

Fall 2004 Customer IT Training Needs Survey

What did the ITaP trainers want to find out?

- Whether the Purdue community does/would attend IT technical training, and for what purpose
- What topics customers need/want
- Preferred training delivery methods, duration, times, locations
- Patterns by constituency type or organization
- Specific needs by staff type or school/division that are not being met



Response Rate: **Good!**

Total WL A/P, clerical, service, graduate staff selected
(Including Extension Educators, excluding ITaP staff for a later specific internal survey and those who were in the pilot study group)

13.8% of those who received the email responded

- **# surveys delivered via email = 12,177**

All Admin VP areas	434
All Academic Schools	1057
Provost's Other Areas	179
Intercollegiate Athletics	7
- **# responses = 1677, from these areas**

Of those who responded....

- 59.7% **have** attended ITaP courses for professional skill development or job-related projects
- Close to 70% **would** attend future classes for that reason
- 21.4% do not have enough time in their work schedules to attend classes
- 20.6% did not know IT technical courses/topics were available

Most Requested General Training Topics

Requested General IT Topics	Top 10 & 20 Overall Topics	Requests Matched by Staff Group	Ranked Topics	Requests Matched by Staff Group	Ranked Topics
Adobe Photoshop	519	A/P Staff		Clerical	
Microsoft PowerPoint	458	Microsoft Excel	199	Microsoft Excel	95
Microsoft Excel	442	Microsoft PowerPoint	183	Adobe Photoshop	94
Microsoft Access	394	Adobe Photoshop	177	Microsoft Access	92
Adobe Acrobat	318	Microsoft Access	175	Microsoft PowerPoint	92
Macromedia Dreamweaver	304	Macromedia Dreamweaver	119	Adobe Acrobat	81
Data Analysis Using Excel	294	Microsoft Outlook	119	Microsoft Publisher	75
SAS	271				
Microsoft Excel for Researchers	271	Faculty		Service	
Microsoft Publisher	265	WebCT/Vista	83	Adobe Photoshop	21
Microsoft FrontPage	259	Adobe Photoshop	80	Microsoft Excel	21
		Microsoft PowerPoint	73	Microsoft PowerPoint	21
Microsoft Outlook	254	Microsoft Excel for Researchers	54	Microsoft Access	16
Microsoft Word	236	SAS	54	Microsoft Word	14
Graphics and Digital Imaging	234	Microsoft Excel	54	Adobe Acrobat	12
WebCT/Vista	232	Digital Video	50	UNIX/ Linux	11
Macromedia Flash	227				
UNIX/Linux	226	Grad Staff		Other	
Digital Video	199	Adobe Photoshop	139	Microsoft PowerPoint	12
Microsoft Access for Researche	185	Microsoft Excel for Researchers	122	Microsoft Excel for Researchers	11
Microsoft Word for Researchers	185	SAS	121	Microsoft Access	9
Macromedia Fireworks	163	UNIX/Linux	120	Data Analysis Using Excel	8
SPSS	163	Data Analysis Using Excel	94	Adobe Photoshop	8
Object-oriented prog. C, C++	154			Microsoft Access for Researchers	8
		TOP 10		TOP 11-20	

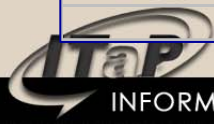
Most Requested Discovery & TLT Topics

	Research Oriented
	Envision Center
	Instructional

Research Oriented Topics	Top Topics	Requests Matched by Staff Group	Top Topics	Requests Matched by Staff Group	Top Topics
Introduction to SAS	280	A/P staff		Faculty	
MATLAB	234	How to create interactivity in PPT	120	How to create interactivity in PPT	117
Intro to Visual Basic for Apps	224	How to build a website - instructional	85	How to build a website - instructional	103
Intro to SPSS	188	Intro to Visual Basic for Apps	74	Get instructional materials online	81
UNIX/ Linux Sys Admin	187	Get instructional materials online	69	Active learning through tech	64
Intro to Perl	182	Intro to SAS	68	Using tech to enhance learning	62
Mathematica	143	Creating video tutorials	64	Intro to SAS	61
FORTRAN 90 with MPI	77	Using tech to enhance learning	57	Intro to SPSS	43
Intro to Python	70	Intro to Perl	53	Overall Envision Center	41
Other	53	UNIX/ Linx Sys Admin	51	MATLAB	39
		Intro to SPSS	41	Intro to Perl	35
Envision Center Topics		Overall Envision Center	40	Intro to Visual Basic for Apps	33
Overall Envision Center	163	Virtual Reality	29	Virtual Reality	28
Virtual Reality	125				
Motion Capture	112	Grad Staff		Clerical	
		MATLAB	150	How to build a website - instructional	40
Instructionally-Oriented Topics		How to build a website - instructional	132	Basic Web Accessibility	30
How to create interactivity in PPT	383	Intro to SAS	125	How to create interactivity in PPT	29
How to build a website-instructional	374	How to create interactivity in PPT	98	Getting instructional materials online	22
Getting instructional materials online	242	UNIX/ Linux Sys Admin	97	Intro to Visual Basic for Apps	19
Creating video tutorials	191	Intro to SPSS	90		
Using tech to enhance learning	184	Mathematica	89	Other	
Basic Web Accessibility	174	Overall Envision Center	73	How to create interactivity in PPT	11
Video editing	174	Video editing	63	How to build a website - instructional	7
Copyrights and you	161	Getting instructional materials online	61	Using tech to enhance learning	4
Technology in the classroom	157	Motion Capture	60	MATLAB	4
Instructional Design & Tech	152	Creating video tutorials	47		

