

Annual Evaluation Summary 2009-2010

Number of Responses: 69

The responses came from those in the following roles on campus:

26% Support Staff
14% Professional Staff
26% Faculty, temporary/part-time/adjunct
24% Faculty, tenure-track
10% Administrator

Computer platform used by responders:

79% PC
21% Mac

Primary computer used by responders:

69% Desktop
31% Laptop

Awareness of free technology training offered by the IR Training staff here at Rowan:

93% Aware
7% Unaware

Training:

As for Technology Training development opportunities that were utilized by responders, the majority of people attended Instructor-led sessions (**58%**) and Training Resources (**46%**). Guest Instructor was the next most utilized training service (**12%**) with Custom Guide Online Training and Focus Groups tied at (**11%**).

(**60%**) of participants were Very Satisfied, (**19%**) were satisfied, while less than (**2%**) said needs improvement commenting that classes didn't pertain to them.

As far as training topics are concerned, the most popular include MS Office 2007 (Access, Excel, Outlook, PowerPoint, Word) (**40%**) and Blackboard CE/WebCT (**35%**). A break-down of responses is noted below:

40% MS Office 2007
35% Banner
33% Blackboard CE/Web CT
23% Incorporating Technology into instruction/online instruction
12% Macintosh applications

19% Adobe
16% Multimedia/Web development
5% Report writing/Discoverer Desktop

Other training survey participants participated in throughout the year besides services offered by the IR Training Services include: Visual Studio.net, Podcasting, Computer Boot Camp, InDesign, and 25Live.

IR Online Training Center

(83%) of the responders noted that they are aware of the IR Online Training Center available at www.rowan.edu/irtraining **(18%)** noted they were unaware of the site. Comments included a lack of time to review the site or a need to utilize it and a simple lack of awareness.

Additionally, **(33%)** noted they were aware of the newly designed training resources section, while **(52%)** were not aware of the update.

The most frequently visited sections of the IR Online Training Center included: Available Classes **(73%)**, Training Resources **(67%)**, and My Information **(32%)**. Survey participants noted available classes is a useful section of the site because it help them keep up to date on what we are offering and training resources because they could print out the needed information. Many respondents noted that all sections of the IR Online Training Center were valuable for different reasons.

Instructional Methods:

The majority of participants in this survey listed Classroom Instruction as their most preferred way to learn **(74%)**. The remaining instructional methods ranged between **(57%)** and **(32%)**.

74% Classroom Instruction
57% Computer-Based Training
53% Online
45% Individual Instruction
45% Lab
45% Demonstration
32% Clinic

Future Planning:

The most requested technology topics for future training sessions include web design and more advanced functionality of MS Office 2007. Additional suggestions include: Macintosh applications in general, Banner, Blackboard, overall use of technology in the classroom, report writing, keeping up with technology trends, online course development and instruction, use of the SmartBoard, Dreamweaver, OneNote, Photoshop, SAS, iPads, and Publisher.

In addition to topic suggestions, participants provided a variety of ideas for improvement including:

- Video Conference Training

- Set up one-on-one training to help build confidence.
- Make more visits to departments for training.
- Create more training videos on setting up your Mac on the Rowan wireless network, setting up your Windows XP PC on the Rowan wireless network, understanding your Rowan network storage, configuring Entourage, and backing up emails in Entourage.