2015 - 2016 Instructor Survey: Technology Enhanced Classroom

About the Survey

The purpose of the annual Classroom Technology survey is to assess faculty’s satisfaction with both the technology in the classrooms and their satisfaction with the support they receive from Technology Services. The questions have remained mostly consistent for more than a decade allowing us to watch trends in both technology use and customer satisfaction. This information allows us to improve in both areas. When matched with the data we collect from our Universal Systems Manager tool, which tracks the actual minutes each type of equipment in each classroom is actually used, we can more accurately understand the technology needs for future classrooms. This report examines the results of the 2015-2016 survey.

2500+ instructors surveyed
231 instructors responded
Who filled out the survey?

Instructors from 12 of the 15 major Academic Units

- College of Agricultural, Consumer and Environmental Sciences
- College of Applied Health Sciences
- College of Business
- College of Education
- College of Engineering
- College of Fine and Applied Arts
- Graduate College
- College of Liberal Arts and Sciences
- School of Information Science
- College of Media
- School of Social Work
- College of Veterinary Medicine
- College of Law
- School of Labor and Employment Relations
- Division of General Studies

Number of Instructors by College

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<th>College</th>
<th>Instructors</th>
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Technology in the Classroom

Instructors were asked...

“On a typical class day, what technology do you use?”

MAJORITY (67%) OF INSTRUCTORS WHO RESPONDED RELY ON A LAPTOP/NOTEBOOK OR RESIDENT PC COMPUTER.

35% Laptop
32% PC in the cabinet

![Pie chart showing technology usage]
Benefits of Technology Enhanced Classrooms

Instructors were asked,

“How does your teaching benefit from the use of the technology in the classroom?”

From all of the written responses, several common themes were found.

Technology is Integral to Teaching
Importance of technology use in classroom and how it is not just a benefit, but a necessity.

Increased Student Attention/Interactivity
Technology was specifically used in an effort to engage students more.

Convenience and Efficiency
Having in-room PCs was very convenient, and having technology available in the room itself was the benefit.

Integrate Multimedia with Instruction
Significance of integrating media elements in their lectures.

Real Time Demonstrations/Complicated Visuals
Some visualizations would not have been possible without technology in the classroom.

![Bar Chart]

- Technology is Integral to Teaching: 35
- Increased Student Attention/Interactivity: 21
- Convenience and Efficiency: 21
- Integrate Multimedia with Instruction: 19
- Real Time Demonstrations / Complicated Visuals: 4
Instructors had this to say....

Responses clearly indicate that technology used in the classroom is **fundamental to teaching**.

“Technology is vital in my courses! We look up current event information online in class, use clickers, do online simulations tied to class learning, conduct online surveys, and more.”

“I really think technology is vital to teaching a successful rhetoric class. I use it more and more every semester.”

“It would be impossible for me to teach without technology. In my large courses I use power point lectures, web-based videos, embedded animations, and other media. In my smaller courses we do case studies based on movies/videos, analyze on-line material, etc.”

“My students really benefit from classroom technology, and I use laptops and projectors every day, but unfortunately, there was no classroom technology in the rooms where I taught this semester. I brought a cart with a projector every day and it was a huge hassle. Every writing classroom should be equipped with at least a projector.”

**Additional themes** were found throughout the written responses.

“It's great to have a built-in PC so that I don't need to bring my laptop in order to show my lecture slides. The wireless connection allows me to use internet resources in class (playing audio-files or videos that are online, for example).”

“I'm able to play audio files of spoken Russian for my students and show them videos, which all enhance the classroom experience and their language skills.”

“It breaks down the physical walls of my classroom to allow for us to learn and engage with the broader educational community. It also aids in productive group work, collaboration, and communication.”

“It allows me to offer media options in class, such as relevant videos, and to walk students through course websites and assignments. I also co-taught a course that used films as a content source, and having the ability to show these films in class was very useful.”
Classroom Technology Support

While classroom technology is definitely important, so is the support that is needed to assist instructors with the technology.

