Other

Other - Text

Postdoc

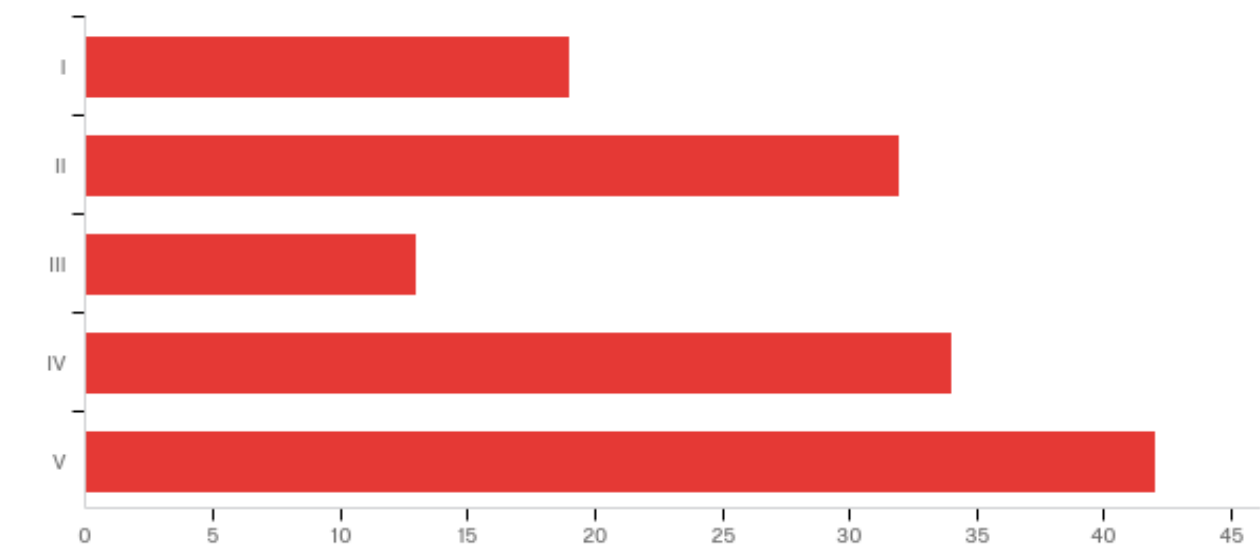
Is this a visiting position?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Is this a visiting position?	1.00	2.00	1.96	0.19	0.04	156

#	Answer	%	Count
1	Yes	3.85%	6
2	No	96.15%	150
	Total	100%	156

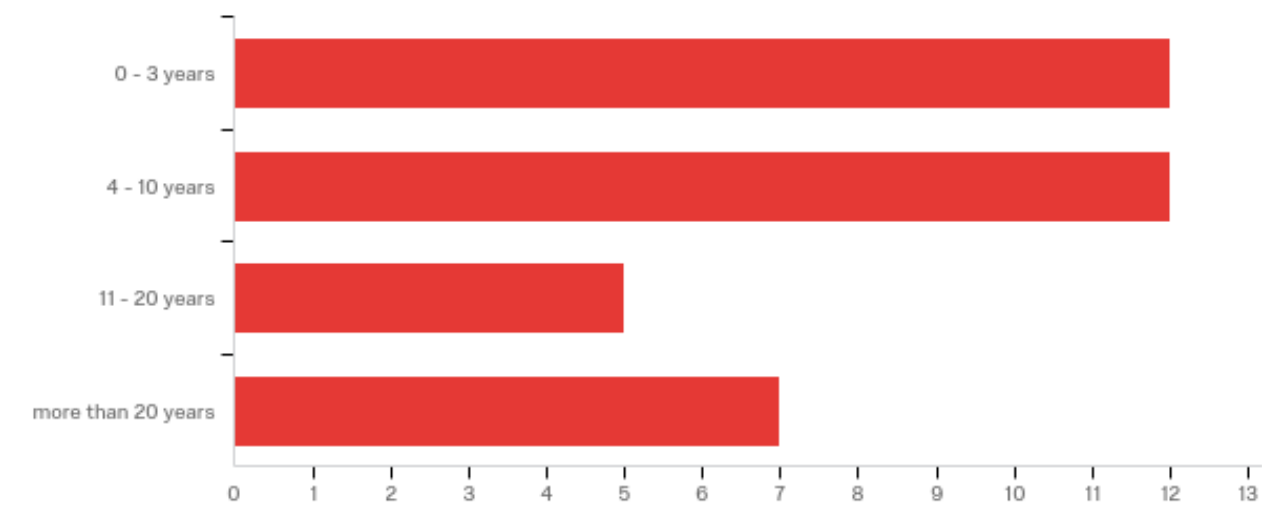
Division



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Division	1.00	5.00	3.34	1.45	2.10	140