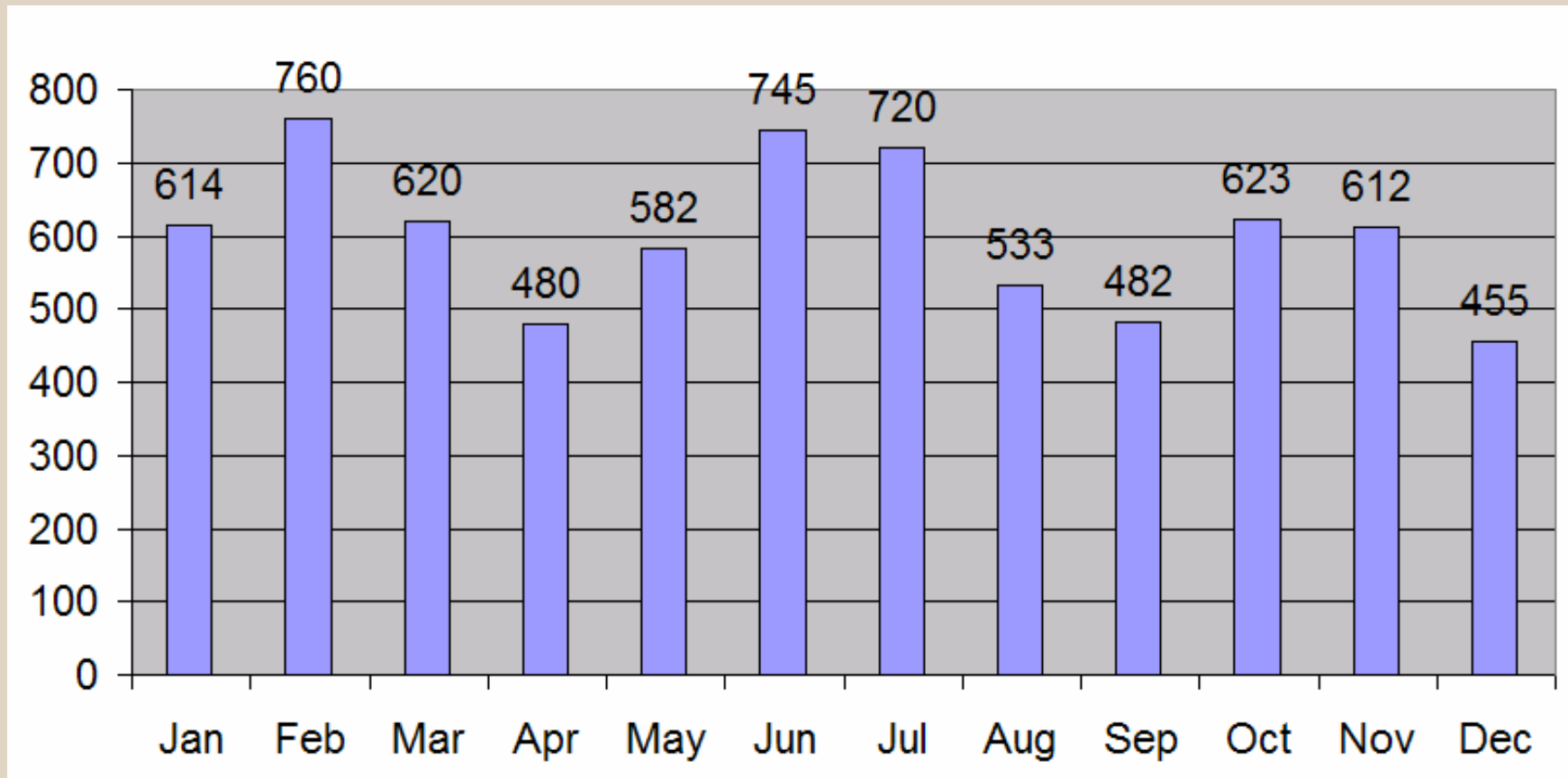
Most Requested Topics by Organizational Unit