About Class Tech

Class Tech is a group in Technology Services dedicated to supporting the general assignment classrooms at the University of Illinois Urbana-Champaign. They take on the task of supporting technology enhanced classrooms by providing instructors **training opportunities & assistance** when issues arise. They also work closely with the technicians (CCME - Classroom and Conference Media Engineering) responsible for all of the tasks involved with the implementation and repair of the technology in the classrooms.

Adequate Training & Support?

Instructors were asked,

“Do you feel you have had **adequate training on the technology** you use in your assigned classroom(s)?”

“Do you feel you have had **adequate support for the technology** you use in your assigned classroom(s)?”

![Bar Chart]

Majority of instructors said **YES** they felt they had adequate training and support.
Responding to & Resolving Issues

Instructors also indicated their level of satisfaction with class tech support for issues they had in the classroom.

**Satisfaction was HIGH for ALL aspects of support.**

The majority of instructors were **satisfied or very satisfied** - 66% (phone) and 86% (in-person)

Instructors were **most satisfied with in-person support**. This response shows the importance instructors place on receiving face-to-face technology assistance in the classrooms.

They were asked, specifically …

*“How well did Classroom Technologies…*  
* - help you to resolve issues with classroom technology over the phone? “  
* - help you to resolve issues with classroom technology in person? “*

*“How quickly did Classroom Technologies respond to your needs resolving issues with classroom technology?”*

*“How would you rate your overall satisfaction with Classroom Technologies services?”*
Instructors’ Challenges and Needs

An important part of the survey was to gauge any needs that instructors had that were not currently being met and what challenges they currently face with classroom technology.

This was done with some open ended questions to get input in their own words on what was missing or what challenges impacted their classes.

Challenges

Instructors were asked…

“What challenges do you encounter when using the classroom technology?”

Several common (and sometimes overlapping) themes arose
Inconsistent/Unreliable Equipment
  o Responses mostly about small issues that happened intermittently, such as missing cables, issues with equipment needing to be restarted during class, computer being logged out by previous user, etc.

Lacking Functionality or Equipment
  o Responses that discuss instructors encountering moments where their needs were not met with the existing technology found in the room, likely caused by
    - necessary equipment not being available (no built-in pc, doc camera, etc.)
    - equipment not working in ways that were conducive to their teaching

No Issues/Problems
  o Responses indicating instructors did not experience any issues with the classroom technology or support.

Wireless
  o Responses that discuss issues connecting to, or staying connected to the campus network.

Broken Equipment (larger issues)
  o Responses that discuss technology equipment in classrooms that were completely unusable or missing, leading to more long-term issues

Personal Knowledge/Training
  o Responses that discuss instructors’ lack of knowledge to utilize some equipment effectively or the need for additional training to use technology in classrooms

Lack of Tech Support
  o Responses that discuss the lack of technical support or delay in technical support experienced by instructors in the classroom

Room Issues (other)
  o Responses related to issues with the room and not necessarily the technology, such as poor lightning and poor layout.

Instructors had this to say (about challenges)....

There were several statements about how the equipment in the room may not have been adequate enough to serve some basic technological needs in the classroom.

Specifically, it was mentioned many times that it was impractical and a nuisance to have to bring their own equipment (particularly laptops) into the room every day. This was a difficult process that directly impacted the quality of time spent in the classroom.
“The only thing I have had trouble with is getting the projector to turn on, but I’m always able to overcome that. Otherwise everything works great.”

“No projector installed in the classroom so had to request & carry a projector to the room whenever I wanted to do any sort of computer demo.”

“I absolutely hate having to lug my laptop to campus for each class. And then to not find the proper cables, etc. there and/or working properly is infuriating. Please note that my frustration is at the university, not Classroom Technologies.”

“The technology is often moved or rearranged by other users. So, I often have to clean up when i get in the room.”