#	Answer	%	Count
1	I	13.57%	19
2	II	22.86%	32
3	III	9.29%	13
4	IV	24.29%	34
5	V	30.00%	42
	Total	100%	140

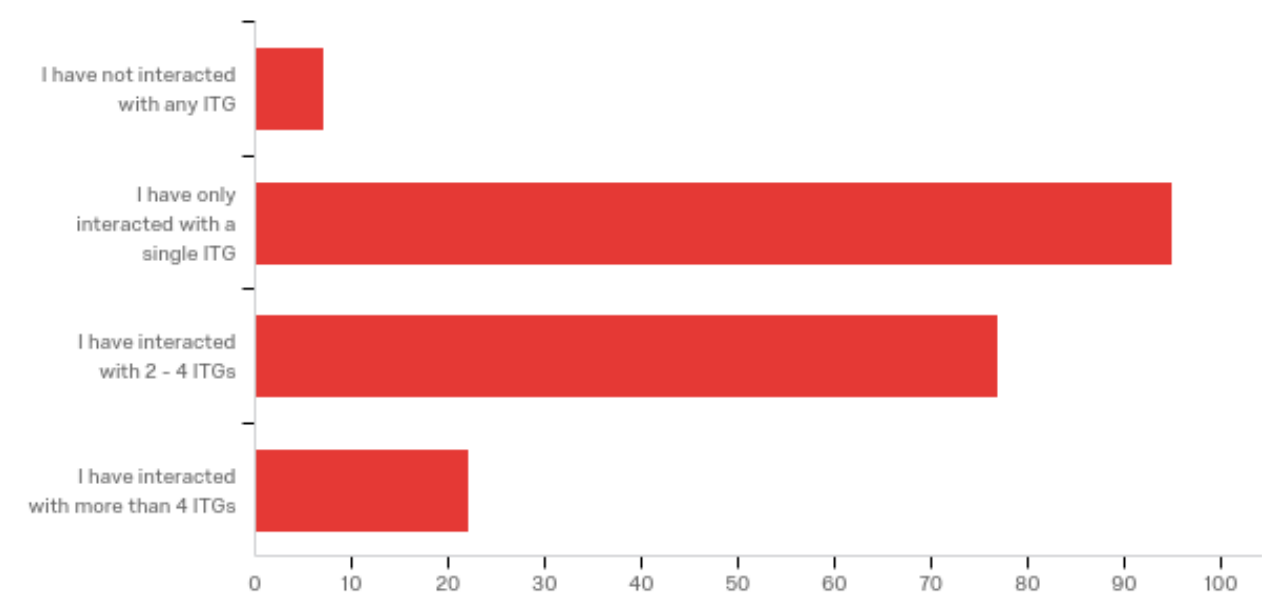
Staff: How long have you worked for Wake Forest University?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How long have you worked for Wake Forest University?	1.00	4.00	2.19	1.10	1.21	36

#	Answer	%	Count
1	0 - 3 years	33.33%	12
2	4 - 10 years	33.33%	12
3	11 - 20 years	13.89%	5
4	more than 20 years	19.44%	7
	Total	100%	36

