

CDW•G 21st-Century Campus Assessment Tool



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Who should use the tool?

The CDW•G 21st-Century Campus Assessment Tool is intended for all public, private and community/vocational colleges and universities.

Survey Implementation Instructions

This document contains three separate surveys – one for each respondent group. We suggest tasking either a working group (an IT exec, a faculty member and a student) or a class (as part of a semester project working in either survey research or information technology management), to conduct the survey and present findings.

Planning

- *Step One:* Review surveys to ensure that all questions are relevant to your institution's technology program. **Please note that to see how your institution compares to the national average, you should not eliminate or alter questions noted with an asterisk (*) below**
- *Step Two:* Program individual surveys into an online survey tool such as www.zoomerang.com, www.surveymonkey.com or www.questionform.com
- *Step Three:* Working with campus administrators, assemble an e-mail list of students, faculty and IT staff, or identify the normal channels through which your institution corresponds with these groups via e-mail

Data Collection

- *Step Four:* E-mail survey invitations, including the online survey link, to students, faculty and IT staff
- *Step Five:* One week after the initial survey invite, e-mail a reminder to students, faculty and IT staff

Analysis and Reporting

- *Step Six:* Analyze results to identify program strengths and weaknesses. Review open-ended responses to help establish future program goals. Develop a summary report including actionable recommendations – issues to address over the next year – and assign responsibility for these action items
- *Step Seven:* Compare your institution's results to the national 21st-Century Campus Index. Visit www.21stCenturyCampusIndex.com to see how you stack up
- *Step Eight:* Repeat next year. Perform annual analysis to track trends and ensure technology integration improves year over year

For additional information

If you have any questions regarding the assessment, please contact:
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Survey Instruments

Students:

In an ongoing effort to improve our service, support and commitment to your education, we would appreciate your participation in the following survey. This survey is designed to summarize our current technology program and provide information we can use to shape the future direction of technology on our campus.

The survey should take approximately five minutes to complete and is for university undergraduate students only. Individual responses are confidential, and results will only be reported in aggregate. Thank you in advance for your time and honest feedback.

1. How important was campus technology in your college selection process?
 - a) Not important
 - b) Somewhat important
 - c) Important
 - d) Very important

2. How important do you consider each of the following potential campus technology elements?
Options: Not at all, Not very, Neutral, Somewhat, Extremely
 - a) Wireless network
 - b) One-to-one laptop computing program
 - c) Course management system (e.g., Blackboard)
 - d) Distance learning
 - e) Off-campus (remote) network access/computing
 - f) Podcasts
 - g) Access of/availability to computer labs
 - h) Discounted pricing on technology purchases

3. How important is technology to your ability to study for your major/chosen profession?
 - a) Not important
 - b) Somewhat important
 - c) Important
 - d) Very important

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- *4. How do your professors use technology as a learning tool?
- a) Professors understand technology and it is fully integrated into my classes
 - b) Professors believe that technology can be a useful tool and they encourage students to use it
 - c) Professors treat technology as optional for their classes
 - d) Professors do not understand technology and do not use it
5. What is the biggest challenge to classroom technology?
- a) My professors don't know how to use it
 - b) My professors won't use it
 - c) Our classrooms are not outfitted with technology
 - d) Technology isn't useful to my course of study
 - e) Technology is outdated
 - f) Technology is fully integrated into my curriculum – there are no obstacles
6. Which of the following technologies/Internet tools do you use? Please check all that apply.
- a) Laptops
 - b) iPod/MP3 players
 - c) PDA/Smartphones (e.g., BlackBerry)
 - d) Video conferencing
 - e) Web conferencing
 - f) Online chat with professor
 - g) Course management system (e.g., Blackboard)
 - h) Social networking sites (e.g., Facebook)
 - i) Wikis
 - j) Podcasts/Vodcasts
7. Please select the one technology tool that you do not currently use or have at your disposal, that you most want and believe would be most useful in your studies:
- a) Video conferencing
 - b) Web conferencing
 - c) Online chat with professor
 - d) Course management system (e.g., Blackboard)
 - e) Wikis
 - f) Podcasts/Vodcasts

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- *8. How often do you use technology as a learning tool while in class?
- a) Every class
 - b) Most classes
 - c) Several times throughout the semester
 - d) Rarely
 - e) Do not use technology in class
9. How often do you use technology to prepare for your classes?
- a) Every day
 - b) Once a week
 - c) Several times throughout the semester
 - d) Do not use technology to prepare for class
- *10. In terms of computer availability, how accessible are the campus computer labs?
- a) Always an open seat
 - b) Usually available, short wait
 - c) Usually a wait
 - d) Very hard to get a seat
 - e) We do not have a computer lab
 - f) I do not use the computer labs
11. What recommendation would you give to your teachers to better use technology in the classroom? (Open Ended)

12. What is your area of study?

- a) Agriculture
- b) Business
- c) Communications
- d) Education
- e) Engineering
- f) Fine and applied arts
- g) Health
- h) Law and legal studies
- i) Liberal arts
- j) Medicine
- k) Science
- l) Vocational and technical
- m) Other

13. Please identify your gender:

- a) Male
- b) Female

Faculty:

In an ongoing effort to improve our service, support and commitment to higher education, we would appreciate your participation in the following survey. This survey is designed to summarize our current technology program and provide information we can use to shape the future direction of technology on our campus.