“lack of consistent HDMI cord located in the classroom”

“Mostly slow computing or frozen screens. The connection to the overhead projector didn’t work on several occasions, or just on those days when I planned to show a video!”

Additional Needs and Suggestions

Instructors were asked…

“What technological tools or capabilities, not currently available in your classroom, would further benefit your teaching? “

62 responses about Hardware / Technology

Responses included a variety of technological needs…

- Technology of any kind in rooms that have NONE
- A Resident PC or Projector in the room
- Other hardware such as Document Cameras, Webcams, AppleTVs, Dual Projectors, Lecture Capture, SmartBoard, Tablets and more.
Responses include….

- Auto Logoff, Auto Updates, Saved Profiles and Files between classes
- Specific software requests such as Skype, SPSS

Additional responses addressed…

**Room Improvements (6 responses)**
- Better layout of screen and chalk/smart board
- More Power Outlets

**Wireless (5 responses)**
- Improved connectivity
- Way to turn off wifi for students

**Consulting/Support (3 responses)**
- Interest in consulting and training opportunities
- Support services closer to the classroom
Additional Comments and Suggestions

“Do you have any additional comments or suggestions for Classroom Technologies services?“

Majority of responses were THANKS AND COMPLIMENTS TO CLASS TECH SUPPORT

“Thanks for all your hard work!”

“Thank you for everything you do to keep the classrooms running smoothly!”

“you guys rock!”

“The support staff is AMAZING! They respond immediately (sometimes within 2-3 minutes when class is in session and there is a problem).”

Further responses included....

UPDATE EQUIPMENT

“Upgrade spaces with old equipment.”

“Keeping units in good working order is essential. Nothing worse than arriving in the classroom needing tech and discovering it is broken and can’t be fixed for days. This am can throw off the course’s entire schedule. Equipment should be regularly maintained to avoid this.”

“The computers are ancient. It also would be helpful if the automated Windows updates were scheduled for times when we don’t teach classes. I have had no slides for my lecture due to a long Windows update once!”
ADD MORE EQUIPMENT

“I wish each tech enhanced classroom had a desktop computer. Sometimes, cables are missing.”

“Please put projectors in all classrooms where writing instruction takes place.”

“Put technology in all classrooms”

“Some classrooms really lack technologies that would make teaching much more enjoyable”

“More technology rooms like in Armory 428, ED 42a, 17, etc.”

SUPPORT ISSUES

“There should be better training so that we don't have to worry so much about things working when we are in the classroom.”

“The email request system is slow and cumbersome. It's much more helpful to be connected to a specific person and have that person help you or hand you off if necessary than to have ones messages disappear into an impersonal ether and not be sure who has seen what.”

“perhaps having short clips on how to troubleshoot some of the most common issues would be helpful, or clips that show how to use the classroom technology for the first time (this will be super helpful for first year instructors). I also think this saves people's time because we no longer need to come to certain meetings that occur at certain time during the semester to get proper training.”

"I think we really need people located close to the classrooms to help in short notice.”

OTHER COMMENTS

The rest of the comments were all over the board, ranging from wanting bigger chalkboards, regulating temperature in the classroom, having a screen that didn't block chalkboard, to changing clock batteries and providing more remote mic batteries.
WHAT’S NEXT?

Technology Services Class Tech Group will take this information, as they do each year, and use it to make informed decisions about technology in the classrooms to the best of their ability.

The information that faculty provide in this survey is an important part of Class Tech’s work to improve technology in the classrooms and maintain the level of support that faculty need.

This coupled with Class Tech’s collaboration with….

  ISAC = Instructional Space Advisory Committee
  F&S = Facilities and Services
  FMS = Facilities Management and Scheduling

helps to strengthen technology enhanced classrooms at the University of Illinois at Urbana-Champaign.

For more information about this survey or Classroom Technology at Illinois, contact Class Tech.
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