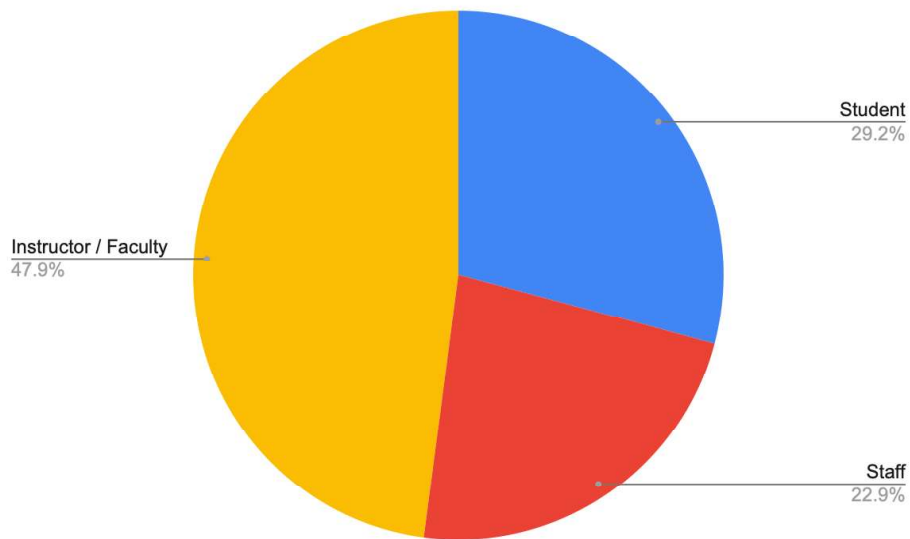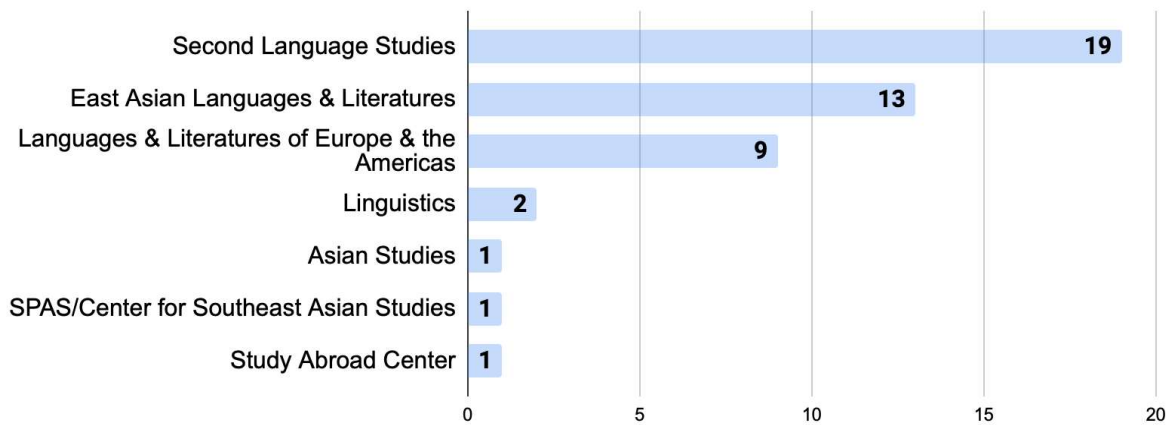# CLT 2023 User Survey Report

Center for Language & Technology
College of Arts, Languages & Letters
University of Hawai'i at Mānoa
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Honolulu, HI 96822
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Demographics

Roles (N = 48)

Instructor / Faculty
47.9%

Student
29.2%

Staff
22.9%

Department or Unit (N = 47)

Department	Count
Second Language Studies	19
East Asian Languages & Literatures	13
Languages & Literatures of Europe & the Americas	9
Linguistics	2
Asian Studies	1
SPAS/Center for Southeast Asian Studies	1
Study Abroad Center	1

Disciplinary Area (N = 33)

Some respondents did not indicate their disciplinary area.