Highlighted Schools/ Areas of Specific Note	# of People Requesting Training	Highlighted Schools/ Areas of Specific Note	# of People Requesting Training	Highlighted Schools/ Areas of Specific Note	# of People Requesting Training
School of Ag		College of Engineering		School of Liberal Arts	
Adobe Photoshop	85	UNIX/Linux	56	Adobe Photoshop	52
Microsoft PowerPoint	70	Adobe Photoshop	50	WebCT/Vista	45
Microsoft Excel	61	Object-Oriented Programming, C,C++	41	Macromedia Dreamweaver	38
SAS	56	Microsoft Excel for Researchers	38	Microsoft PowerPoint	38
Microsoft Access	55	Microsoft Access	36	Microsoft Excel	29
Macromedia Dreamweaver	51	Microsoft Excel	33	School of Science	
Data Analysis Using Excel	49	Microsoft PowerPoint	32	Adobe Photoshop	54
Microsoft Excel for Resarcher	49	Microsoft FrontPage	31	UNIX/Linux	49
Adobe Acrobat	48	Graduate School		Microsoft PowerPoint	37
Microsoft Frontpage	43	Adobe Photoshop	45	Microsoft Access	31
Microsoft Outlook	41	Data Analysis Using Excel	32	Microsoft Excel	31
Graphics and Digital Imaging	40	SAS	31	School of Management	
Microsoft Access for Researc	39	Purdue Libraries		Adobe Photoshop	18
Microsoft Publisher	39	Microsoft Access	11	Microsoft Access	17
UNIX/Linux	32	Macromedia Flash	10	School of CFS	
VP Student Services		Microsoft Excel	9	Microsoft Excel	23
Microsoft Excel	33	Adobe Photoshop	9	Microsoft PowerPoint	23
Microsoft Access	30	School of Technology		Microsoft Excel for Research	21
School of Vet Med		WebCT/ Vista	17	SAS	21
Adobe Photoshop	23	Microsoft PowerPoint	17	Microsoft Access	19
Microsoft PowerPoint	18	VP for Business Serv		Senior VP for Advancement	
VP HFS		PageCenter	31	Microsoft PowerPoint	6
Microsoft Excel	30	Microsoft Access	30	Microsoft FrontPage & Publisher	5
Microsoft PowerPoint	26	BrioQuery	30	VP Physical Facilities	
Microsoft Publisher	21	Microsoft PowerPoint & Excel	27	Microsoft Excel	35
		SAS	27	Adobe Photoshop	26

