Information and Technology Survey

Sheila Merrigan
Robert Armstrong
Background

- December 2007
- Assess the needs of
  - County, satellite and reservation offices
  - State office
  - On- and off-campus specialists
- SurveyMonkey
Background

- Approximately 300 Extension faculty and staff in Arizona
- 169 responses overall; response rate of approximately 56%
- Of the respondents, 127 or 75% completed the entire survey
Respondent demographics

- 72% off-campus
- 72% worked completely for Extension
  - Remainder with research or academic or both appointments
Survey set-up

- Six sections
  - Introduction
  - Basic information
  - Existing infrastructure
    - Provided by Extension
    - Provided by CALS
    - Provided by UA
  - New information and technology needs
  - Non-University tools
  - Clientele access to technology
Introduction

- Appreciation in advance
- Why we are conducting survey
- How the results will be used
- Basic set-up with the 6 sections
- Estimated time for completion
- Contact information for questions
Basic Information

- Type of appointment
  - Faculty: 46%
  - Classified staff: 51%
  - Appointed personnel: 1%
  - Other: 2%

- Basic location
  - 72% off-campus

- Job split
  - 72% worked completely for Extension
  - Remainder with research or academic or both
Existing Infrastructure and Services

- 3 categories:
  - Provided by Extension
  - Provided by CALS
  - Provided by UA

- 20 questions; answers required, but could be N/A
Existing Infrastructure and Services

- Response choices – scored 0-5
  - NA; not relevant to my work so I do not need to know about it.
  - Huh? I am totally lost and don't know where to start.
  - I have heard of this or looked at it or tried to use it, but I need more training.
  - I can muddle through with guidance and will contact the appropriate person when needed.
  - I still have a few questions, but can mostly figure it out on my own.
  - I feel totally competent and need no assistance.
Existing Infrastructure and Services – Provided by Extension

- Web questions; requesting help with Web sites *(totally competent or could figure out on their own)*

- State-wide programs: 58%, 44%, 62%
- County Web sites: 60%, 54%, 70%
- County programs: 58%, 49%, 68%

All = black   off-c faculty = green   off-c staff = blue
Existing Infrastructure and Services – Provided by Extension

- Web questions: ability to create Web components themselves
  - totally lost or need extensive training
    - overall Web site 54%
    - creating their own forms 56%
    - audio/video 58%
  - totally confident or can figure it out on own
    - creating pdf documents 51%
Existing Infrastructure and Services – Provided by CALS

- Our college provides the email support (average rating)
  - Email 4.6
  - Listservs 3.9

- University email support (average rating)
  - E-mail 4.4
  - Listservs 4.1
Existing Infrastructure and Services – Provided by UA

- Conferencing tools
  - Breeze – 45% totally competent or can figure it out
  - Univ. of Illinois bridge system – 32% indicated it was N/A and 19% were totally lost
  - UA bridge system – 31% indicated it was N/A and 27% were totally lost
Existing Infrastructure and Services – Provided by UA

- Web based tools

  - Blogs 31% totally lost
  - Podcasts 37% totally lost
  - RSS feeds 37% totally lost
Existing Infrastructure and Services – Provided by UA

- Ability to use UA library material and databases *(totally competent or can figure it out)*
  - Databases/indexes 34%, 64%, 29%
  - Catalog 35%, 64%, 34%
  - Document delivery 32%, 64%, 32%
  - Interlibrary loan 31%, 64%, 29%

Black = all  Green = on-c faculty  Blue = off-c faculty
New Information & Technology Needs

- 4 questions; answers required

- Response choices – scored 0-5
  - NA; not relevant to my work
  - Waste of time - not wanted or needed
  - Pretty sure I will not use this
  - Indifferent toward this
  - Would be nice, but can live without it
  - Badly wanted or needed
New Information & Technology Needs

- Delivery of online outreach *(average rating)*
  - Workshops 4.1
  - Demonstrations 4.0
  - Surveys 4.0
  - Certification programs 3.9
  - Classes without testing 3.9
  - Classes with testing 3.7
New Information & Technology Needs

- Secure, UA-hosted discussion tools
  (average rating)
  - Forum 3.7
  - Chat 3.6
  - Blog 3.6
  - Wiki 3.6
New Information & Technology Needs

- Access to UA Library *(totally competent or can figure it out)*
  - Databases/indexes: 58% 82% 71%
  - Catalog: 56% 82% 66%
  - Document delivery: 57% 82% 68%
  - Interlibrary loan: 53% 82% 63%

Black = all  Green = on-c faculty  Blue = off-c faculty
New Information & Technology Needs

- Open-ended question
  
  *I need or want the following*

  - Dreamweaver training (4 responses)
  - A wide variety of responses
    - CPR?
    - Buses?
Non-UA Tools

I use the following non-UA technology or information tools: (3 opportunities)
- Name
- Because

eXtension (2 questions)
- Question 1
  - Yes, I have used the eXtension site
  - I have heard of eXtension, but have not used the Web site
  - I have not heard of eXtension
- Question 2
  - Yes
  - No
Non-UA Tools

What tools used and why

- **Google** (general) – 46 responses
  - 4 Google scholar
  - 1 each: groups, maps, calendar, images, mail
- Because:
  - Easy, broad, can find stuff, friendly, it works well

- **SurveyMonkey** – 7 responses
- Because:
  - Easy
Non-UA Tools

- eXtension
  - Question 1
    - Have used: 26%
    - Heard of; not used: 58%
    - Have not heard of: 16%
  - Question 2
    - Contributed to CoP: 7% yes, 93% no
    - Contributed to FAQ’s: 9% yes, 91% no
    - Contributed to wiki: 4% yes, 96% no
Clientele Access to Technology

- 5 questions

- Answers of
  - N/A
  - Unknown
  - No
  - Not likely
  - Likely
  - Yes
Clientele Access to Technology

- Clientele has access to Internet (and are willing to use it) at the following locations

  - Home: 27% yes, 52% likely
  - Work: 35% yes, 45% likely
  - Public places: 25% yes, 40% likely
  - Internet cafes: 12% yes, 26% likely, (30% not likely)
Clientele Access to Technology

- Clientele willing to participate in programs or view information online in these formats.

![Bar chart showing on-campus and off-campus access to technology formats.](chart.png)
Clientele Access to Technology

- Clientele have asked for outreach provided via

- [Bar chart](#)
Lesson Learned: Survey

- More focused questions
- Fewer questions
- Fewer response possibilities
- More testing
Lessons Learned: Next Steps

- Our Internet use policy softened
- We will try to make it better known what services are available and who to contact
- Will concentrate new training on
  - Online workshops/demonstrations
  - Online survey development
  - Online certification/classes
- Other technologies such as podcasts, blogs, and RSS feeds will be on an individual basis
- Will work with UA librarians on better informing our faculty about materials and services