The survey should take approximately five minutes to complete and is for university faculty only. Individual responses are confidential, and results will only be reported in aggregate. Thank you in advance for your time and honest feedback.

1. How important is campus technology to our institution's prospective students?
 - a) Not important
 - b) Somewhat important
 - c) Important
 - d) Very important

2. Do you believe that our institution sees technology as a competitive advantage to recruit students?
 - a) Yes, entire institution
 - b) Yes, for only specific colleges
 - c) No
 - d) Unsure/Don't know

3. How do you feel about using technology as a teaching/learning tool?
 - a) Technology is essential to success in my class
 - b) Technology can be a useful tool and I encourage students to use it
 - c) Technology is optional in my class
 - d) I have no use for technology in my class

- *4. What is the biggest impediment to classroom technology?
 - a) Professors don't know how to use it
 - b) Professors won't use it
 - c) Our classrooms are not outfitted with technology
 - d) Technology isn't useful to our courses of study
 - e) Technology is outdated
 - f) Technology is fully integrated. There are no obstacles

5. How do we promote on-campus educational technology to incoming students and their parents?
Please check all that apply.

- a) Campus visits
- b) Admissions information
- c) Web site
- d) Unsure/Don't know
- e) Other, please specify

6. Do you hold any of your classes in a "smart classroom?" (e.g., Internet connection, LCD projector, interactive whiteboards, smart podiums)

- a) Yes
- b) No
- c) Unsure/Don't know

7. Do you feel that you are encouraged to use technology as a teaching tool as part of your courses?

- a) Yes
- b) No
- c) Unsure/Don't know

8. Do we provide technology training to faculty?

- a) Yes
- b) No
- c) Unsure/Don't know

* 9. If you have received training, were you satisfied with it?

- a) Yes
- b) No
- c) Unsure/Don't know
- d) I did not receive training

* 10. How often do you integrate technology in your classes?

- a) Every class
- b) Most classes
- c) Several times throughout the semester
- d) Do not use technology in class

11. What would you like to be able to do with technology in the classroom that you currently cannot? (Open Ended)

12. Please identify your department/college: (Individual institutions to add appropriate response options)

13. Please identify your gender:

- a) Male
- b) Female

IT Department:

In an ongoing effort to improve our service, support and commitment to higher education, we would appreciate your participation in the following survey. This survey is designed to summarize our current technology program and provide information we can use to shape the future direction of technology on our campus.

The survey should take approximately five minutes to complete and is for university IT staff only. Individual responses are confidential, and results will only be reported in aggregate. Thank you in advance for your time and honest feedback.

1. How important is campus technology to our institution's prospective students?
 - a) Not important
 - b) Somewhat important
 - c) Important
 - d) Very important

2. Do you believe that our institution sees technology as a competitive advantage to recruit students?
 - a) Yes, entire institution
 - b) Yes, for only specific colleges
 - c) No
 - d) Unsure/Don't know

3. Do we have a one-to-one student laptop computing program (providing every student with identical laptops and software)?
 - a) Yes, entire institution
 - b) Yes, but only for specific colleges
 - c) No
 - d) Unsure/Don't know

4. How important is student technology to this institution's administration?
 - a) Not important
 - b) Somewhat important
 - c) Important
 - d) Very important

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5. How does our faculty feel about using technology as a learning tool?
 - a) Faculty understand technology and it is fully integrated into their classes
 - b) Faculty believe that technology can be a useful tool and they encourage students to use it
 - c) Faculty treat technology as optional for their classes
 - d) Faculty do not understand technology and do not use it

 6. What is the biggest impediment to classroom technology?
 - a) Professors don't know how to use it
 - b) Professors won't use it
 - c) Our classrooms are not outfitted with technology
 - d) Technology isn't useful to our courses of study
 - e) Technology is outdated
 - f) Technology is fully integrated. There are no obstacles

 7. How do we promote on-campus educational technology to incoming students and their parents?
Please check all that apply.
 - a) Campus visits
 - b) Admissions information
 - c) Web site
 - d) Unsure/Don't know
 - e) Other, please specify

 8. What is the one piece of technology you wish you could offer students and/or faculty?
(Open Ended)

 9. How often do we offer technology training classes to students?
 - a) We do not offer technology training classes
 - b) Once a year
 - c) Once a semester
 - d) Ongoing
 - e) Unsure/Don't know

10. How often do we offer technology training classes to faculty?

- a) We do not offer technology training classes
- b) Once a year
- c) Once a semester
- d) Ongoing
- e) Unsure/Don't know

11. What do you believe are the campus technology trends that will most impact our classroom education over the next two years? (Open Ended)

*12. Which of the following do we offer to students? Please check all that apply.

- a) Wireless network
- b) One-to-one laptop computing program
- c) Course management system (e.g., Blackboard)
- d) Distance learning
- e) Off-campus network access/computing

*13. Which of the following technologies do we support?

- a) Laptops
- b) PCs
- c) iPod/MP3 players
- d) PDA/Smartphones (e.g., BlackBerry)
- e) Video conferencing
- f) Web conferencing
- g) Online chat
- h) Course management system (e.g., Blackboard)
- i) Social networking sites (e.g., Facebook)
- j) Blogs
- k) Wikis
- l) Podcasts