LMU Service Staff Survey: Technology and Library Skills

Thank you for taking the time to complete our survey on technology and library skills!

All responses will be kept confidential, and the results will help us improve our workshops and training opportunities to match your interests and needs. The survey should take about 10 minutes to complete.

If you have any questions, please contact Raymundo Andrade at randrade@lmu.edu, or 310-258-4648.

*Please return one copy of the completed survey to Marisela Regla (FM 200), Kristen Freeman (FM 204), or Corina Gonzalez (FM lobby) by April 29, 2011.*

(Survey may also be completed online: http://tinyurl.com/6ef8uyo)

1. Have you ever attended a technology or library skills workshop during your time here at LMU?
   - [ ] yes  [ ] no

2. If so, how many? (check one)
   - [ ] 1  [ ] 2-5  [ ] 6-10  [ ] 10+

3. If not, why not?
   - [ ] did not know they were offered
   - [ ] did not have the time
   - [ ] other

4. Have you ever used the library at LMU?
   - [ ] yes  [ ] no

5. If yes, what did you do at the library? (Select all that apply)
   - [ ] checked out books or media
   - [ ] used computers
   - [ ] asked for help from a librarian
   - [ ] used study spaces
   - [ ] attended an event
   - [ ] other

6. If no, why not?
   - [ ] did not know it was available to me as a resource
   - [ ] did not have the time
   - [ ] other

7. Have you ever used a computer before?
   - [ ] yes  [ ] no
8. How comfortable are you with the following tasks? (1 = very uncomfortable, 5 = very comfortable)

<table>
<thead>
<tr>
<th>Task</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>typing on a keyboard</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>using a mouse</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>saving and organizing files on a computer</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

9. What tasks do you need to use a computer for while at work at LMU? (check all that apply)

☐ School Dude
☐ eTime
☐ email
☐ MyLMU
☐ I don’t use a computer for work
☐ other ________________________________

10. Have you used a web browser (ex. Internet Explorer, Firefox, Safari) to access the internet?

☐ yes    ☐ no

11. What types of activities do you use the internet for? (check all that apply)

☐ email
☐ recreation
☐ health
☐ education/school
☐ family
☐ finances
☐ other ________________________________

12. How comfortable are you using a search engine (Google, Bing, Yahoo) to find what you’re looking for?

☐ very uncomfortable
☐ somewhat uncomfortable
☐ neither comfortable or uncomfortable
☐ somewhat comfortable
☐ very comfortable

13. Do you have any questions or concerns about using the internet that a technology workshop could help address? (If yes, give more detail below)

☐ yes
☐ no

14. Do you use a personal email account?

☐ yes    ☐ no

15. If you use a personal email account, which one do you use?

☐ Yahoo
☐ Hotmail
☐ other ________________________________
☐ Gmail
☐ AOL
16. How comfortable are you using email to do the following? (1 = very uncomfortable, 5 = very comfortable)

<table>
<thead>
<tr>
<th>Activity</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>sending a message</td>
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</tr>
<tr>
<td>responding to a message</td>
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<tr>
<td>forwarding a message</td>
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<tr>
<td>attaching a file (photograph, word doc, etc.)</td>
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</tr>
</tbody>
</table>

17. Do you/have you ever used Microsoft Word?

☑ yes  ☐ no

18. If yes, how comfortable are you with the following? (1 = very uncomfortable, 5 = very comfortable)

<table>
<thead>
<tr>
<th>Activity</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>type a document</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>save a document</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>make changes to an existing doc</td>
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</tr>
<tr>
<td>print a document</td>
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</tr>
<tr>
<td>use advanced functions in Word (ex: creating tables, adding footnotes, inserting pictures, etc.)</td>
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</tr>
</tbody>
</table>

19. If hands-on technology or library skills training classes were offered at LMU, would you be interested in attending if you could get paid time to do so?

☑ yes  ☐ no

20. If hands-on technology or library skills training classes were offered at LMU, would you be interested in attending if you had to do it on your own time?

☑ yes  ☐ no

21. What is the best day of the week for you to attend a class? (check all that apply)

☐ Monday  ☐ Thursday
☐ Tuesday  ☐ Friday
☐ Wednesday

22. What is the best time for you to attend a class? (check all that apply)

☐ 7-9 a.m.  ☐ 1-3 p.m.
☐ 9-11 a.m.  ☐ 3-5 p.m.
☐ 11 a.m. - 1 p.m.  ☐ 5-7 p.m.
23. What types of workshops would you be most interested in attending? (please check up to 3)

☐ computer basics
☐ the internet
☐ mac skills
☐ how to find & use library materials
☐ microsoft word
☐ microsoft excel
☐ microsoft powerpoint
☐ email skills
☐ digital photos & movies
☐ eTime
☐ MyLMU
☐ privacy on the internet
☐ creating web sites or blogs
☐ other ______________________

24. How comfortable would you be taking any of the above workshops online (i.e. on the internet)?

☐ very uncomfortable
☐ somewhat uncomfortable
☐ neither comfortable nor uncomfortable
☐ somewhat comfortable
☐ very comfortable

25. Would you be interested in attending workshops offered in: (check all that apply)

☐ English  ☐ Spanish

OPTIONAL BACKGROUND INFORMATION (reminder: all information from this survey will be kept confidential)

Sex:

☐ male  ☐ female

Age:

☐ under 20  ☐ 20-29  ☐ 30-39  ☐ 40-49  ☐ 50-59  ☐ 60-69  ☐ 70+

How long have you been employed at LMU?

☐ less than 2 years  ☐ 2-5 years  ☐ 6-10 years  ☐ 10+ years

Which LMU facilities department do you work for?

☐ multi-crafts  ☐ custodial  ☐ transportation  ☐ warehouse
☐ waste management  ☐ central plant  ☐ grounds  ☐ admin. office

Do you consider yourself to be hispanic or latino?

☐ yes  ☐ no

Select one or more of the following racial categories to describe yourself:

☐ American Indian or Alaska Native  ☐ Native Hawaiian or Pacific Islander
☐ Asian  ☐ White
☐ Black or African American  ☐ decline to state