Disciplinary Area	Count
Japanese	7
Spanish	5
Linguistics	4
Korean	3
SLS	3
Chinese	2
ESL	2
Area Studies/SEA Languages	1
Critical Language Pedagogy	1
Filipino	1
French	1
German	1
Spanish Literature and Cultural Studies	1
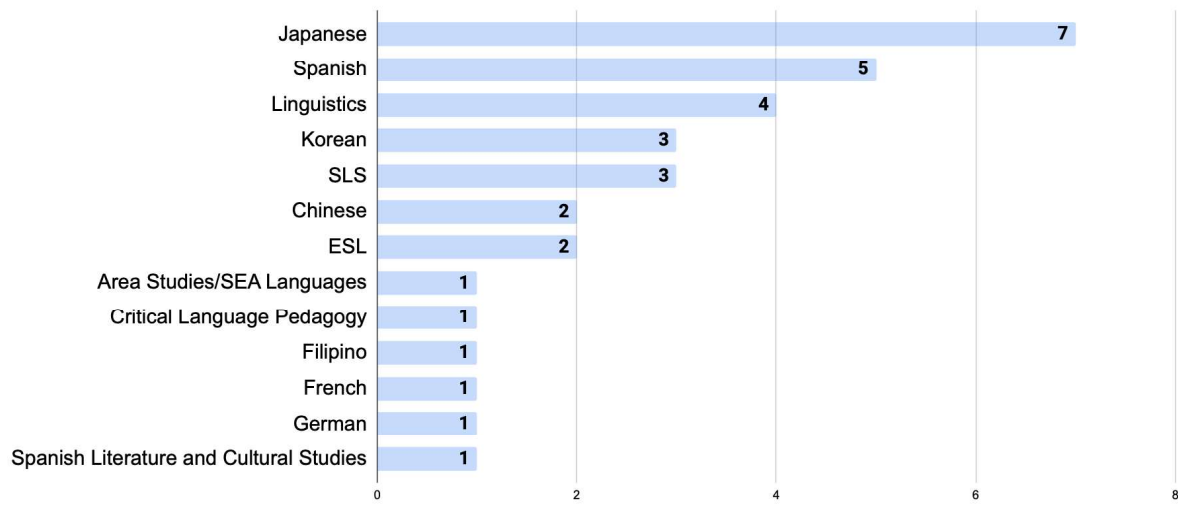
Survey Questions

1. Are you interested in professional development sessions on the following topics?

Topic	Value
LaTeX (document prep systems)	8
Python & natural language processing	15
H5P, Twine	16
Sensory-rich learning spaces (augmented reality/virtual reality/mixed reality	20
Grant writing strategies	21
Pragmatics & language learning	23
Project-based language learning	24
Creating a professional website	25
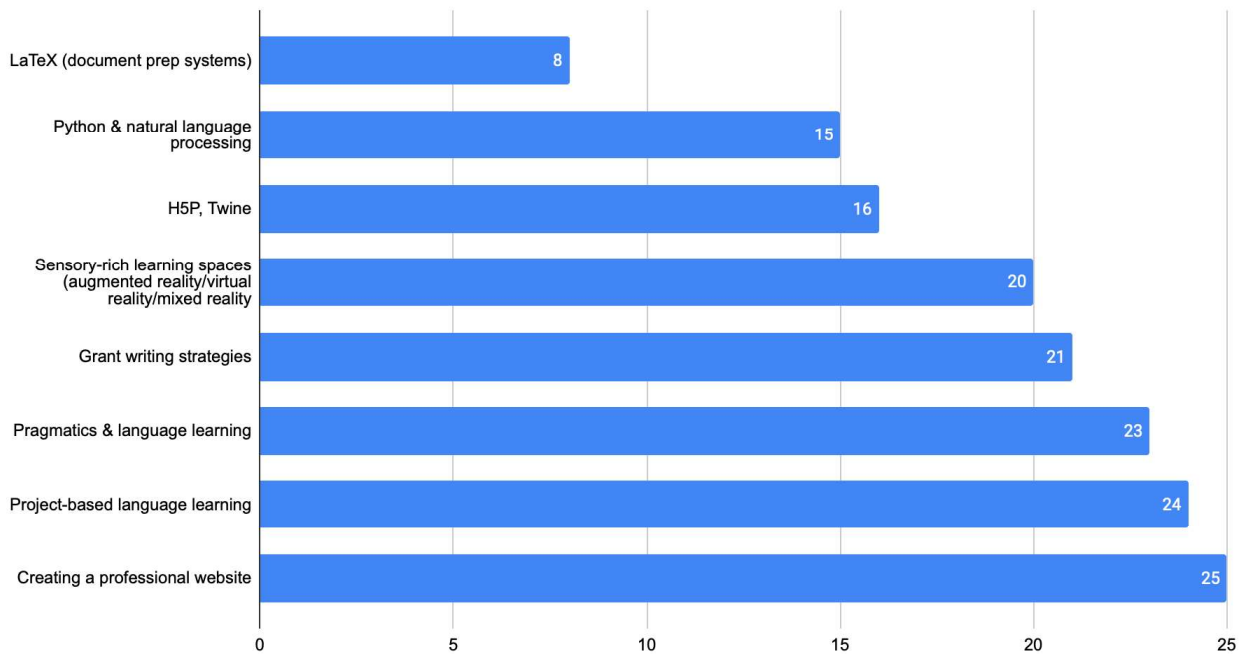
2. Are there specific services, activities, and/or professional development topics that you wish the CLT could provide to **faculty**, **staff** or **graduate assistants**? (N = 21)

