

Using a Training Survey to Move Mountains and Blaze Trails



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AND INSTRUCTIONAL WORKSHOP
COORDINATOR**

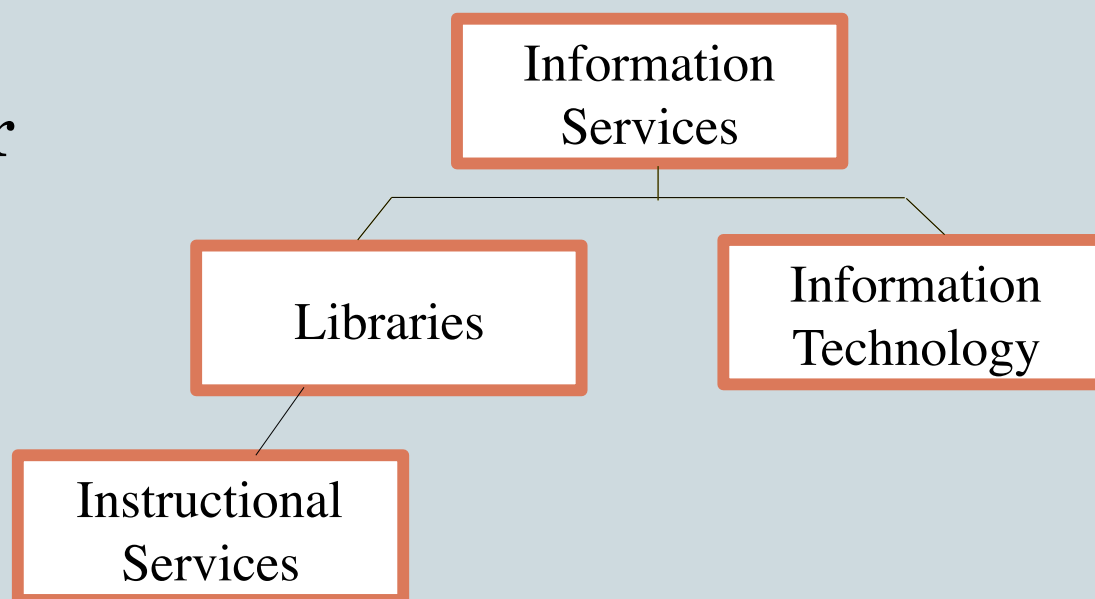
THE UNIVERSITY OF KANSAS

INSTRUCTIONAL SERVICES

LAWRENCE, KS

Instructional Services – Who are we?

- Unit within the Libraries
- 4 trainers
- 1 student trainer



Instructional Services Provides



- Technology and information literacy workshops
- Deskside Coaching sessions
(one-on-one training)
- Customized Training

Assessing Our Program



- What do we need to know?
- Who can tell us?
- How can we get the information?
- What will it enable us to do?

What did we already know?



Technology Workshops	Fall 2006	Fall 2007	Fall 2008 (as of 10/15/08)	Fall 2008 (scheduled for 10/16/08 – Nov 08)
Workshop Topics	59	60	54 (10 New)	(New) 8
Workshops Held	121	115	74	29
Participants Enrolled	1,348	1,436	867	41
Participants Attended	816	827	490	-----
Average Attendance	61%	58%	57%	-----

Attendance Concerns



- Enrollment vs. actual attendance
- Low attendance for “popular” workshops
- Workshops FULL with “*Waiting Lists*”
- “No shows”

Survey Time



- Last survey – 3 years ago
 - Previous survey focus – general services
 - Current survey focus - technology and literacy workshop
 - Question about our workshops
 - What topics we offered
 - How often we offered them
 - When they were offered (time of day/ time of year)
 - Workshop length
-

Survey Team



- Trainers (4 FTE's)
 - Student trainer
 - Department manager
 - Stats Consultant/Programmer (SPSS specialist)
 - Library Instructor (subject bibliographer)
- 4 trainers & SPSS specialist were on the Survey team 3 years ago*
-

Survey Questions



- Survey based on one used 3 years ago
- Reused some of the basic questions
- Asked questions regarding our assumptions
- 39 questions total

Assessment Problems Encountered



- Worded questions differently
- Additional options on certain questions
- Follow-up question needed
- Evaluating data – “O” value indicate both “No” answers and “no answer”

Who Was Surveyed?



Affiliation	Surveyed	Replied	Valid	Percent
Faculty	1,500	104	104	18%
Graduate Students	5,000	212	212	34%
Staff	3,200	302	302	48%
Blank		2		
Other		6		
Undergraduates	1,500	36		
Totals	11,700	662	618	100%

What resources do you rely on when learning to use software?



