Results

Survey 142895

Number of records in this query:	52
Total records in survey:	52
Percentage of total:	100.00%

Summary for campus

On which campus are you teaching the majority of your courseload?

Answer	Count	Percentage
McNichols (1)	22	42.31%
Corktown (2)	3	5.77%
Riverfront (3)	3	5.77%
Novi (4)	3	5.77%
Remote (5)	2	3.85%
No answer	0	0.00%
Not completed or Not displayed	19	36.54%

Summary for wireless(1)[Reliability of access to Wi-Fi throughout campus]

Thinking about the past year, please rate your experiences with wireless networks on your primary campus:

Answer	Count	Percentage
Poor (1)	2	3.85%
Fair (2)	7	13.46%
Neutral (3)	8	15.38%
Good (4)	12	23.08%
Excellent (5)	2	3.85%
No answer	2	3.85%
Not completed or Not displayed	19	36.54%

Summary for wireless(2)[Reliability of access to Wi-Fi specifically in classroom/instructional spaces]

Thinking about the past year, please rate your experiences with wireless networks on your primary campus:

Answer	Count	Percentage
Poor (1)	2	3.85%
Fair (2)	8	15.38%
Neutral (3)	4	7.69%
Good (4)	10	19.23%
Excellent (5)	5	9.62%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for wireless(3)[Network performance (e.g., high speed, no interruptions)]

Thinking about the past year, please rate your experiences with wireless networks on your primary campus:

Answer	Count	Percentage
Poor (1)	4	7.69%
Fair (2)	8	15.38%
Neutral (3)	4	7.69%
Good (4)	12	23.08%
Excellent (5)	3	5.77%
No answer	2	3.85%
Not completed or Not displayed	19	36.54%

Summary for wirelesscomments

Additional comments on the previous question:

Answer	Count	Percentage
Answer	12	23.08%
No answer	21	40.38%
Not completed or Not displayed	19	36.54%

ID	Response
6	There have been times when service seemed particularly slow or went out completely. These times are, unfortunately, when we are particularly busy.
12	Access to wifi in my office is unreliable, so, I have a LAN there.
15	There have been three or four periods this year when the WIFI was completely out and disrupted teaching as well as online meetings and other work. One disruption lasted about 15 minutes. The others were longer, some more than an hour.
19	Not applicable since I am at a remote campus that does not use the UDM WiFi network
26	In my experience, wifi seems to have improved in the last couple of years. It seemed to slow down a little in April, but I couldn't tell if that was due to some other issue or the wifi.
29	Inconsistent connection. Wifi generally can get slow which impacts meetings / interviews / lectures. Having to activate the web browser every time the device connects to the internet is also inconvenient.
41	Wi-Fi reliability in classroom spaces. WIFI in CHP, is inconsistent. I often lose connection or experience very slow speeds when multiple users are on the network, which disrupts teaching and limits the use of instructional technology.
46	Wi-Fi frequently goes out in classrooms
49	My program is 100% online so all my work is conducted from my home office so I have 24/7 access to students across the country.
50	My office (C&F) doesn't not have great wifi but my desktop is connected by hardwire.
51	There are so many interruptions to the Wi-Fi on campus, it's really unacceptable.
53	I will get kicked off the Wifi at random times and have to re-authenticate. It becomes quite frustrating when I'm in the middle of doing something online and then realize that I i have to re-authenticate for the Wifi.

Summary for spaces(1)[Classroom-based technology resources (e.g., podiums, computers, projection systems, lecture capture systems, TV's, etc.)]

Thinking about the past year, please rate your experiences with technology learning spaces provided by the University:

Answer	Count	Percentage
Poor (1)	4	7.69%
Fair (2)	9	17.31%
Neutral (3)	4	7.69%
Good (4)	9	17.31%
Excellent (5)	2	3.85%
N/A (6)	4	7.69%
No answer	1	1.92%
Not completed or Not displayed	19	36.54%

Summary for spaces(2)[Laboratory or research-based technology resources (e.g., computers, research equipment, etc.)]

Thinking about the past year, please rate your experiences with technology learning spaces provided by the University:

Answer	Count	Percentage
Poor (1)	1	1.92%
Fair (2)	7	13.46%
Neutral (3)	4	7.69%
Good (4)	3	5.77%
Excellent (5)	1	1.92%
N/A (6)	11	21.15%
No answer	6	11.54%
Not completed or Not displayed	19	36.54%

Summary for spaces(3)[Online collaborative spaces in which your students or colleagues can work synchronously or asynchronously on projects or assignments (e.g., Blackboard, Teams, OneDrive, etc.)]

Thinking about the past year, please rate your experiences with technology learning spaces provided by the University:

Answer	Count	Percentage
Poor (1)	1	1.92%
Fair (2)	4	7.69%
Neutral (3)	7	13.46%
Good (4)	15	28.85%
Excellent (5)	3	5.77%
N/A (6)	1	1.92%
No answer	2	3.85%
Not completed or Not displayed	19	36.54%

Summary for spaces(5)[Access to institutional resources while working from home, traveling, and/or living in other states or countries]

Thinking about the past year, please rate your experiences with technology learning spaces provided by the University:

Answer	Count	Percentage
Poor (1)	2	3.85%
Fair (2)	6	11.54%
Neutral (3)	6	11.54%
Good (4)	13	25.00%
Excellent (5)	4	7.69%
N/A (6)	1	1.92%
No answer	1	1.92%
Not completed or Not displayed	19	36.54%

Summary for spaces(6)[Ability to get my work done while working from home, traveling, and/or living in other states or countries]

Thinking about the past year, please rate your experiences with technology learning spaces provided by the University:

Answer	Count	Percentage
Poor (1)	2	3.85%
Fair (2)	5	9.62%
Neutral (3)	7	13.46%
Good (4)	13	25.00%
Excellent (5)	4	7.69%
N/A (6)	1	1.92%
No answer	1	1.92%
Not completed or Not displayed	19	36.54%

Summary for spacescomments

Additional comments on the previous question:

Answer	Count	Percentage
Answer	13	25.00%
No answer	20	38.46%
Not completed or Not displayed	19	36.54%

ID	Response
6	Classroom technology is fair. I use the projectors in just about every class session. I have had them checked because the quality seemed poor, but I was told that they were functioning properly. The poor visibility may be due, in part, to natural light streaming in, but there are loose connections that make it hard to teach with tech. I think the number of times I have to sign back in to MS and to Blackboard feels a little excessive an annoying.
12	Classroom based technology is very iffy. We can plug our laptops into a projector but they might not communicate. I have often had to run down to the AV office because something is not working. Usually they can fix it, but it takes class time.
15	In the fall term, I taught in a classroom in Engineering where the projector repeatedly failed to detect my computer. A/V support was as helpful as the could be but their computers were not detected either. I believe A/V had plans to address the issue over the Winter break. I no longer teach in that classroom, so I have no idea if it was remedied. I use SharePoint to organize files. It works reasonably well, but it slow to load at times. I work a lot from home in the evenings. There have been multiple times in the past year when I am able to access my outlook suite of programs but the rest of the university pages appear down-- for example, I wasn't able to access the library pages or the registrar pages. In one instance I was attempting to reply to emails from prospective students and couldn't get to the relevant academic catalog pages to link them in the email.
26	Mike has done a great job with tech in the classrooms! Adding the cables to all podiums throughout campus was genius!
28	Faculty should be able to update software without scheduling an appointment just for IT to type in an admin password. Embarrassing situation for IT.
31	The podiums are too tall, and to narrow to accommodate my laptop
36	Blackboard ultra is not as user friendly as classic and requires what feels like more "clicking" for the same amount of work. These programs require a lot of bandwidth which isn't always conducive to traveling out of the country
37	many of the podiums in commerce and finance don't have the ability to "extend" the screen, so I can't be in presentation mode in powerpoint and not have my notes projected up on the projector screen from my laptop. That should be a basic thing available everywhere.
41	My experience with technology learning spaces has been poor overall. Classroom technology is often inconsistent, and unreliable Wi-Fi makes it difficult to use podium computers, projection systems, Blackboard, Teams, OneDrive, and other instructional tools smoothly during class. These issues interrupt teaching, slow down classroom activities, and make it harder to engage students effectively. Reliable classroom technology and stronger network performance are essential for teaching in real time.
46	podiums and desk tops at Novi campus are frequently in need of service
47	Chem 114 and Engineering 220 continue to be a struggle connecting with the projector.
51	Teams consistently has issues and is not a good product to use for virtual meetings. Classroom based technology is also not consistent across classrooms and I have issues almost on a weekly basis. All classrooms should have a working podium computer and projector.
53	The classroom-based resources are outdated. The sound doesn't work at times, the placement of podiums feels awkward in the classroom, there's no way to easily change between my laptop and the document camera, it's hard to control the sound, there's no microphone. Compared to other institutions where I have taught, the technology here is subpar.