Survey respondents generally express satisfaction with current CLT offerings. However, they provide valuable insights into areas for improvement and expansion, ranging from technological support to specialized workshops and coaching opportunities.

Audio/Visual Equipment and Recording:
- Suggestion to fully equip rooms for HOT (Hybrid Online Teaching) or handling remote presentations.
- Request for more video recording equipment, such as GoPro.

Awareness and Promotion:
- Suggestion for better cross-departmental promotion, especially regarding the availability of cameras and equipment.

Workshops and Coaching:
- Request for a Teaching Portfolio creation workshop for graduate students.
- Interest in workshops on pronunciation instruction, citations (APA), interpreting and translation.
- Inquiry about coaching for developing a podcast (specifically mentioned CSEAS department).

Digital Humanities and Software Training:
- Interest in exploring Digital Humanities tools like ArcGIS, ClioVis, SocNetV, Cytoscape, and Gephi.
- Desire to learn strategies to enhance students' skills in creating videos and podcasts.
- Request for demonstrations and tours of software such as Nvivo, Dedoose, ArcGIS, and AntConc by expert users.

Technical Setup and Productivity:
- Interest in plaintext writing setup (e.g., Quarto) and setting it up for productivity with backup via git.

- Workshop suggestion for audio/video editing and production, especially for novices and those familiar with applications.

Grant Finding:
- Interest in finding grants for language-teaching projects, including small grants for teaching projects and larger grants for research and conferences.

Specific Software Support:
- Help or review on using Laulima and Google.
- Interest in assistance with using R.

3. Are there specific services or activities that you wish the CLT could provide to **students** in your classes? (N = 19)

Responses to this question highlight a mix of satisfaction with current CLT support and specific requests for enhanced assistance, particularly in navigating Google services and providing technology-related professional development. Some respondents emphasize the need for a quiet location for online courses and suggest topics such as linguistic corpus research methods, effective conference presentation slides, and AI services for language/linguistics students.

Satisfaction and Specific Requests:

- Mixed responses, with some expressing satisfaction with current CLT support.
- Specific request for support in linguistic corpus research methods.

Google Services Assistance:

- Request for support in navigating, using, and managing Google Drive and other Google services (Docs, Slides, etc.).
- Awareness of ITS documentation limitations and suggestions for more comprehensive resources.

Introduction Video Request:

- ○ Proposal for a brief CLT introduction video about available services to be shared at the beginning of each semester.

Technology Professional Development:

- ○ Request for professional development in website (portfolio) design and a crash course on valuable technology skills for post-graduation.
- ○ Interest in guidance on making effective, interactive conference presentation slides or recordings.

AI Services and Additional Support:

- ○ Interest in AI services for language/linguistics students.
- ○ Request for the availability of borrowing a laptop if needed.

Project-Based Language Learning:

- ○ Interest in project-based language learning.

Unique Classroom Needs:

- ○ Desire for a quiet location for HOT/online courses requiring oral participation.

Specialized Learning Management System (LMS) Request:

- ○ Desire for LMS other than Laulima.
- ○ Request for Google Classroom guidance.

4. Please share with us the names of technologies you have recently adopted and briefly describe how you use them. (N = 16)

Responses to this question showcase a variety of technologies recently adopted by respondents, ranging from experiment implementation and analysis tools to communication platforms and recording equipment. Some respondents highlight the integration of technologies in teaching and content creation, while others mention their use of specific software for research and analysis.