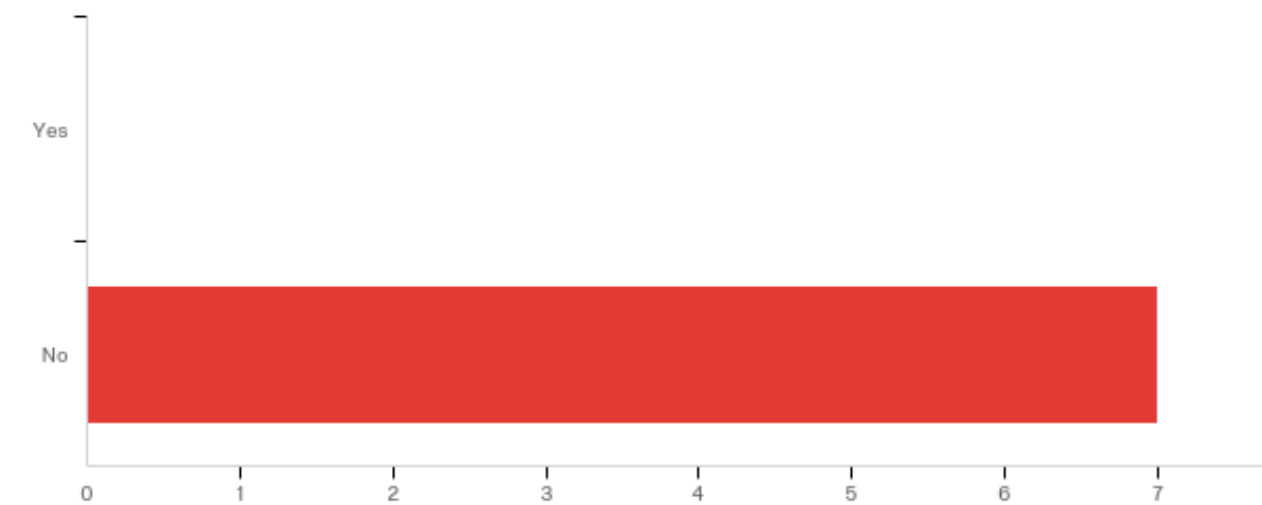
With how many ITG members did you interact in the past 12 months? Interactions might include attending a workshop, emailing an ITG member, speaking with an ITG member in the hall or at an event, among other ways to contact an ITG member.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	With how many ITG members did you interact in the past 12 months? Interactions might include attending a workshop, emailing an ITG member, speaking with an ITG member in the hall or at an event, among other ways to contact an ITG member.	2.00	5.00	3.57	0.73	0.53	201

#	Answer	%	Count
2	I have not interacted with any ITG	3.48%	7
3	I have only interacted with a single ITG	47.26%	95
4	I have interacted with 2 - 4 ITGs	38.31%	77
5	I have interacted with more than 4 ITGs	10.95%	22
	Total	100%	201

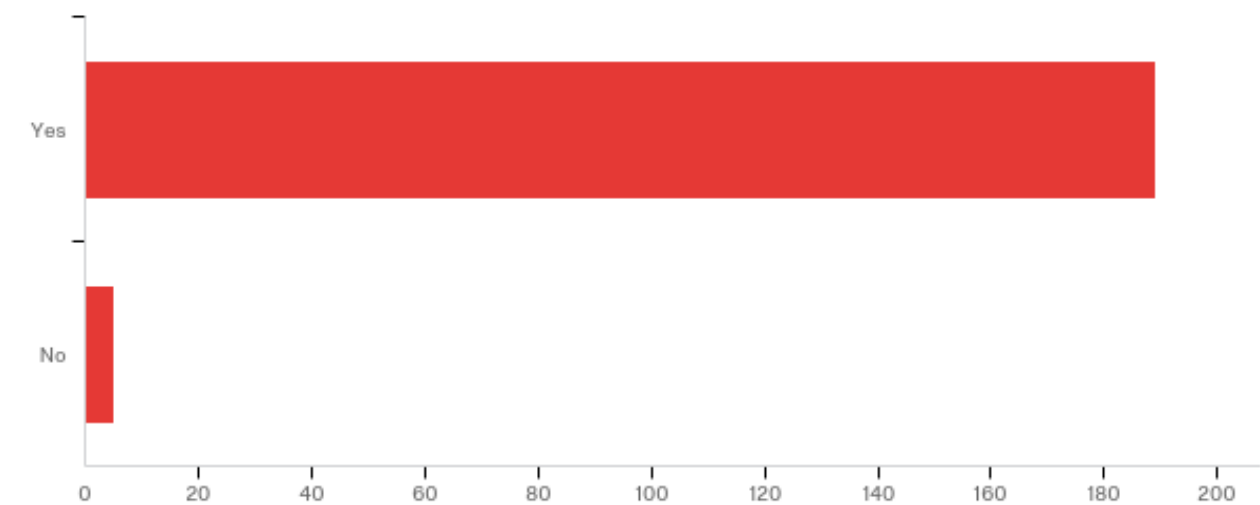
Would you like an introductory meeting with your ITG member?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Would you like an introductory meeting with your ITG member?	2.00	2.00	2.00	0.00	0.00	7