Also, I put in a ticket to have our electronic health system on my laptop, as all of my coworkers have it on their UDM laptops. It has been 5 months, and the ticket is still outstanding. I spoke with our onsite technology person, and he doesn't have access to install this software on my computer. It makes it difficult to complete my job duties without access to this software.

Summary for communication(1)[Email]

Thinking about the past year, please rate your experiences with technology-enhanced connection and communication resources provided by the University:

Answer	Count	Percentage
Poor (1)	1	1.92%
Fair (2)	4	7.69%
Neutral (3)	4	7.69%
Good (4)	12	23.08%
Excellent (5)	11	21.15%
N/A (6)	0	0.00%
No answer	1	1.92%
Not completed or Not displayed	19	36.54%

Summary for communication(2)[Listservs]

Thinking about the past year, please rate your experiences with technology-enhanced connection and communication resources provided by the University:

Answer	Count	Percentage
Poor (1)	1	1.92%
Fair (2)	4	7.69%
Neutral (3)	4	7.69%
Good (4)	11	21.15%
Excellent (5)	7	13.46%
N/A (6)	2	3.85%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for communication(3)[Teams]

Thinking about the past year, please rate your experiences with technology-enhanced connection and communication resources provided by the University:

Answer	Count	Percentage
Poor (1)	6	11.54%
Fair (2)	8	15.38%
Neutral (3)	5	9.62%
Good (4)	6	11.54%
Excellent (5)	5	9.62%
N/A (6)	2	3.85%
No answer	1	1.92%
Not completed or Not displayed	19	36.54%

Summary for communication(4)[Teams Groups]

Thinking about the past year, please rate your experiences with technology-enhanced connection and communication resources provided by the University:

Answer	Count	Percentage
Poor (1)	6	11.54%
Fair (2)	7	13.46%
Neutral (3)	4	7.69%
Good (4)	5	9.62%
Excellent (5)	5	9.62%
N/A (6)	2	3.85%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for communication(5)[Teams Chat/Calling]

Thinking about the past year, please rate your experiences with technology-enhanced connection and communication resources provided by the University:

Answer	Count	Percentage
Poor (1)	4	7.69%
Fair (2)	4	7.69%
Neutral (3)	6	11.54%
Good (4)	5	9.62%
Excellent (5)	2	3.85%
N/A (6)	9	17.31%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for communication(6)[OneDrive]

Thinking about the past year, please rate your experiences with technology-enhanced connection and communication resources provided by the University:

Answer	Count	Percentage
Poor (1)	1	1.92%
Fair (2)	2	3.85%
Neutral (3)	8	15.38%
Good (4)	10	19.23%
Excellent (5)	7	13.46%
N/A (6)	2	3.85%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for communication(7)[Web-based conference services]

Thinking about the past year, please rate your experiences with technology-enhanced connection and communication resources provided by the University:

Answer	Count	Percentage
Poor (1)	1	1.92%
Fair (2)	3	5.77%
Neutral (3)	6	11.54%
Good (4)	7	13.46%
Excellent (5)	2	3.85%
N/A (6)	8	15.38%
No answer	6	11.54%
Not completed or Not displayed	19	36.54%

Summary for communication(8)[My Portal]

Thinking about the past year, please rate your experiences with technology-enhanced connection and communication resources provided by the University:

Answer	Count	Percentage
Poor (1)	1	1.92%
Fair (2)	4	7.69%
Neutral (3)	6	11.54%
Good (4)	12	23.08%
Excellent (5)	5	9.62%
N/A (6)	3	5.77%
No answer	2	3.85%
Not completed or Not displayed	19	36.54%

Summary for communication(9)[www.udmercy.edu]

Thinking about the past year, please rate your experiences with technology-enhanced connection and communication resources provided by the University:

Answer	Count	Percentage
Poor (1)	0	0.00%
Fair (2)	6	11.54%
Neutral (3)	5	9.62%
Good (4)	12	23.08%
Excellent (5)	7	13.46%
N/A (6)	1	1.92%
No answer	2	3.85%
Not completed or Not displayed	19	36.54%

Summary for communicationcomment

Additional comments on the previous question:

Answer	Count	Percentage
Answer	7	13.46%
No answer	26	50.00%
Not completed or Not displayed	19	36.54%

ID	Response
6	TEAMS is a clunky mechanism for hosting meetings and sharing documents. The shared/folder set up in Teams makes finding files more challenging than is necessary.
12	Whenever I have a problem with email or anything in our Microsoft office, there is no one I can ask. The Help Desk doesn't have a live person answering calls anymore. If I type out a question to the Help Desk, i am told I have to book an appointment for the following week. So I have to resort to googling the problem and watching other people's fix-it videos or reading through help desk websites -- basically anything we would have to do if there was absolutely zero tech support help, which is how it feels in such scenarios. I also had to teach myself Zoom by attending their webinars... I have never seen a Teams webinar, maybe there is one, but I have not seen it, and I hear that soon all our phone calls will be through Teams! There are times I have had a tech glitch, and on this computer I can't install or uninstall any software, so, I am limited in my fixes, I am not an "Administrator." So I have no choice but to book an appointment and several days later my problem is addressed, which is good, it is better than nothing, but it is not very responsive to any issue arising at the moment.
15	I've used Teams and Sharepoint as a file storage system and they work relatively well. Historically, I've had difficulties with Teams as a video conferencing system so I pretty much gave up using it and exclusively use my own paid zoom account. That said, the handful of Teams video conferences that I have had this year have gone smoothly but I don't use it all that much to say. One issue is that the microsoft products appear to default to Pacific time which make scheduling with students challenge. Their calendars seem to think they are 3 hours behind us and then students' meetings get scheduled at the wrong times. As noted above, there have been more than one instance this year that I've been unable to access udmercy webpages when working from home, even though my microsoft suite of programs works.
27	The organization of content frames on the portal need to be reorganized. A good example is that there is a box "Self-service - Faculty" which has 2 items, and there is a second box that is "Self-service - Faculty Grade Entry" with only one item. The box "Academic Calendars" is near the bottom. There are other examples. A little rearranging would make the portal easier to naviagate.
38	OneDrive and Teams are glitchy and slow. Email is slow as well.
41	My experience with technology-enhanced communication resources has been mixed. Email and Teams are useful, but performance can be inconsistent, especially when Wi-Fi is unreliable or slow. Teams meetings, chats, shared files, and OneDrive collaboration can become frustrating when access is delayed or disrupted. Reliable connectivity is essential because these tools are now central to teaching, committee work, student communication, and collaboration across departments.
47	The listserves are clunky and antiquated and the UI/UX of the interface feels like it's from 1995.

Summary for support(1)[Technology support (e.g., desktop support, classroom technology support, course media production support, etc.)]

Thinking about the past year, please rate your experiences with technology support services provided by the University:

Answer	Count	Percentage
Poor (1)	4	7.69%
Fair (2)	3	5.77%
Neutral (3)	7	13.46%
Good (4)	7	13.46%
Excellent (5)	8	15.38%
N/A (6)	2	3.85%
No answer	2	3.85%
Not completed or Not displayed	19	36.54%

Summary for support(2)[Professional development around the integrated use of technology in your teaching (e.g., technology training opportunities, incentives, and professional advancement)]

Thinking about the past year, please rate your experiences with technology support services provided by the University:

Answer	Count	Percentage
Poor (1)	4	7.69%
Fair (2)	3	5.77%
Neutral (3)	7	13.46%
Good (4)	10	19.23%
Excellent (5)	4	7.69%
N/A (6)	1	1.92%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for support(3)[Support for making courses accessible to students with disabilities]

Thinking about the past year, please rate your experiences with technology support services provided by the University:

Answer	Count	Percentage
Poor (1)	1	1.92%
Fair (2)	3	5.77%
Neutral (3)	3	5.77%
Good (4)	8	15.38%
Excellent (5)	3	5.77%
N/A (6)	7	13.46%
No answer	8	15.38%
Not completed or Not displayed	19	36.54%

Summary for support(4)[Professional development around the integrated use of technology in your research (e.g., technology training opportunities, incentives, and professional advancement)]

Thinking about the past year, please rate your experiences with technology support services provided by the University:

Answer	Count	Percentage
Poor (1)	3	5.77%
Fair (2)	4	7.69%
Neutral (3)	6	11.54%
Good (4)	8	15.38%
Excellent (5)	2	3.85%
N/A (6)	4	7.69%
No answer	6	11.54%
Not completed or Not displayed	19	36.54%

Summary for support(5)[Consultations for using technology in teaching and research (e.g., course design, assignment development, assessment and evaluation, etc.)]

