



2009 ECAR Study of Students and Information Technology

Administrator Interview Questions

1. Background

- a. Names and e-mail addresses of interviewees.
- b. What is your role in supporting/training students?
- c. In what ways do you help students with technology issues?

2. Student Technology Skills and Use

- a. What do you think of the current state of student technology skills?
- b. What kinds of technology skills do you think students are strong in?
- c. What kinds of technology skills do you think students are weak in?
- d. What impact do you think a student's major has on his or her technology use and skills?

3. Student Technology Use in Courses

- a. Do you think that most students find the use of technology helpful in their courses? If so, how? If not, why not?
 - i. Presenting complex information in visual/graphic format
 - ii. Helping organize or manage information
 - iii. Encouraging engagement in courses
 - iv. Communicating with the instructor
 - v. Communicating or collaborating with their classmates
 - vi. Making learning more active (through use of simulations or animations)
 - vii. Encouraging prompt feedback from the instructor and providing a way for the instructor to provide students with more feedback
 - viii. Allowing students to participate more fully in class activities
 - ix. Enabling students to take practice exams and quizzes and get feedback on progress
 - x. Other (please describe)

(In past studies, students indicated that they primarily used technology in classes for convenience. Increased learning was also reported at a lower level. What do you think of this finding? Does it fit with your experience?)

- b. Do you have any specific examples/experiences with student use of information technology that you think are particularly useful or creative?
- c. In past years' studies, students indicated they preferred a moderate amount of information technology in the classroom (as opposed to limited or extensive information technology). Does this surprise you? Why or why not?
- d. Do you think most instructors make good use of instructional technology?
- e. What kinds of information technologies are instructors at your institution personally using in their courses?
- f. What kinds of information technologies are instructors at your institution requiring students to use in their courses?
- g. Are any of your instructors using social networking tools such as Facebook, blogs, and/or wikis in their instruction? If so, how effective are they? How do they impact instruction? If not, why not?
- h. Are you using and/or developing academic applications specifically targeted for use on mobile devices? If so, in what areas? How do they impact instruction?

4. Future/Miscellaneous

- a. Do you have an overall institutional strategy regarding student use and skills with information technology? How do the students' technology skills help or hinder achievement of this goal?
- b. If you had to design a program to improve students' use of information technology, what would it look like?
- c. How do you measure the success of what you're doing in IT support and training?
- d. What is different today from what you were doing three years ago?
- e. What will be changing in what you are doing in the next 12 months? 24 months?

5. Other