#	Answer	%	Count
1	Yes	0.00%	0
2	No	100.00%	7
	Total	100%	7

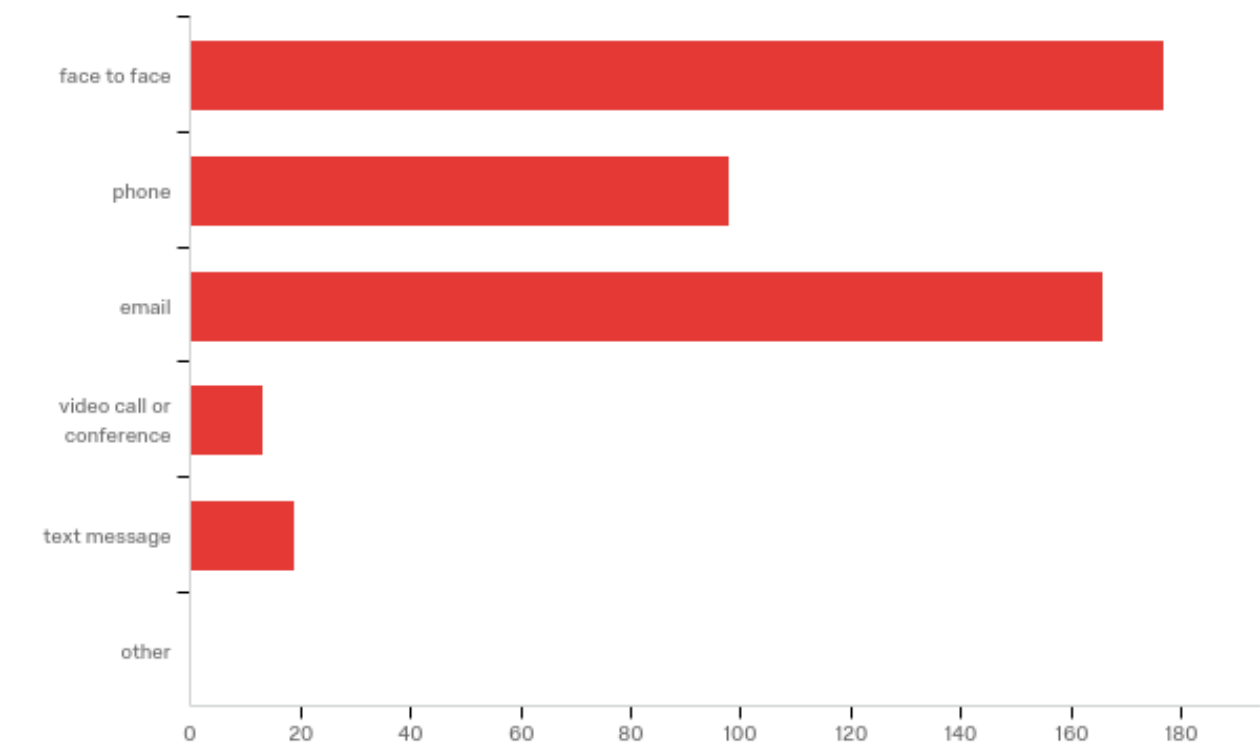
Did you interact with your department's ITG member in the past 12 months?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Did you interact with your department's ITG member in the past 12 months?	1.00	2.00	1.03	0.16	0.03	194