Software resources	Faculty	Graduate	Staff	Totals
Workshops	53	81	220	354
Instructional Services	7	20	60	87
Help Desks / LSS / ResNet	22	34	66	122
Tech Liaison in my Dept.	33	27	87	147
Coworkers / Classmates	55	133	212	400
Other People	38	89	85	212
Help menu / Manual	67	110	189	366
Third-party Book	25	27	77	129
Internet / Web	46	125	167	338
Trial and Error	86	168	237	491
Other (please specify)	2	8	8	18

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Instructional Services	7	20	60	87
Help Desks / LSS / ResNet	22	34	66	122
Tech Liaison in my Dept.	33	27	87	147
Coworkers / Classmates #3	55	133	212	400 66.7%
Other People	38	89	85	212
Help menu / Manual #2	67	110	189	366 59.2%
Third-party Book	25	27	77	129
Internet / Web	46	125	167	338
Trial and Error #1	86	168	237	491 79%
Other (please specify)	2	8	8	18

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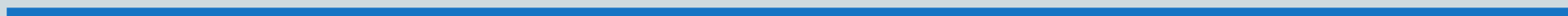
Did you know that Instructional Services offers regularly scheduled workshops?

- Knew about workshops
 - Faculty -- 89.3%
 - Staff -- 90.7%
 - Graduates -- 60.8%
- PR to Graduate students

Have you attended a computer training workshop at KU within the last year?



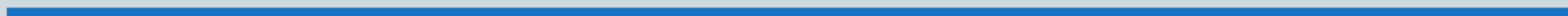
Attended a workshop?	Faculty	Graduates	Staff	Totals
No	68 65.4%	133 62.7%	130 43.0%	331 53.6%
Yes	36 34.6%	79 37.3%	172 57.0%	287 46.4%
Totals	104	212	302	618



How was the training you attended delivered? (Check all that apply)



How was training delivered	Faculty	Graduates	Staff	Totals
Through my Dept/College	2	12	15	29
At Instructional Development & Support	23	29	52	104
By Instructional Services	12	35	109	156
As part of a regular academic class	0	11	1	12
Other (please specify)	2	5	9	16
Not sure	3	8	18	29
Totals	42	100	204	346



Did it fit your needs?



- Responses were “Eye Opening”
 - Faculty said “no” (72 / 69.2%)
 - Graduate Students said “no” (142 / 67%)
 - Staff leaned toward the positive (163 / 54%)
- Important to find out “why?”

Would you attend another in the future?



- Results disappointing again
- No - 341 / 55.2% (faculty & GTAs)
- Yes – 171 / 56.6% (staff)
- Again, we asked ourselves “why?”

If you aren't planning to attend a workshop, why? (Check all that apply)



Why not attend workshop?	Faculty	Graduate	Staff	Totals
Not aware of training	9	53	17	79
Too busy	48	62	52	162
Class times don't work for me	16	31	18	65
Location not convenient	4	14	13	31
Format doesn't appeal	6	7	4	17
Not offered on Mac platform	11	11	3	25
Topic(s) needed not available	15	11	20	46
Too basic	18	20	18	56
Too advanced	1	0	3	4
Pace too slow	2	2	0	4
Topics don't interest me	12	23	10	45
Topics don't relate to my work	10	20	35	65
No need for training	14	24	23	61
Does not apply	2	4	3	9

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Topics don't relate to my work	10	20	35	65
No need for training	14	24	23	61
Other (Please Specify)	10	9	23	42
Does not apply	2	4	3	9
Totals	178	291	242	711

If you aren't planning to attend a workshop, why? (Check all that apply)

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Not aware of training #2	9	53	17	79
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Topics don't relate to my work #3	10	20	35	65
No need for training	14	24	23	61
Other (Please Specify)	10	9	23	42
Does not apply	2	4	3	9
Totals	178	291	242	711

If you would attend a workshop, why? (Check all that apply)

- Those who replied they would “not” attend training answered this question
 - 612 responded
 - 1251 option replies
 - Top 3 rankings same for all affiliates
 - 3rd – Required for their jobs
 - 2nd – Build their resumes
 - 1st – Learning new software
-

What is the best times of the year for you to attend training sessions?



	Faculty	Graduates	Staff	Totals
Winter Break	34	67	139	240
First half of spring semester	26	115	123	264
Spring Break	10	40	109	159
Second half of spring semester	20	28	118	166
May	26	35	88	149
June and July	54	87	178	319
Early August	36	70	119	225
First half of fall semester	38	111	111	260
Second half of fall semester	202	24	125	169
Totals	264	577	1,110	1,951

What are the best times of the day for you to attend training sessions?



Best times of the day	Faculty	Graduates	Staff	Totals
Weekday – Early morning (7-9 am)	17	47	58	122
Weekday Mornings	36	58	189	293
Weekday Lunchtime	20	39	76	135
Weekday Afternoons	41	64	178	283
Weekday Late afternoons (4-6 pm)	31	70	65	166
Weekday Evenings (after 6 pm)	12	62	27	101
Saturday Morning	10	56	24	90
Sunday Afternoon	9	35	17	61
Other	9	5	6	20
Totals	185	446	640	1,271

What class length(s) do you prefer?



Preferred Class Length	Faculty	Graduate s	Staff	Totals
1 hour	56	126	125	307
90 minutes	56	124	163	343
2 hours	37	56	159	252
3 hours	10	19	71	100
4 hrs/half day	16	15	67	98
Full Day	5	10	31	46
Multiple Days	3	10	39	52
Totals	183	360	655	1,198

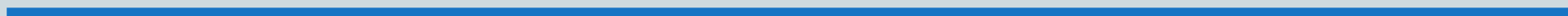
Is it important to you that we match the University's academic class schedule (50 minute classes Mondays, Wednesdays, and Fridays; 1 hour and 20 minute classes Tuesdays and Thursdays – i.e., timed to when the whistle blows)?