Thinking about the past year, please rate your experiences with technology support services provided by the University:

Answer	Count	Percentage
Poor (1)	3	5.77%
Fair (2)	3	5.77%
Neutral (3)	5	9.62%
Good (4)	5	9.62%
Excellent (5)	7	13.46%
N/A (6)	2	3.85%
No answer	8	15.38%
Not completed or Not displayed	19	36.54%

Summary for support(6)[Specialized teaching software]

Thinking about the past year, please rate your experiences with technology support services provided by the University:

Answer	Count	Percentage
Poor (1)	2	3.85%
Fair (2)	3	5.77%
Neutral (3)	6	11.54%
Good (4)	4	7.69%
Excellent (5)	1	1.92%
N/A (6)	11	21.15%
No answer	6	11.54%
Not completed or Not displayed	19	36.54%

Summary for support(7)[Adding open source specialty software to support teaching]

Thinking about the past year, please rate your experiences with technology support services provided by the University:

Answer	Count	Percentage
Poor (1)	1	1.92%
Fair (2)	4	7.69%
Neutral (3)	3	5.77%
Good (4)	3	5.77%
Excellent (5)	2	3.85%
N/A (6)	11	21.15%
No answer	9	17.31%
Not completed or Not displayed	19	36.54%

Summary for supportcomments

Additional comments on the previous question:

Answer	Count	Percentage
Answer	12	23.08%
No answer	21	40.38%
Not completed or Not displayed	19	36.54%

ID	Response
6	The IT help desk and ticket system are difficult to access and to find. I don't know that there is professional development around the various technologies. If there is, it is not marketing or promotion that makes me familiar with any such offerings.
9	Row #1 Technology support: Do not confound office support (e.g., Desktop/laptop) with classroom support
12	The CETL office is more helpful than ITS. If there are Blackboard problems, CETL is responsive and will try to help myself or my students. CETL also holds workshops where they try to teach us changes in software, programs etc. Also, the library is responsive if I ever point out some glitch where a book they say is available is not loading, or any other problem like that.
15	Mike Sadler has been good with classroom support as have the students he employs. When things aren't working, they work hard to find a resolution. I have not utilized the other services noted above.
26	The folks who help with Blackboard are great. I haven't taken advantage of most of these other services.
28	None of these are available. IT won’t even respond to emails.
37	yuja was such a disappointment. It never worked properly and had so many bugs. Faculty NEED to have a solid way of inserting polls and questions into their presentations. The university needs to invest in slido or tophat or something else that's actually reliable at giving us this technology. Also, being able to take attendance with students and setting a perimeter where they have to be within to take attendance....that also had so many bugs in yuja. Tophat never had any issues so the university needs something reliable that works
41	Technology support has been helpful when available, but access to timely classroom support and practical training is inconsistent. Faculty need more reliable support for classroom technology, accessible course design, specialized teaching software, and the effective use of tools in teaching and research. More proactive training and faster troubleshooting would help faculty use technology more confidently and reduce disruptions to instruction.
49	Really appreciate the availability of CETL. IT can be hit or miss in terms of response rates and answering the phone.
50	Mike Sadler has been an amazing help this semester for me and the courses I am teaching and helping to run in the C&F labs.
51	We don't have specialty software for teaching or research- or at least none I am aware of.
54	The 3Shape scanning system at the dental school is having significant problems to the point that it is almost unusable. We are having data storage and accessibiility issues, and the software no longer communicates with our dental labs. All files have to be emailed to the lab. This is impairing our patient care and advanced technology education that we provide to students.

Summary for student(1)[I wish my students were better prepared to use institutionally specific technology (e.g., the course registration system, Blackboard, the library search system).]

To what extent do you agree with the following statements?

Answer	Count	Percentage
Strongly disagree (1)	2	3.85%
Disagree (2)	4	7.69%
Neutral (3)	13	25.00%
Agree (4)	10	19.23%
Strongly agree (5)	3	5.77%
N/A (6)	0	0.00%
No answer	1	1.92%
Not completed or Not displayed	19	36.54%

Summary for student(2)[I wish my students were better prepared to use basic software programs and applications (e.g., MS Office, O365, etc.).]

To what extent do you agree with the following statements?

Answer	Count	Percentage
Strongly disagree (1)	2	3.85%
Disagree (2)	5	9.62%
Neutral (3)	10	19.23%
Agree (4)	12	23.08%
Strongly agree (5)	4	7.69%
N/A (6)	0	0.00%
No answer	0	0.00%
Not completed or Not displayed	19	36.54%

Summary for student(3)[Most of my students have adequate technology skills for carrying out course activities.]

To what extent do you agree with the following statements?

Answer	Count	Percentage
Strongly disagree (1)	0	0.00%
Disagree (2)	3	5.77%
Neutral (3)	7	13.46%
Agree (4)	16	30.77%
Strongly agree (5)	5	9.62%
N/A (6)	1	1.92%
No answer	1	1.92%
Not completed or Not displayed	19	36.54%

Summary for student(4)[Too many of my students look to me or my teaching assistants for technology support to fulfill course requirements.]

To what extent do you agree with the following statements?

Answer	Count	Percentage
Strongly disagree (1)	3	5.77%
Disagree (2)	12	23.08%
Neutral (3)	6	11.54%
Agree (4)	5	9.62%
Strongly agree (5)	3	5.77%
N/A (6)	3	5.77%
No answer	1	1.92%
Not completed or Not displayed	19	36.54%

Summary for studentcomments

Additional comments on the previous question:

Answer	Count	Percentage
Answer	7	13.46%
No answer	26	50.00%
Not completed or Not displayed	19	36.54%

ID	Response
6	I taught four sections of a 3000-level class this semester that asked students to utilize MS products, including PowerPoint and MS Word. Dozens had no idea whether they were using the online or desktop app version of a program. Dozens did not know how to save their document as a doc file rather than saving a link. They did not know how to use Word to create references or styles. I was told by the CETL that IT helps students with this type of work--but I don't know of any offerings and I am unsure if a student went to IT if an employee would sit with a student and help them understand how to use MS more effectively.
12	There are a few students who are lost with technology, they may not really have a computer, trying to do it all on their phone, never looked for a book in the library catalog because they just google everything. They are not necessarily looking to me to fix it for them, they are just trying to get by without mentioning it and hoping I don't notice, I think... And then they submit their papers in some program other than Word or pdf and I have to try to figure out how to open it...
15	I have found that it is a learning curve for first-year students to handle basic MS Office apps like Word and Outlook. But, they catch on. Not major concern of mine.
26	Students don't know how to download and install programs, including Microsoft Office. We teach them how to use Excel. They need to learn that submitting files that are not from Office products won't work (pages, numbers, etc.).
41	Student technology preparedness is variable. While some students are very comfortable with basic tools, others struggle with institution-specific platforms such as Blackboard and the library systems, as well as fundamental applications like Microsoft Office. This often results in faculty needing to provide additional support for tasks that are not course-related. Additional onboarding, tutorials, or early-semester training for students would help improve consistency and allow more time to focus on course content rather than technical navigation.
49	My students, in an all online program, are tech savvy when they come in the program. They tell me they get really good support. I had one instance where a student was locked out of her portal/email etc., and was frustrated by the lack of communication from the IT department to where I needed to get involved as the program's coordinator. Her portal was reestablished after about 2 weeks which did impact her performance on the final exam.
50	The students do not have basic computer skills including word, excel and outlook. It is sorely lacking.

