

November 2004

To: The University Community  
From: The Information Technology Committee  
Re: Technology Usage Survey Results

In spring 2004, the Information Technology Committee administered three online surveys to measure the knowledge and use of and satisfaction with a range of technologies and technological service units on the BGSU campus. As the committee indicated at the time of distribution of the survey url on a range of student, faculty, and staff communication venues, separate statistical summaries of the results for the student, staff, and faculty responses would be made available. These summaries are now online in .pdf format and can be downloaded from

<http://www.bgsu.edu/organizations/itc/documents.html>

Because of the limited response rate, 437 students (2.37% of 18,434), 232 staff (13.45% of 1,725 combined classified and administrative), and 141 faculty (12.46% of 1,132 full- and part-time), the results are neither representative nor conclusive. However, some observations are worth further exploration, including the low levels of use, knowledge, and perceived relevance of a range of tools available to students, faculty, and staff at BGSU, as well as the general inability to take advantage of the multiple resources for technology-based training.

Because each survey contained an average of 100 questions, Information Technology Services will review the results carefully and work with the ITC and the Office of Institutional Research to focus on a smaller question set of most relevance for ITS for possible redistribution during AY 2004-05 to assist in the upcoming program review.

The ITC commends the Survey Sub-Committee, several of whom worked for over one year to develop and deliver these surveys: Carol Hague, Manager of System Support Services, Office of Admissions; Bryan Benner, Associate Vice President for Administration; B. Madhu Rao, Chair, Applied Statistics and Operations Research, and Linda Lander, Assistant Professor, HLMLS (2003-04). In addition, the ITC thanks John Kloor, Programmer/Analyst, Admissions, for his work on the entire project, as well as Diane Conway, Assistant Director of The Statistical Consulting Center and the Office of Institutional Research.