- Steam whistle - Time honored tradition
- Overwhelming “NO” (82.7%)

What operating systems / platforms do you use regularly? (Check all that apply)



OS used regularly	Faculty	Graduates	Staff	Totals
Windows	89	197	283	569
Mac	32	60	61	153
Unix	10	16	28	54
Totals	131	273	372	776



On which operating system/platform would you prefer to receive training?



Preferred OS	Faculty	Graduates	Staff	Totals
Did Not Answer	0	2	3	5
Mac	26	33	25	84
Unix/Linux	4	6	12	22
Windows	74	171	262	507
Totals	104	212	302	618

Did you know that Instructional Services offers “Custom Training” to departments, classes, or groups at KU?

- Less than half (No = 265) knew of this service
- Do more PR

What is your skill level for each of the following?



Skill Level	Never Used it	Novice <i>Limited Knowledge</i>	Intermediate <i>Working Knowledge</i>	Advanced <i>Very Comfortable /Extensive Experience</i>
Word processing (e.g., Word)				
Spreadsheets (e.g., Excel)				
Presentation software (e.g., PowerPoint)				
Database management (e.g., Access, FileMaker Pro)				
Email				
Desktop publishing (e.g., InDesign)				
Graphics (e.g., Photoshop, Illustrator)				
Digital multimedia (video, audio)				
Web authoring (e.g., Dreamweaver)				
Web 2.0 (RSS, social networking, blogging, wiki)				

Word Processing Skill Level



Word Processing Skill Level	Faculty	Graduates	Staff	Totals
Never Used It	0	1	3	4
Novice / Limited Knowledge	1	1	13	15
Intermediate / Working Knowledge	29	45	96	170
Advanced / Very Comfortable / Extensive Experience	74	165	190	429
Totals	104	212	302	618

Email Skill Level



Email Skill Level	Faculty	Graduates	Staff	Totals
Never Used It	2	5	5	12
Novice / Limited Knowledge	1	1	6	8
Intermediate / Working Knowledge	29	38	86	153
Advanced / Very Comfortable / Extensive Experience	72	168	205	445
Totals	104	212	302	618

Web 2.0 (RSS, social networking, blogging, wiki) Skill Levels



Web 2.0 Skill Level	Faculty	Graduates	Staff	Totals
Never Used It	104	212	302	618
Novice / Limited Knowledge	0	0	0	0
Intermediate / Working Knowledge	0	0	0	0
Advanced / Very Comfortable / Extensive Experience	0	0	0	0
Totals	104	212	302	618

Are you interested in attending training on the following?

Training interest	Faculty	Graduates	Staff	Totals
Word Processing	19	23	89	131
Email	15	17	78	119
Web 2.0	0	0	0	0
Graphics	46	98	178	322
Spreadsheets	35	89	168	292
Flash	26	64	110	200
Web Programming	29	65	112	206
Presentation	34	85	137	256
Database	35	85	167	287
Publishing	29	68	139	236
Multimedia	42	87	135	264
Web Authoring	40	100	149	289
Internet Searching	19	34	88	141

How would you rate your ability to use the KU Libraries to find and retrieve information?

Ability to find & retrieve information from Library	Faculty	Graduates	Staff	Totals
Excellent	2	4	17	23
Good	13	26	47	86
Fair	41	107	101	249
Poor	43	66	54	163
Never used this service	5	9	83	97
Totals	104	212	302	618

I would attend training on these research topics. (Check all that apply)

Research topic interest	Faculty	Graduates	Staff	Totals
Find peer review journal articles	24	59	65	148
Find & work with statistics an data sets	24	99	67	190
Find & evaluate info on the web and in print sources	13	62	89	164
Find a variety of sources (mag. Articles, newspaper, speeches, transcripts, etc.	19	71	109	199
Get articles when full text isn't online (web retrieval)	36	103	105	244
Get government / political reviews	10	42	44	96
Other suggestions (please specify)	10	12	22	44
Totals	136	448	501	1,085

What technology topics do your students need training in for their coursework?

	Faculty	Graduates	Staff	Totals
Word Processing	49	42	5	96
Spreadsheet	34	25	1	60
Email	26	25	4	55
Graphics	15	4	1	20
Internet searches	47	40	7	94
Research	69	53	9	131
Collaborative Tools	8	10	4	22

What has the Survey enabled us to do?



- Provide workshops at more convenient times
- Focus on job productivity /class project
- Better understand perceived needs
- Improve PR
- Offer new, requested, subjects
- Retire old, obsolete, subjects

Additional Surveys Needed



- Base question: “Why aren’t people coming to the workshop they registered for?”
- Currently developing this survey
- Survey undergraduates

Questions?



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Training web site: www.infotraining.ku.edu

Documentation web site:

www.techdocs.ku.edu