Summary for technology(1)[Learning management system (e.g., Blackboard)]

I could be a more effective instructor if I were better skilled at integrating this technology into my courses:

Answer	Count	Percentage
Strongly disagree (1)	1	1.92%
Disagree (2)	8	15.38%
Neutral (3)	13	25.00%
Agree (4)	4	7.69%
Strongly agree (5)	3	5.77%
N/A (6)	1	1.92%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for technology(2)[Online collaboration tools (e.g., Yuja Engage, Teams, OneDrive)]

I could be a more effective instructor if I were better skilled at integrating this technology into my courses:

Answer	Count	Percentage
Strongly disagree (1)	0	0.00%
Disagree (2)	3	5.77%
Neutral (3)	12	23.08%
Agree (4)	8	15.38%
Strongly agree (5)	5	9.62%
N/A (6)	2	3.85%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for technology(3)[Artificial Intelligence Tools]

I could be a more effective instructor if I were better skilled at integrating this technology into my courses:

Answer	Count	Percentage
Strongly disagree (1)	1	1.92%
Disagree (2)	3	5.77%
Neutral (3)	10	19.23%
Agree (4)	10	19.23%
Strongly agree (5)	5	9.62%
N/A (6)	2	3.85%
No answer	2	3.85%
Not completed or Not displayed	19	36.54%

Summary for technology(4)[E-portfolios]

I could be a more effective instructor if I were better skilled at integrating this technology into my courses:

Answer	Count	Percentage
Strongly disagree (1)	1	1.92%
Disagree (2)	7	13.46%
Neutral (3)	9	17.31%
Agree (4)	4	7.69%
Strongly agree (5)	3	5.77%
N/A (6)	4	7.69%
No answer	5	9.62%
Not completed or Not displayed	19	36.54%

Summary for technology(5)[E-books or e-textbooks]

I could be a more effective instructor if I were better skilled at integrating this technology into my courses:

Answer	Count	Percentage
Strongly disagree (1)	2	3.85%
Disagree (2)	6	11.54%
Neutral (3)	12	23.08%
Agree (4)	6	11.54%
Strongly agree (5)	1	1.92%
N/A (6)	3	5.77%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for technology(6)[Simulations or educational games]

I could be a more effective instructor if I were better skilled at integrating this technology into my courses:

Answer	Count	Percentage
Strongly disagree (1)	2	3.85%
Disagree (2)	4	7.69%
Neutral (3)	11	21.15%
Agree (4)	7	13.46%
Strongly agree (5)	5	9.62%
N/A (6)	3	5.77%
No answer	1	1.92%
Not completed or Not displayed	19	36.54%

Summary for technology(7)[Lecture capture/classroom-based recordings (for later use/review) - Yuja Media Library]

I could be a more effective instructor if I were better skilled at integrating this technology into my courses:

Answer	Count	Percentage
Strongly disagree (1)	0	0.00%
Disagree (2)	3	5.77%
Neutral (3)	12	23.08%
Agree (4)	10	19.23%
Strongly agree (5)	2	3.85%
N/A (6)	3	5.77%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for technology(8)[Students' tablets during class]

I could be a more effective instructor if I were better skilled at integrating this technology into my courses:

Answer	Count	Percentage
Strongly disagree (1)	1	1.92%
Disagree (2)	5	9.62%
Neutral (3)	12	23.08%
Agree (4)	6	11.54%
Strongly agree (5)	2	3.85%
N/A (6)	3	5.77%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for technology(9)[Students’ smartphones during class]

I could be a more effective instructor if I were better skilled at integrating this technology into my courses:

Answer	Count	Percentage
Strongly disagree (1)	2	3.85%
Disagree (2)	7	13.46%
Neutral (3)	13	25.00%
Agree (4)	4	7.69%
Strongly agree (5)	1	1.92%
N/A (6)	2	3.85%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for technology(10)[Students' laptops during class]

I could be a more effective instructor if I were better skilled at integrating this technology into my courses:

Answer	Count	Percentage
Strongly disagree (1)	1	1.92%
Disagree (2)	5	9.62%
Neutral (3)	10	19.23%
Agree (4)	8	15.38%
Strongly agree (5)	3	5.77%
N/A (6)	2	3.85%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for technology(12)[3D printers]

I could be a more effective instructor if I were better skilled at integrating this technology into my courses:

Answer	Count	Percentage
Strongly disagree (1)	2	3.85%
Disagree (2)	6	11.54%
Neutral (3)	8	15.38%
Agree (4)	2	3.85%
Strongly agree (5)	4	7.69%
N/A (6)	6	11.54%
No answer	5	9.62%
Not completed or Not displayed	19	36.54%

Summary for technology(13)[Software to create videos or multimedia resources]

I could be a more effective instructor if I were better skilled at integrating this technology into my courses:

Answer	Count	Percentage
Strongly disagree (1)	1	1.92%
Disagree (2)	2	3.85%
Neutral (3)	11	21.15%
Agree (4)	7	13.46%
Strongly agree (5)	7	13.46%
N/A (6)	2	3.85%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for technology(14)[Search tools to find references or other information online for class work]

I could be a more effective instructor if I were better skilled at integrating this technology into my courses:

Answer	Count	Percentage
Strongly disagree (1)	2	3.85%
Disagree (2)	4	7.69%
Neutral (3)	16	30.77%
Agree (4)	5	9.62%
Strongly agree (5)	2	3.85%
N/A (6)	0	0.00%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for technology(15)[Blogs or online discussion/collaboration tools related to class work]

I could be a more effective instructor if I were better skilled at integrating this technology into my courses:

Answer	Count	Percentage
Strongly disagree (1)	2	3.85%
Disagree (2)	3	5.77%
Neutral (3)	16	30.77%
Agree (4)	5	9.62%
Strongly agree (5)	1	1.92%
N/A (6)	2	3.85%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for technologycomments

Additional comments on the previous question:

Answer	Count	Percentage
Answer	6	11.54%
No answer	27	51.92%
Not completed or Not displayed	19	36.54%

ID	Response
6	I marked most neutral because I use and integrate YuJa, Games like Kahoot, Blogs, and other online projects already.
26	I use Blackboard and Yuja heavily, and I feel like I don't need any lessons on them.
38	I am technologically proficient and do not have issues using Yuja, ebooks, etc. Still becoming comfortable with Ultra however.
41	I am comfortable using many of the core technologies required for teaching; however, I would benefit from more structured, practical training on integrating newer tools—particularly artificial intelligence, multimedia creation, and advanced features within Blackboard and collaboration platforms—into my courses in meaningful ways. More hands-on, discipline-specific professional development would help faculty move beyond basic use toward more effective and innovative integration that enhances student learning rather than adding complexity.
49	I feel I have the skillset in teaching online already and have been doing it since 2007. I think the video software might be good to develop in.
50	I am fairly proficient at the use of technology that I need in my classrooms but there is always room for improvement. AI in particular is changing everything.

Summary for classroom(1)[Availability of classrooms with multimedia equipment]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	4	7.69%
Fair (2)	9	17.31%
Neutral (3)	5	9.62%
Good (4)	8	15.38%
Excellent (5)	3	5.77%
N/A (6)	2	3.85%
No answer	2	3.85%
Not completed or Not displayed	19	36.54%

Summary for classroom(2)[Reliability of equipment available]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	8	15.38%
Fair (2)	7	13.46%
Neutral (3)	5	9.62%
Good (4)	6	11.54%
Excellent (5)	3	5.77%
N/A (6)	2	3.85%
No answer	2	3.85%
Not completed or Not displayed	19	36.54%

Summary for classroom(3)[Refresh/update frequency of equipment]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	7	13.46%
Fair (2)	11	21.15%
Neutral (3)	3	5.77%
Good (4)	3	5.77%
Excellent (5)	4	7.69%
N/A (6)	3	5.77%
No answer	2	3.85%
Not completed or Not displayed	19	36.54%

Summary for classroom(4)[Refresh/update frequency of software]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	8	15.38%
Fair (2)	7	13.46%
Neutral (3)	5	9.62%
Good (4)	4	7.69%
Excellent (5)	4	7.69%
N/A (6)	3	5.77%
No answer	2	3.85%
Not completed or Not displayed	19	36.54%