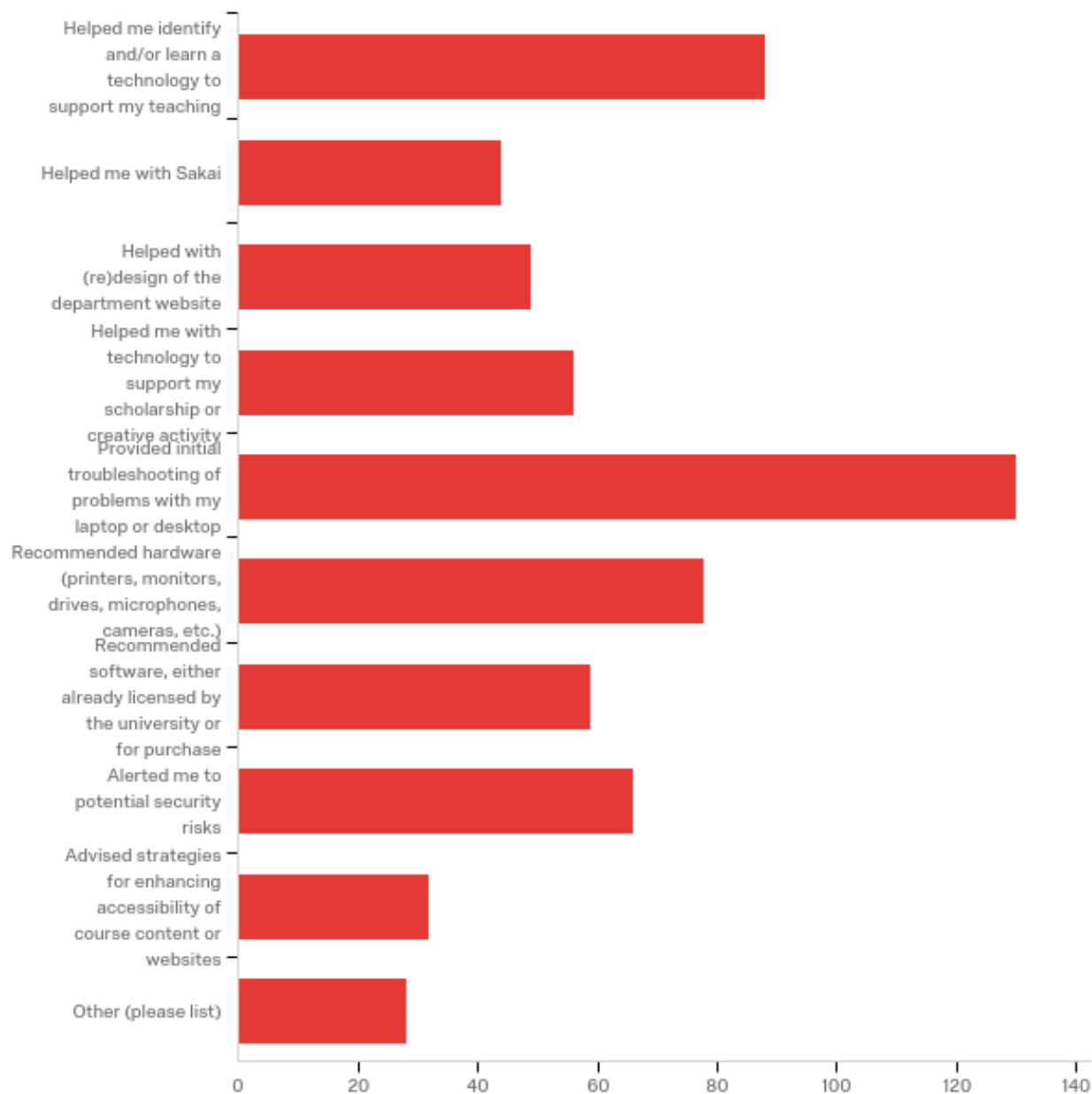
#	Answer	%	Count
1	Yes	97.42%	189
2	No	2.58%	5
	Total	100%	194

How did you interact with your department's ITG member? Check all that apply.



