2014 - 2015 Instructor Survey: Technology Enhanced Classrooms
Over 1800 instructors were surveyed for their experiences with using technology and receiving support for classroom technology.

189 instructors responded to the survey. Approximately 50% mentioned that they did not regularly experience problems with classroom technology.

Extensive work is done throughout the year to maintain technology equipment and implement preventative measures to find issues before instructors are affected by them.
Instructors were asked to rate their satisfaction with receiving technology support in the classrooms.

Satisfaction ratings were broken out into: phone support, in-person support, response time, and overall satisfaction.

The majority of instructors were satisfied or very satisfied with the support that they received for technology in the classrooms.

Instructors were most satisfied with in-person support. This response shows the importance that instructors place on receiving face-to-face technology help in classrooms.
On a daily basis, instructors use fixed classroom computers the most, followed by laptops. Because almost half of the general-use classrooms (125 of 275) have computers installed, laptops are the second most-used technology.
Wireless continues to be an important issue on campus. Instructors were asked if they utilize the campus wireless network for instruction.

Less than 50% of the instructors use wireless in their instruction, but the majority of the instructors that use wireless are satisfied.
For many instructors, technology is an essential part of instruction. Instructors were asked to discuss how they benefit from technology in the classrooms.

### Feedback Examples

**Integrate Multimedia with Instruction**
- I can provide film clips, online text resources with video clips and activities, YouTube clips, Skype students off campus in, and this semester, my student-made films.

**Increased Student Attention/Interactivity**
- Technology is essential to my teaching. I use it almost everyday. It helps to have everyone looking at something at the same time, helps make lessons more interactive and relatable.

**Convenience and Efficiency**
- I teach all over campus, so I appreciate the rooms being equipped already. I do not like to have to carry a laptop and other devices around. Bringing only a flash drive and my instructor i>clicker, and using the room’s base station and equipment is ideal. Thank you for that!

**Real Time Demonstrations**
- Allows me to demonstrate how to run statistical analyses using a computer program.
Instructors were asked to discuss their greatest challenges when utilizing and receiving support for classroom technology.

The equipment discussed includes: fixed classroom computers, wireless access points, projectors, video/audio cables, and microphone/speakers.

### Instructor's Challenges with Classroom Technology

<table>
<thead>
<tr>
<th>Category</th>
<th>Response Count</th>
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<tbody>
<tr>
<td>Inconsistent Equipment</td>
<td>25</td>
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<tr>
<td>Broken or Missing Equipment</td>
<td>22</td>
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<tr>
<td>Wireless</td>
<td>20</td>
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<tr>
<td>No Issues/Problems</td>
<td>12</td>
</tr>
<tr>
<td>Sharing Technology with Other Instructors</td>
<td>5</td>
</tr>
<tr>
<td>Personal Knowledge/Training</td>
<td>5</td>
</tr>
<tr>
<td>Slow Response</td>
<td>4</td>
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</tbody>
</table>

#### Inconsistent Equipment
- Negative responses that discuss instructors encountering moments where technology equipment would work one day, but not the next and vice versa.

#### Broken or Missing Equipment
- Negative responses that discuss technology equipment in classrooms that were unusable or missing.

#### Wireless
- Negative responses that discuss issues connecting to, or staying connected to the campus network.

#### No Issues/Problems
- Positive responses that discuss both the state of technology equipment in classrooms and technology support that instructors received.

#### Sharing Technology with Other Instructors
- Negative responses that discuss the state that classrooms are left in by previous instructors.

#### Personal Knowledge/Training
- Neutral responses that discuss instructors’ lack of knowledge to utilize some equipment effectively or the need for additional training to use technology in classrooms.

#### Slow Response
- Negative responses that discuss the amount of time for technology support to arrive to the classrooms.