Summary for classroom(5)[Technology that supports open learning classrooms (e.g., shareable monitors)]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	6	11.54%
Fair (2)	6	11.54%
Neutral (3)	8	15.38%
Good (4)	5	9.62%
Excellent (5)	2	3.85%
N/A (6)	3	5.77%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for classroom(6)[Performance/capabilities of University provided computers]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	6	11.54%
Fair (2)	10	19.23%
Neutral (3)	5	9.62%
Good (4)	6	11.54%
Excellent (5)	1	1.92%
N/A (6)	2	3.85%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for classroom(7)[Process of acquiring software]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	8	15.38%
Fair (2)	12	23.08%
Neutral (3)	2	3.85%
Good (4)	2	3.85%
Excellent (5)	0	0.00%
N/A (6)	5	9.62%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for classroom(8)[Process of acquiring computer equipment]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	7	13.46%
Fair (2)	10	19.23%
Neutral (3)	5	9.62%
Good (4)	3	5.77%
Excellent (5)	0	0.00%
N/A (6)	4	7.69%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for classroom(9)[Variety of equipment available]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	8	15.38%
Fair (2)	7	13.46%
Neutral (3)	7	13.46%
Good (4)	3	5.77%
Excellent (5)	1	1.92%
N/A (6)	3	5.77%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for classroom(10)[Variety of software]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	7	13.46%
Fair (2)	8	15.38%
Neutral (3)	7	13.46%
Good (4)	2	3.85%
Excellent (5)	1	1.92%
N/A (6)	4	7.69%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for classroom(11)[General ease-of-use of podium systems]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	5	9.62%
Fair (2)	9	17.31%
Neutral (3)	4	7.69%
Good (4)	8	15.38%
Excellent (5)	1	1.92%
N/A (6)	3	5.77%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for classroom(12)[Computers in the podiums]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	6	11.54%
Fair (2)	9	17.31%
Neutral (3)	4	7.69%
Good (4)	5	9.62%
Excellent (5)	0	0.00%
N/A (6)	6	11.54%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for classroom(13)[Software on the podium computers]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	5	9.62%
Fair (2)	9	17.31%
Neutral (3)	5	9.62%
Good (4)	3	5.77%
Excellent (5)	1	1.92%
N/A (6)	7	13.46%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for classroom(14)[Computer projection or televisions]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	5	9.62%
Fair (2)	10	19.23%
Neutral (3)	4	7.69%
Good (4)	5	9.62%
Excellent (5)	3	5.77%
N/A (6)	3	5.77%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for classroom(15)[Wireless access]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	6	11.54%
Fair (2)	7	13.46%
Neutral (3)	4	7.69%
Good (4)	7	13.46%
Excellent (5)	3	5.77%
N/A (6)	3	5.77%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for classroom(16)[Overall satisfaction.]

Rate your level of satisfaction with the following classroom technologies available at the University:

Answer	Count	Percentage
Poor (1)	5	9.62%
Fair (2)	11	21.15%
Neutral (3)	5	9.62%
Good (4)	5	9.62%
Excellent (5)	2	3.85%
N/A (6)	2	3.85%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for classroomcomments

Additional comments on the previous question:

Answer	Count	Percentage
Answer	10	19.23%
No answer	23	44.23%
Not completed or Not displayed	19	36.54%

ID	Response
9	Problem: updating licenses
12	Struggles with the basic AV and tech is one of more frustrating aspects of the job at the university. I really just wish the basics would work. The above lists have a lot of description of tech I never dreamed of trying to use. In the meantime I feel like it's a struggle to use the basic tech. The monitor and projectors don't communicate with each other, the sound is not working, the microphones cut out, etc.
15	There is variability across campus regarding many of the above items: ease of use of podiums, computers in podiums, projection, wireless access. In some areas these things work great, in others they're terrible. Mike Sadler's team has been great at installing some software that my department uses in particular computer labs. Thank you, Mike!
22	Totally unacceptable in almost every category here.
26	Connections in Chemistry 114 are not easy sometimes.
38	Should not need admin access to install university approved / supported software from the HelpDesk site.
41	Overall, my satisfaction with classroom technology is limited due to issues with reliability and consistency. While many classrooms are equipped with appropriate multimedia tools, frequent Wi-Fi disruptions, slow network performance, and inconsistent functionality of podium computers and projection systems interfere with effective teaching. Delays in software updates and challenges with accessing or acquiring needed tools also impact efficiency. Improving reliability, ensuring regular updates, and strengthening wireless access would significantly enhance the classroom teaching experience.
47	It's all, good enough. We could use some real remote and distance learning equipment for teleconferencing and distance education.
50	Office 2019 is not enough anymore, the students and professors need O365 in all computers! They need to be able to use the technology that is being used by the companies they are going to work for. I ask for specific updates to the lab computers in C&F because my students need the most recent versions of the various software that we use and again Sadler and his team have been instrumental in getting them updated when it is needed.
54	Educational technology department at the dental school is amazing! They are always ready and willing to help with just a phone call and go above and beyond. IT, however, is unreliable and unhelpful.

Summary for office(1)[Reliability of equipment available]

Rate your level of satisfaction with the following office technologies available at the University:

Answer	Count	Percentage
Poor (1)	4	7.69%
Fair (2)	10	19.23%
Neutral (3)	6	11.54%
Good (4)	6	11.54%
Excellent (5)	1	1.92%
N/A (6)	3	5.77%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for office(2)[Refresh/update frequency of equipment]

Rate your level of satisfaction with the following office technologies available at the University:

Answer	Count	Percentage
Poor (1)	7	13.46%
Fair (2)	9	17.31%
Neutral (3)	3	5.77%
Good (4)	5	9.62%
Excellent (5)	3	5.77%
N/A (6)	3	5.77%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for office(3)[Refresh/update frequency of software]

Rate your level of satisfaction with the following office technologies available at the University:

Answer	Count	Percentage
Poor (1)	4	7.69%
Fair (2)	11	21.15%
Neutral (3)	6	11.54%
Good (4)	3	5.77%
Excellent (5)	2	3.85%
N/A (6)	4	7.69%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for office(4)[Variety of equipment available]

Rate your level of satisfaction with the following office technologies available at the University:

Answer	Count	Percentage
Poor (1)	4	7.69%
Fair (2)	13	25.00%
Neutral (3)	3	5.77%
Good (4)	5	9.62%
Excellent (5)	1	1.92%
N/A (6)	4	7.69%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for office(5)[Variety of software]

Rate your level of satisfaction with the following office technologies available at the University:

Answer	Count	Percentage
Poor (1)	5	9.62%
Fair (2)	11	21.15%
Neutral (3)	6	11.54%
Good (4)	3	5.77%
Excellent (5)	2	3.85%
N/A (6)	3	5.77%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for office(6)[Wireless access]

Rate your level of satisfaction with the following office technologies available at the University:

Answer	Count	Percentage
Poor (1)	4	7.69%
Fair (2)	7	13.46%
Neutral (3)	4	7.69%
Good (4)	10	19.23%
Excellent (5)	2	3.85%
N/A (6)	3	5.77%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for office(7)[Overall satisfaction]

Rate your level of satisfaction with the following office technologies available at the University:

Answer	Count	Percentage
Poor (1)	2	3.85%
Fair (2)	12	23.08%
Neutral (3)	6	11.54%
Good (4)	6	11.54%
Excellent (5)	2	3.85%
N/A (6)	2	3.85%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for officecomments

Additional comments on the previous question:

Answer	Count	Percentage
Answer	9	17.31%
No answer	24	46.15%
Not completed or Not displayed	19	36.54%

ID	Response
12	I already mentioned, wireless does not always work in my office. I don't know if it's the wireless itself or my work laptop's ability to connect to wireless. I shift to LAN in such circumstances.
15	I wish we didn't need to schedule to have SPSS updated on our computers each year. But, its good that we have SPSS and if this is the only way that this can be done, then so be it. Please see my earlier comments re: wireless access.
22	Horrible.
26	I mostly use my personal device. It slows me down to have to go see somebody for regular updates and such.
27	I was supposed to get a new University Laptop this past summer. It has not arrived. The computers are locked-down. Updates from ITS take a long time and sometimes the staff persons argue with us.
37	i had a laptop that was so old with windows 10 and IT did not even know I had it. They said they didn't know anyone still had these and it was running slow and wasn't updated to the most recent softwares. The fact that the IT department doesn't even know what computers their own faculty have is concerning.
38	My refreshed laptop was a refreshed laptop not a new one. It was no better than what I turned in.
41	My satisfaction with office technology is moderate but impacted by inconsistent wireless access and variable equipment performance. While the basic tools are available, slow Wi-Fi and occasional reliability issues affect efficiency for daily tasks such as communication, file access, and course preparation. More consistent network performance, along with regular updates to equipment and software, would improve overall productivity and support faculty work more effectively.
50	O365 is needed on all computers across campus

Summary for lms

Please indicate how you use the learning management system (Blackboard). Select all that apply.