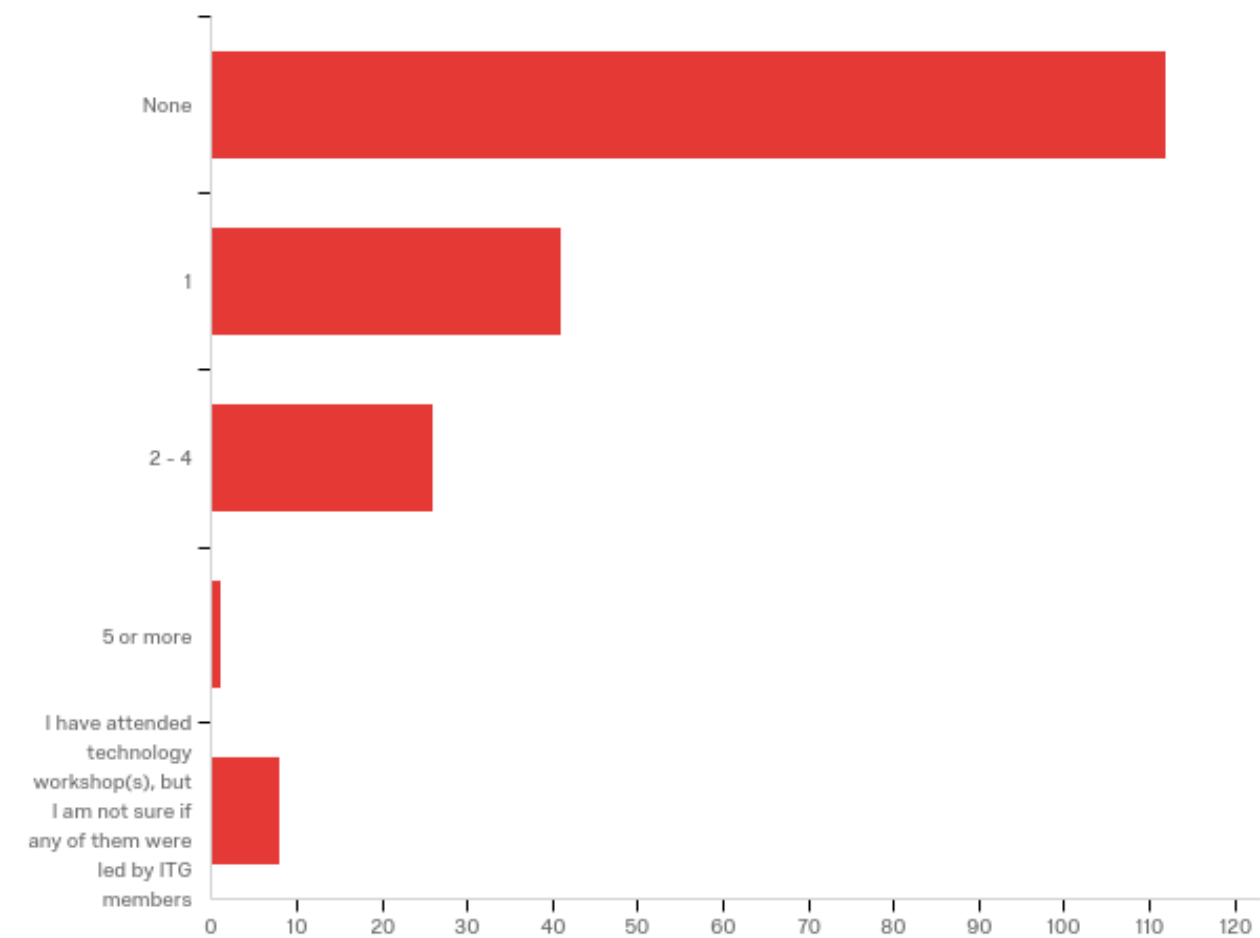
#	Answer	%	Count
1	face to face	37.42%	177
2	phone	20.72%	98
3	email	35.10%	166
4	video call or conference	2.75%	13
6	text message	4.02%	19
5	other	0.00%	0
	Total	100%	473

Please list the types of interactions with any ITG member:



#	Answer	%	Count
1	Helped me identify and/or learn a technology to support my teaching	13.97%	88
2	Helped me with Sakai	6.98%	44
3	Helped with (re)design of the department website	7.78%	49
4	Helped me with technology to support my scholarship or creative activity	8.89%	56
5	Provided initial troubleshooting of problems with my laptop or desktop	20.63%	130
6	Recommended hardware (printers, monitors, drives, microphones, cameras, etc.)	12.38%	78
7	Recommended software, either already licensed by the university or for purchase	9.37%	59
8	Alerted me to potential security risks	10.48%	66
9	Advised strategies for enhancing accessibility of course content or websites	5.08%	32
10	Other (please list)	4.44%	28
	Total	100%	630