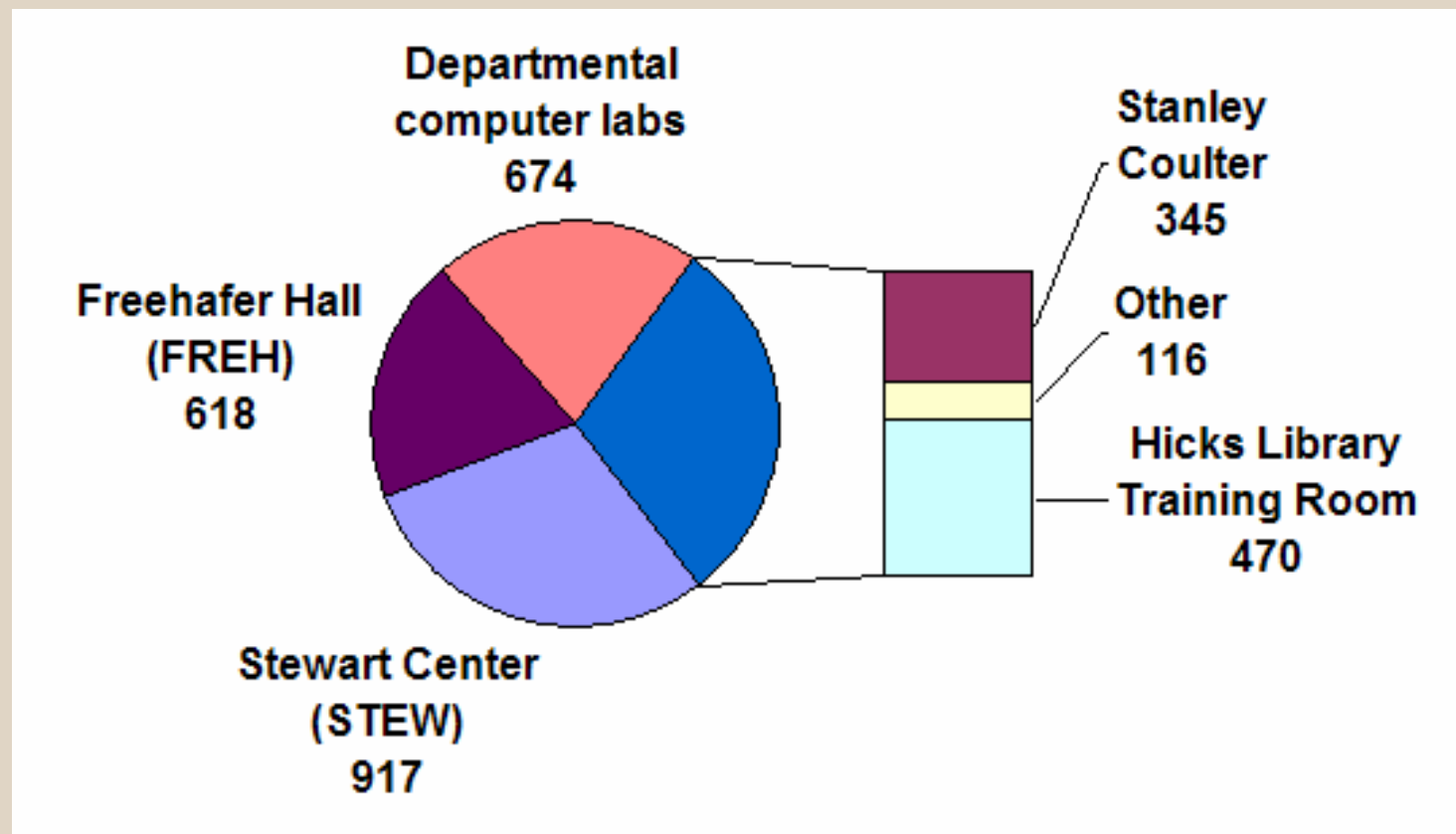


Preferred Months for Training

- Responses were similar across all staff types
 - Top months preferred were February, June, and July



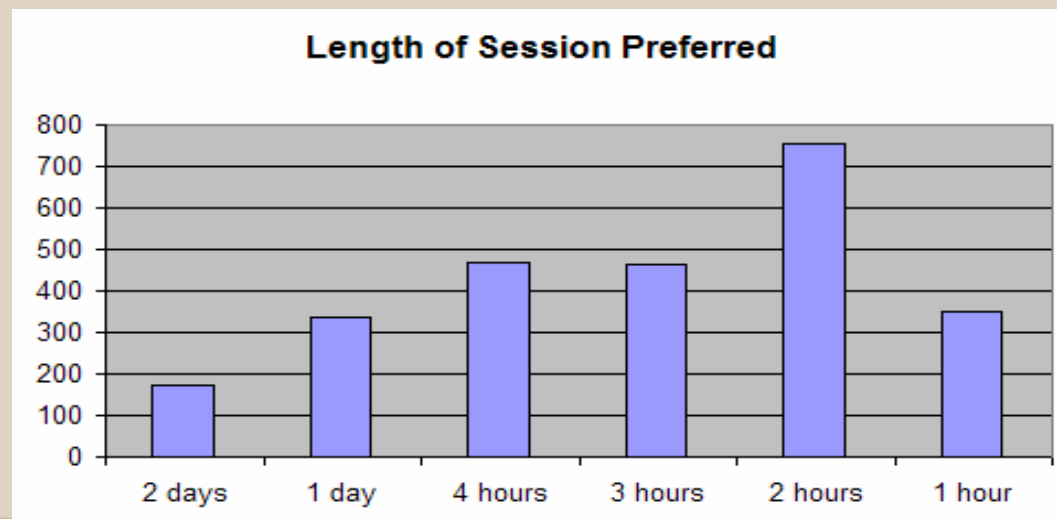
Preferred Locations for Training Sessions



- Clerical and A/P were higher in preference for FREH
- Grad Staff and faculty showed more preference for the central campus locations

Other Logistic Preferences

- Locations on main campus or in their departments; however, slightly less than 1/2 would attend off campus location
- Training presented M-F, in the 8am-5pm timeframe was overall preferred
 - A much lesser choice overall was M-F, 6-10pm and it was only preferred by Grad Staff
- Session lengths:
 - Overall 2 Hrs
 - Second 3-4 Hrs



...all groups responded similarly...

- Workshops **71%**
- Online Learning **47%**
- One-on-one training **44%**
- Reference Materials **35%**

- Notification Method...

77%

preferred to be notified of training opportunities via email!

Next steps...

- Communicate results to senior ITaP staff and the Purdue community
- Respond to areas that expressed specific concerns
- Develop ITaP training priorities that balance customer needs with ITaP's strategic goals
- Explore partnerships with resources inside and outside ITaP to meet customer needs