Answer	Count	Percentage
I don’t use the learning management system at all. (1)	3	5.77%
To push out information, such as posting a syllabus or other handouts (2)	25	48.08%
To promote interaction outside the classroom by using discussion boards, assignments, assessments, etc. (3)	19	36.54%
To teach partially online courses (or competency-based programs) (4)	19	36.54%
To teach completely online courses (or competency-based programs) (5)	13	25.00%
Not completed or Not displayed	19	36.54%

Summary for lmscomments

Additional comments on the previous question:

Answer	Count	Percentage
Answer	2	3.85%
No answer	31	59.62%
Not completed or Not displayed	19	36.54%

ID	Response
12	CETL is helpful when it comes to Blackboard. But, I could use more learning opportunities.
41	I use Blackboard primarily to organize course materials, communicate with students, and support learning through assignments, discussions, and assessments. It is an essential tool for both in-class and partially online instruction; however, its effectiveness is sometimes limited by system performance issues and inconsistent student familiarity with the platform.

Summary for lmstime

How often do you typically use the learning management system during a typical academic term?

Answer	Count	Percentage
Daily (1)	21	40.38%
Weekly (2)	6	11.54%
Monthly (3)	1	1.92%
Less than monthly (4)	0	0.00%
Never (5)	1	1.92%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for lmstimecomments

Additional comments on the previous question:

Answer	Count	Percentage
Answer	2	3.85%
No answer	31	59.62%
Not completed or Not displayed	19	36.54%

ID	Response
19	Ranges between daily and weekly as I use it several times/week
41	I use Blackboard daily to manage course materials, communicate with students, post assignments, and support ongoing learning activities.

Summary for lmssatisfaction(1)[Ease of use in general]

Please indicate your level of satisfaction with the following aspects of the learning management system:

Answer	Count	Percentage
Poor (1)	2	3.85%
Fair (2)	5	9.62%
Neutral (3)	5	9.62%
Good (4)	12	23.08%
Excellent (5)	5	9.62%
N/A (6)	0	0.00%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for lmssatisfaction(2)[Ease of use from a mobile device]

Please indicate your level of satisfaction with the following aspects of the learning management system:

Answer	Count	Percentage
Poor (1)	9	17.31%
Fair (2)	7	13.46%
Neutral (3)	2	3.85%
Good (4)	0	0.00%
Excellent (5)	0	0.00%
N/A (6)	9	17.31%
No answer	6	11.54%
Not completed or Not displayed	19	36.54%

Summary for lmssatisfaction(3)[Engaging in meaningful interactions with students (e.g., via discussion boards, direct contact, or social-media connections)]

Please indicate your level of satisfaction with the following aspects of the learning management system:

Answer	Count	Percentage
Poor (1)	1	1.92%
Fair (2)	6	11.54%
Neutral (3)	12	23.08%
Good (4)	5	9.62%
Excellent (5)	2	3.85%
N/A (6)	2	3.85%
No answer	5	9.62%
Not completed or Not displayed	19	36.54%

Summary for lmssatisfaction(4)[System availability]

Please indicate your level of satisfaction with the following aspects of the learning management system:

Answer	Count	Percentage
Poor (1)	0	0.00%
Fair (2)	2	3.85%
Neutral (3)	5	9.62%
Good (4)	16	30.77%
Excellent (5)	5	9.62%
N/A (6)	0	0.00%
No answer	5	9.62%
Not completed or Not displayed	19	36.54%

Summary for lmssatisfaction(5)[System response time]

Please indicate your level of satisfaction with the following aspects of the learning management system:

Answer	Count	Percentage
Poor (1)	0	0.00%
Fair (2)	2	3.85%
Neutral (3)	7	13.46%
Good (4)	13	25.00%
Excellent (5)	5	9.62%
N/A (6)	1	1.92%
No answer	5	9.62%
Not completed or Not displayed	19	36.54%

Summary for lmssatisfaction(6)[Initial use training]

Please indicate your level of satisfaction with the following aspects of the learning management system:

Answer	Count	Percentage
Poor (1)	0	0.00%
Fair (2)	4	7.69%
Neutral (3)	6	11.54%
Good (4)	11	21.15%
Excellent (5)	3	5.77%
N/A (6)	4	7.69%
No answer	5	9.62%
Not completed or Not displayed	19	36.54%

Summary for lmssatisfaction(7)[Ongoing training/professional development]

Please indicate your level of satisfaction with the following aspects of the learning management system:

Answer	Count	Percentage
Poor (1)	0	0.00%
Fair (2)	6	11.54%
Neutral (3)	5	9.62%
Good (4)	9	17.31%
Excellent (5)	4	7.69%
N/A (6)	3	5.77%
No answer	6	11.54%
Not completed or Not displayed	19	36.54%

Summary for lmssatisfaction(8)[Posting content (e.g., syllabus, recorded lectures, supplemental learning materials, e-texts, podcasts, blogs)]

Please indicate your level of satisfaction with the following aspects of the learning management system:

Answer	Count	Percentage
Poor (1)	1	1.92%
Fair (2)	2	3.85%
Neutral (3)	5	9.62%
Good (4)	14	26.92%
Excellent (5)	5	9.62%
N/A (6)	0	0.00%
No answer	6	11.54%
Not completed or Not displayed	19	36.54%

Summary for lmssatisfaction(9)[Managing assignments (e.g., due-date notifications, progress notifications, time-management tips)]

Please indicate your level of satisfaction with the following aspects of the learning management system:

Answer	Count	Percentage
Poor (1)	1	1.92%
Fair (2)	2	3.85%
Neutral (3)	6	11.54%
Good (4)	15	28.85%
Excellent (5)	2	3.85%
N/A (6)	0	0.00%
No answer	7	13.46%
Not completed or Not displayed	19	36.54%

Summary for lmssatisfaction(10)[Monitoring or managing enrollments]

Please indicate your level of satisfaction with the following aspects of the learning management system:

Answer	Count	Percentage
Poor (1)	1	1.92%
Fair (2)	5	9.62%
Neutral (3)	6	11.54%
Good (4)	6	11.54%
Excellent (5)	2	3.85%
N/A (6)	6	11.54%
No answer	7	13.46%
Not completed or Not displayed	19	36.54%

Summary for lmssatisfaction(11)[Entering student progress information (e.g., assignment grades/points, to-date cumulative grade/points)]

Please indicate your level of satisfaction with the following aspects of the learning management system:

Answer	Count	Percentage
Poor (1)	2	3.85%
Fair (2)	6	11.54%
Neutral (3)	4	7.69%
Good (4)	11	21.15%
Excellent (5)	2	3.85%
N/A (6)	1	1.92%
No answer	7	13.46%
Not completed or Not displayed	19	36.54%

Summary for lmssatisfaction(12)[Receiving course assignments reliably]

Please indicate your level of satisfaction with the following aspects of the learning management system:

Answer	Count	Percentage
Poor (1)	0	0.00%
Fair (2)	3	5.77%
Neutral (3)	5	9.62%
Good (4)	14	26.92%
Excellent (5)	3	5.77%
N/A (6)	1	1.92%
No answer	7	13.46%
Not completed or Not displayed	19	36.54%

Summary for lmssatisfaction(13)[Integrating third-party content (e.g., publisher products and materials)]

Please indicate your level of satisfaction with the following aspects of the learning management system:

Answer	Count	Percentage
Poor (1)	1	1.92%
Fair (2)	7	13.46%
Neutral (3)	2	3.85%
Good (4)	7	13.46%
Excellent (5)	1	1.92%
N/A (6)	6	11.54%
No answer	9	17.31%
Not completed or Not displayed	19	36.54%

Summary for lmssatisfaction(14)[Integration with other institutional systems (e.g., for populating classes, gradebook use)]

Please indicate your level of satisfaction with the following aspects of the learning management system:

Answer	Count	Percentage
Poor (1)	0	0.00%
Fair (2)	5	9.62%
Neutral (3)	5	9.62%
Good (4)	6	11.54%
Excellent (5)	1	1.92%
N/A (6)	7	13.46%
No answer	9	17.31%
Not completed or Not displayed	19	36.54%

Summary for lmssatisfaction(15)[Overall satisfaction]

Please indicate your level of satisfaction with the following aspects of the learning management system:

Answer	Count	Percentage
Poor (1)	0	0.00%
Fair (2)	5	9.62%
Neutral (3)	6	11.54%
Good (4)	12	23.08%
Excellent (5)	3	5.77%
N/A (6)	0	0.00%
No answer	7	13.46%
Not completed or Not displayed	19	36.54%

Summary for lmssatisfactioncomme

Additional comments on the previous question:

Answer	Count	Percentage
Answer	10	19.23%
No answer	23	44.23%
Not completed or Not displayed	19	36.54%

ID	Response
9	Not clear why one has to apply to add Teaching Assistants. The response is not always expedited.
12	There is now a shift from Classic to Ultra and I have not heard of any refreshers regarding Ultra.
15	Blackboard works reasonably well for me. I haven't yet tried ULTRA but am looking forward to doing so.
19	I would like hands on sessions on Bb Ultra that are offered at the Aquinas site to prepare me for integration into future semesters. I learn best via a face-to-face session that allows for hands on learning.
25	gradebook calculations are a disaster-something I can do with 100% confidence in excel in 2 minutes is almost undoable in Blackboard
26	entering grades is very slow.
27	I used traditional Blackboard exclusively until a few years ago. For the past several semesters, I have been switching one or two courses to Blackboard Ultra. I still getting used to the differences. Overall, I like Blackboard Ultra.
36	Ultra is not as easy to use as classic and has been a big adjustment
38	Still getting comfortable with Ultra
41	Overall, Blackboard is a valuable tool for organizing course content, managing assignments, and communicating with students. However, system response time and reliability can be inconsistent, which affects efficiency, especially during high-use periods. While basic functions are easy to use, more advanced features and integrations would benefit from clearer, ongoing training. Improving performance, mobile usability, and professional development opportunities would enhance both faculty experience and student engagement.