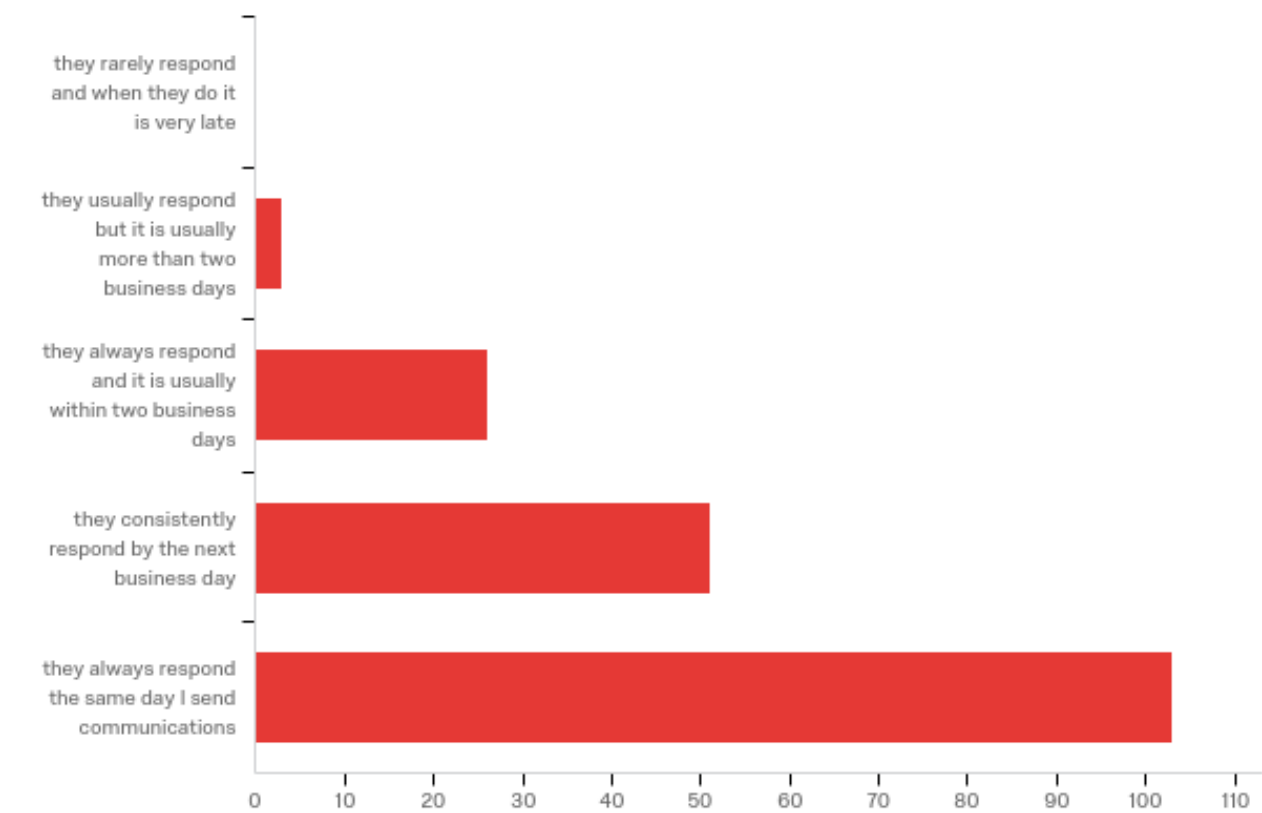
How many ITG-led workshops have you attended in the last 24 months?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	How many ITG-led workshops have you attended in the last 24 months?	1.00	5.00	1.68	1.02	1.04	188

#	Answer	%	Count
1	None	59.57%	112
2	1	21.81%	41
3	2 - 4	13.83%	26
4	5 or more	0.53%	1
5	I have attended technology workshop(s), but I am not sure if any of them were led by ITG members	4.26%	8
	Total	100%	188

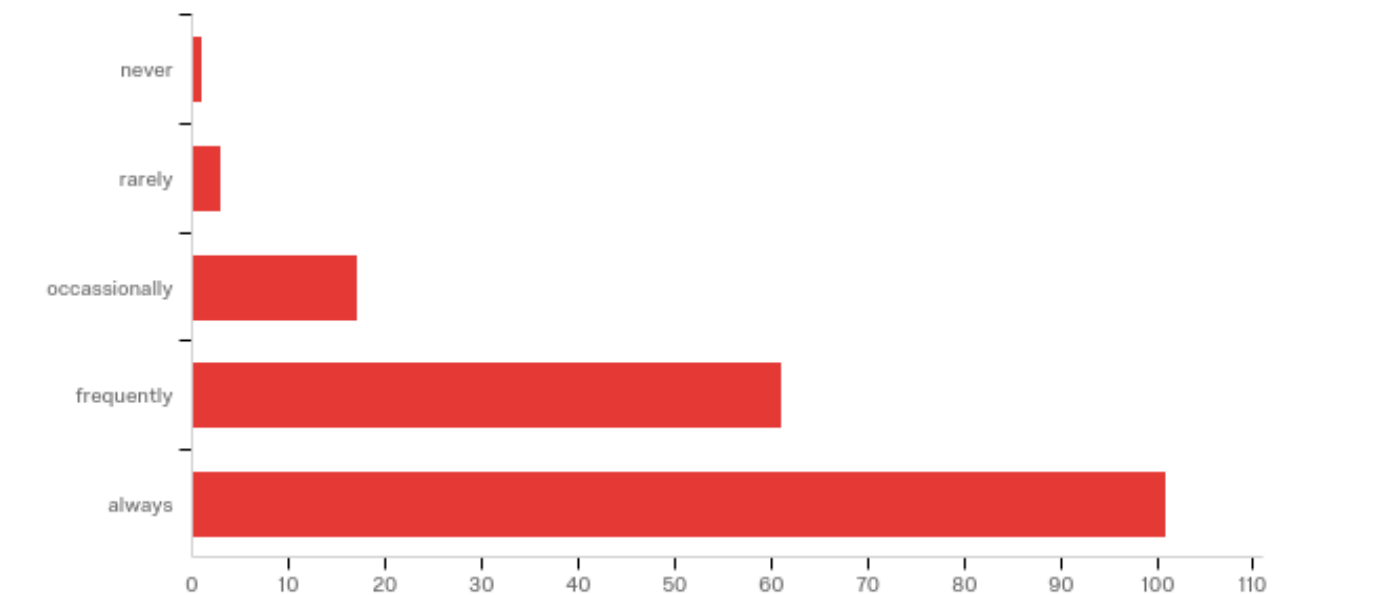
In general, when you have contacted an ITG member, how responsive have they been?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In general, when you have contacted an ITG member, how responsive have they been?	2.00	5.00	4.39	0.79	0.62	183

#	Answer	%	Count
1	they rarely respond and when they do it is very late	0.00%	0
2	they usually respond but it is usually more than two business days	1.64%	3
3	they always respond and it is usually within two business days	14.21%	26
4	they consistently respond by the next business day	27.87%	51
5	they always respond the same day I send communications	56.28%	103
	Total	100%	183

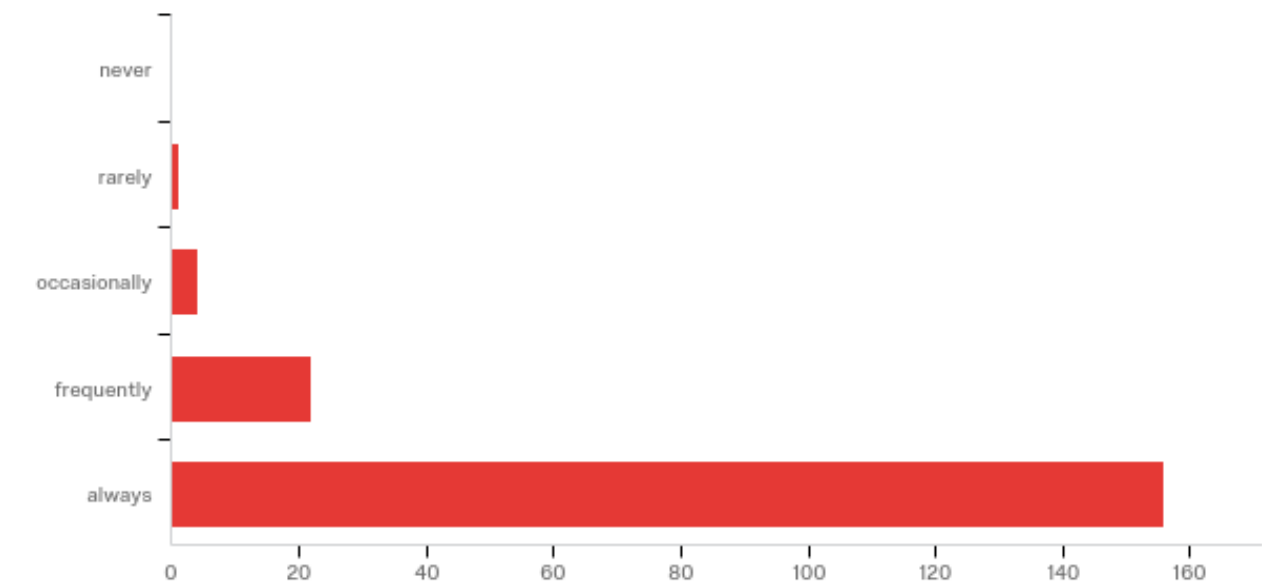
In general, when you have contacted an ITG member, how often were they effective in meeting your needs?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In general, when you have contacted an ITG member, how often were they effective in meeting your needs?	1.00	5.00	4.41	0.77	0.59	183

#	Answer	%	Count
1	never	0.55%	1
2	rarely	1.64%	3
3	occasionally	9.29%	17
4	frequently	33.33%	61
5	always	55.19%	101
	Total	100%	183

In general, when you have contacted an ITG member, were they courteous and respectful?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	In general, when you have contacted an ITG member, were they courteous and respectful?	2.00	5.00	4.82	0.47	0.22	183

#	Answer	%	Count
1	never	0.00%	0
2	rarely	0.55%	1
3	occasionally	2.19%	4
4	frequently	12.02%	22
5	always	85.25%	156
	Total	100%	183