Summary for assistance [1]

When you need technology support or assistance for school-related activities, what do you typically do? Rank these in the order of what you would typically do first to what you would do last.[Ranking 1]

Answer	Count	Percentage
Contact CETL (1)	5	9.62%
Contact the University Help Desk services (2)	4	7.69%
Ask your peers or colleagues (3)	3	5.77%
Ask teaching or research assistants (4)	0	0.00%
Ask your students (5)	0	0.00%
Ask your friends (6)	0	0.00%
Ask your family (7)	1	1.92%
Search Google, YouTube, or another online source (8)	3	5.77%
Contact the company or vendor (9)	0	0.00%
Figure it out on your own (10)	13	25.00%
Other (11)	0	0.00%
Not completed or Not displayed	23	44.23%

Summary for assistance [2]

When you need technology support or assistance for school-related activities, what do you typically do? Rank these in the order of what you would typically do first to what you would do last.[Ranking 2]

Answer	Count	Percentage
Contact CETL (1)	3	5.77%
Contact the University Help Desk services (2)	3	5.77%
Ask your peers or colleagues (3)	7	13.46%
Ask teaching or research assistants (4)	0	0.00%
Ask your students (5)	0	0.00%
Ask your friends (6)	2	3.85%
Ask your family (7)	1	1.92%
Search Google, YouTube, or another online source (8)	10	19.23%
Contact the company or vendor (9)	0	0.00%
Figure it out on your own (10)	2	3.85%
Other (11)	1	1.92%
Not completed or Not displayed	23	44.23%

Summary for assistance [3]

When you need technology support or assistance for school-related activities, what do you typically do? Rank these in the order of what you would typically do first to what you would do last.[Ranking 3]

Answer	Count	Percentage
Contact CETL (1)	8	15.38%
Contact the University Help Desk services (2)	3	5.77%
Ask your peers or colleagues (3)	6	11.54%
Ask teaching or research assistants (4)	0	0.00%
Ask your students (5)	1	1.92%
Ask your friends (6)	0	0.00%
Ask your family (7)	1	1.92%
Search Google, YouTube, or another online source (8)	5	9.62%
Contact the company or vendor (9)	1	1.92%
Figure it out on your own (10)	1	1.92%
Other (11)	2	3.85%
Not completed or Not displayed	24	46.15%

Summary for assistance [4]

When you need technology support or assistance for school-related activities, what do you typically do? Rank these in the order of what you would typically do first to what you would do last.[Ranking 4]

Answer	Count	Percentage
Contact CETL (1)	2	3.85%
Contact the University Help Desk services (2)	5	9.62%
Ask your peers or colleagues (3)	4	7.69%
Ask teaching or research assistants (4)	0	0.00%
Ask your students (5)	2	3.85%
Ask your friends (6)	0	0.00%
Ask your family (7)	0	0.00%
Search Google, YouTube, or another online source (8)	4	7.69%
Contact the company or vendor (9)	0	0.00%
Figure it out on your own (10)	4	7.69%
Other (11)	1	1.92%
Not completed or Not displayed	30	57.69%

Summary for assistance [5]

When you need technology support or assistance for school-related activities, what do you typically do? Rank these in the order of what you would typically do first to what you would do last.[Ranking 5]

Answer	Count	Percentage
Contact CETL (1)	3	5.77%
Contact the University Help Desk services (2)	4	7.69%
Ask your peers or colleagues (3)	3	5.77%
Ask teaching or research assistants (4)	0	0.00%
Ask your students (5)	2	3.85%
Ask your friends (6)	0	0.00%
Ask your family (7)	0	0.00%
Search Google, YouTube, or another online source (8)	1	1.92%
Contact the company or vendor (9)	0	0.00%
Figure it out on your own (10)	2	3.85%
Other (11)	1	1.92%
Not completed or Not displayed	36	69.23%

Summary for assistance [6]

When you need technology support or assistance for school-related activities, what do you typically do? Rank these in the order of what you would typically do first to what you would do last.[Ranking 6]

Answer	Count	Percentage
Contact CETL (1)	0	0.00%
Contact the University Help Desk services (2)	3	5.77%
Ask your peers or colleagues (3)	0	0.00%
Ask teaching or research assistants (4)	2	3.85%
Ask your students (5)	0	0.00%
Ask your friends (6)	2	3.85%
Ask your family (7)	0	0.00%
Search Google, YouTube, or another online source (8)	0	0.00%
Contact the company or vendor (9)	1	1.92%
Figure it out on your own (10)	1	1.92%
Other (11)	0	0.00%
Not completed or Not displayed	43	82.69%

Summary for assistance [7]

When you need technology support or assistance for school-related activities, what do you typically do? Rank these in the order of what you would typically do first to what you would do last.[Ranking 7]

Answer	Count	Percentage
Contact CETL (1)	1	1.92%
Contact the University Help Desk services (2)	0	0.00%
Ask your peers or colleagues (3)	1	1.92%
Ask teaching or research assistants (4)	1	1.92%
Ask your students (5)	1	1.92%
Ask your friends (6)	0	0.00%
Ask your family (7)	2	3.85%
Search Google, YouTube, or another online source (8)	0	0.00%
Contact the company or vendor (9)	0	0.00%
Figure it out on your own (10)	0	0.00%
Other (11)	0	0.00%
Not completed or Not displayed	46	88.46%

Summary for assistance [8]

When you need technology support or assistance for school-related activities, what do you typically do? Rank these in the order of what you would typically do first to what you would do last.[Ranking 8]

Answer	Count	Percentage
Contact CETL (1)	0	0.00%
Contact the University Help Desk services (2)	0	0.00%
Ask your peers or colleagues (3)	0	0.00%
Ask teaching or research assistants (4)	2	3.85%
Ask your students (5)	1	1.92%
Ask your friends (6)	0	0.00%
Ask your family (7)	0	0.00%
Search Google, YouTube, or another online source (8)	0	0.00%
Contact the company or vendor (9)	2	3.85%
Figure it out on your own (10)	0	0.00%
Other (11)	0	0.00%
Not completed or Not displayed	47	90.38%

Summary for assistance [9]

When you need technology support or assistance for school-related activities, what do you typically do? Rank these in the order of what you would typically do first to what you would do last.[Ranking 9]

Answer	Count	Percentage
Contact CETL (1)	0	0.00%
Contact the University Help Desk services (2)	0	0.00%
Ask your peers or colleagues (3)	0	0.00%
Ask teaching or research assistants (4)	1	1.92%
Ask your students (5)	0	0.00%
Ask your friends (6)	1	1.92%
Ask your family (7)	0	0.00%
Search Google, YouTube, or another online source (8)	0	0.00%
Contact the company or vendor (9)	2	3.85%
Figure it out on your own (10)	0	0.00%
Other (11)	0	0.00%
Not completed or Not displayed	48	92.31%

Summary for assistance [10]

When you need technology support or assistance for school-related activities, what do you typically do? Rank these in the order of what you would typically do first to what you would do last.[Ranking 10]

Answer	Count	Percentage
Contact CETL (1)	0	0.00%
Contact the University Help Desk services (2)	2	3.85%
Ask your peers or colleagues (3)	0	0.00%
Ask teaching or research assistants (4)	0	0.00%
Ask your students (5)	1	1.92%
Ask your friends (6)	0	0.00%
Ask your family (7)	1	1.92%
Search Google, YouTube, or another online source (8)	0	0.00%
Contact the company or vendor (9)	0	0.00%
Figure it out on your own (10)	0	0.00%
Other (11)	0	0.00%
Not completed or Not displayed	48	92.31%

Summary for departments(1)[Center for Excellence in Teaching & Learning - CETL - (Blackboard, online teaching support)]

If you have reached out to the following University departments for technology assistance during the past year, at what level would you rate the quality of service received?

Answer	Count	Percentage
Haven’t used in the past year (1)	8	15.38%
Poor (2)	0	0.00%
Fair (3)	0	0.00%
Neutral (4)	2	3.85%
Good (5)	9	17.31%
Excellent (6)	11	21.15%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for departments(2)[ITS Helpdesk (myportal, email, hardware support, other systems support)]

If you have reached out to the following University departments for technology assistance during the past year, at what level would you rate the quality of service received?

Answer	Count	Percentage
Haven’t used in the past year (1)	7	13.46%
Poor (2)	8	15.38%
Fair (3)	6	11.54%
Neutral (4)	1	1.92%
Good (5)	7	13.46%
Excellent (6)	2	3.85%
No answer	2	3.85%
Not completed or Not displayed	19	36.54%

Summary for departments(3)[Professional School designated campus IT assigned resource (School of Dentistry, School of Law, School of Optometry)]

If you have reached out to the following University departments for technology assistance during the past year, at what level would you rate the quality of service received?

Answer	Count	Percentage
Haven't used in the past year (1)	11	21.15%
Poor (2)	1	1.92%
Fair (3)	1	1.92%
Neutral (4)	1	1.92%
Good (5)	3	5.77%
Excellent (6)	3	5.77%
No answer	13	25.00%
Not completed or Not displayed	19	36.54%

Summary for departmentscomments

Additional comments on the previous question:

Answer	Count	Percentage
Answer	10	19.23%
No answer	23	44.23%
Not completed or Not displayed	19	36.54%

ID	Response
15	The instructional design side of CETL (Russ and crew) are always very responsive and can answer questions and troubleshoot issues. ITS helpdesk support this year was good for me, though I only used it once or twice to have software updated on my computer. I did not bother submitting helpdesk tickets for any of the other issues I noted above in the survey-- udmercy pages down, wifi down, etc.
21	The answer to CETL applies exclusively to Russ Davidson who consistently provides excellent support.
24	Zach is the best down at the Law School.
25	CETL is awesome
38	ITS Helpdesk - depends on who is assigned to the ticket. Some are excellent; others not so much.
41	When I have reached out for support, the staff have been helpful and responsive; however, access to timely assistance is poor. Faster response times, especially for classroom-related concerns, would be beneficial.
46	CETL is always very helpful
47	Whenever I contact IT, I rarely get a response, and if i do, it's often unhelpful, curt, or sometimes even rude.
53	The EHR system is clunky and not user friendly. I submitted a ITS helpdesk ticket to have software installed on my computer to complete my work, and it still hasn't been resolved 5 months later.
54	Very unhelpful and unable to solve issues.

Summary for methodsofcommunicati(1)[Individual email per event]

What preferred methods of communication would best reach you about University activities and events? Most preferred = 5, least preferred = 1

Answer	Count	Percentage
(Less) 1 (1)	4	7.69%
2 (2)	2	3.85%
3 (3)	4	7.69%
4 (4)	4	7.69%
(More) 5 (5)	15	28.85%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for methodsofcommunicati(2)[Daily electronic newsletter sent by email]

What preferred methods of communication would best reach you about University activities and events?
Most preferred = 5, least preferred = 1

Answer	Count	Percentage
(Less) 1 (1)	15	28.85%
2 (2)	4	7.69%
3 (3)	4	7.69%
4 (4)	4	7.69%
(More) 5 (5)	2	3.85%
No answer	4	7.69%
Not completed or Not displayed	19	36.54%

Summary for methodsofcommunicati(3)[Weekly electronic newsletter sent by email]

What preferred methods of communication would best reach you about University activities and events?
Most preferred = 5, least preferred = 1

Answer	Count	Percentage
(Less) 1 (1)	6	11.54%
2 (2)	1	1.92%
3 (3)	6	11.54%
4 (4)	7	13.46%
(More) 5 (5)	10	19.23%
No answer	3	5.77%
Not completed or Not displayed	19	36.54%

Summary for methodsofcommunicati(4)[Text message per event]

What preferred methods of communication would best reach you about University activities and events?
Most preferred = 5, least preferred = 1

Answer	Count	Percentage
(Less) 1 (1)	21	40.38%
2 (2)	1	1.92%
3 (3)	3	5.77%
4 (4)	0	0.00%
(More) 5 (5)	3	5.77%
No answer	5	9.62%
Not completed or Not displayed	19	36.54%

Summary for methodsofcommunicati(5)[Activities blog site or website posting]

What preferred methods of communication would best reach you about University activities and events?
Most preferred = 5, least preferred = 1

Answer	Count	Percentage
(Less) 1 (1)	17	32.69%
2 (2)	4	7.69%
3 (3)	3	5.77%
4 (4)	3	5.77%
(More) 5 (5)	1	1.92%
No answer	5	9.62%
Not completed or Not displayed	19	36.54%

Summary for methodsofcommunicati(6)[Mobile app with push notifications]

What preferred methods of communication would best reach you about University activities and events?
Most preferred = 5, least preferred = 1

Answer	Count	Percentage
(Less) 1 (1)	22	42.31%
2 (2)	2	3.85%
3 (3)	0	0.00%
4 (4)	0	0.00%
(More) 5 (5)	3	5.77%
No answer	6	11.54%
Not completed or Not displayed	19	36.54%

Summary for methodsofcommunicati(7)[University-wide Teams channel message]

What preferred methods of communication would best reach you about University activities and events? Most preferred = 5, least preferred = 1

Answer	Count	Percentage
(Less) 1 (1)	17	32.69%
2 (2)	3	5.77%
3 (3)	5	9.62%
4 (4)	0	0.00%
(More) 5 (5)	2	3.85%
No answer	6	11.54%
Not completed or Not displayed	19	36.54%

Summary for methodsofcommunicati(8)[I have no interest in receiving any content]

What preferred methods of communication would best reach you about University activities and events?
Most preferred = 5, least preferred = 1

Answer	Count	Percentage
(Less) 1 (1)	4	7.69%
2 (2)	1	1.92%
3 (3)	2	3.85%
4 (4)	0	0.00%
(More) 5 (5)	0	0.00%
No answer	26	50.00%
Not completed or Not displayed	19	36.54%

Summary for methodscomments

Additional comments on the previous question:

Answer	Count	Percentage
Answer	3	5.77%
No answer	30	57.69%
Not completed or Not displayed	19	36.54%

ID	Response
12	I don't mind getting emails, and I like Campus Connection twice a week, and the Events calendar.
21	Text would be preferred unless it becomes extensive (more than one per event, and more than three per week total).
41	I prefer direct email communication rather than newsletters. Individual emails for events and concise daily or weekly email updates are most effective for me. I am less likely to engage with information shared through apps, text messages, or separate platforms.

Summary for general

What additional recommendations would you offer to improve the level of satisfaction for technology use at the University?

Answer	Count	Percentage
Answer	6	11.54%
No answer	27	51.92%
Not completed or Not displayed	19	36.54%

ID	Response
11	CETL has been the most helpful of all technology resources!
12	Please hire a live ITS person who could answer the phone and try to troubleshoot in real time, and save the appointments for people who can't be helped at the moment.
21	Update hardware; hire additional qualified staff to provide support; work with faculty to understand teaching needs, use an instructional designer to guide the process, invest in equipment that serves those needs, then provide training and support.
27	Improve the service from ITS.
41	Improving Wi-Fi reliability and speed in classrooms and CHP offices would have the greatest impact on overall satisfaction, as current connectivity issues frequently disrupt teaching and use of instructional technology. Consistent performance of classroom equipment (podiums, projection systems, and computers) and more regular updates to hardware and software are also needed. Timely, on-demand classroom support and more practical, hands-on training for faculty, particularly related to Blackboard, Zoom, emerging technologies such as AI, and multimedia tools would help faculty integrate technology more effectively into teaching. Finally, streamlined processes for accessing software and clearer communication about available tools and support would enhance overall usability and efficiency.
54	The dental school IT department needs a stronger leader. Educational technology is fantastic.

Summary for UDMPU

Are you a member of the UDMPU?

Answer	Count	Percentage
No (A1)	8	15.38%
Yes (A2)	20	38.46%
No answer	5	9.62%
Not completed or Not displayed	19	36.54%