Experimentation and Analysis:
- Adoption of Gorilla and R Studio for experiment implementation and analysis.
- Use of ChatGPT 4 for questions related to statistics and coding.

Continuous Technological Integration in Teaching:
- Ongoing efforts to stretch oneself as a technology-augmented instructor in HOT (Hybrid Online Teaching) contexts.

Video Filming and Editing:
- Use of camera equipment and lav microphones for filming teacher introduction videos for the CASE website.
- Introduction to the One-button studio for additional video recording options.
- Utilization of Flip for recording presentations and Praat for speech recording analysis (pronunciation).

General Software and Collaboration Tools:
- Adoption of Google Drive, Adobe Professional package, WordPress, Canva, MailChimp, and Zoom.
- Use of Perusall for collaborative learning.

CLT Resources:
- Utilization of CLT resources, including the Jabra Panacast, pucks, and panoramic cameras, to enhance online seminar experiences.
- Involvement in CLT OPEN LAB, CLT podcast recording, and use of CLT CLASSROOMS.

Writing and Research Tools:
- Use of Emacs, Quarto, and Zotero for writing and research.

Educational Platforms:
- Adoption of Google Classroom.

5. If you were to create a **"wish list"**, please briefly explain what additional technology you wish you had access to (e.g., equipment you'd like to reserve or use in our facilities, software subscriptions, etc). (N = 18)

Responses to this question reveal diverse wishes for additional technologies, including software subscriptions, equipment reservations, and advanced training. The wish list spans graphic design software, a scanner for digitizing print materials, fully microphoned classrooms, assistance in video transcription, advanced training in videography, podcasting equipment, Adobe Premier, video editing software, and various software subscriptions for faculty. Some respondents express interest in specific tools such as Sketch Engine, ArcGIS, Nvivo, Otter.ai, Padlet, and PearDeck.

Graphic Design and Software:
- Desire for access to Sketch Engine online corpus.
- Wishes for graphic design software beyond the free Pixlr, preferably something not too expensive.

Digitization and Classroom Technology:
- Request for a scanner to turn print materials into digital.
- Wish for fully microphoned classrooms.
- Interest in learning basics of video blogging and reviewing qualitative research software availability.

Multilingual Transcription:
- Interest in software for transcribing video-recorded conversations involving a mix of languages.

Advanced Training:
- Desire for more advanced training on using existing technologies, especially in videography.
- Request for templates of slides, docs, notes, lesson plans, etc.

Podcasting and Video Editing:
- Wish for podcasting equipment.
- Desire for Adobe Premier and video editing software like Final Cut Pro or access to effective templates.

Software Subscriptions:
- Interest in subscriptions for MS Office, Adobe Acrobat, and Canvas (LMS) for language online and/or flipped classes.
- Wishes for institutional access to ArcGIS, Nvivo, and Otter.ai.

Collaboration Tools:
- Desire for an institutional account for Padlet and potentially PearDeck for instructional design.

6. What do you like about the CLT? (N = 33)

Responses overwhelmingly praise CLT staff and resources, highlighting their helpfulness, friendliness, knowledge, and responsiveness. The positive feedback emphasizes the impact of CLT on advancing instructional capabilities, providing up-to-date technologies, and creating a supportive environment for students and faculty. Specific mentions of the effectiveness of the online reservation system, the professionalism of staff, and the quality of recording studios showcase the positive experiences of the respondents.

Helpful and Knowledgeable Staff:
- Praise for friendly, helpful, knowledgeable, and efficient staff.
- Recognition of specific staff members (Nicki, Robert, Songmin, front-facing GA staff) for their assistance and troubleshooting skills.

Impact on Instructional Capabilities:
- Acknowledgment that CLT plays a crucial role in advancing instructional capabilities and keeping up with the latest technologies.
- Recognition that without CLT, there could be a potential fall behind in technology, hindering student benefits and the overall potential of

UHM.

Facility and Technological Resources:
- Appreciation for updated facilities with advanced technology.
- Positive comments about the recording studios and the availability of knowledgeable assistance.

Online Reservation System:
- Recognition of the effectiveness and user-friendliness of the CLT online reservation system.

Professionalism and Support:
- Positive remarks about the professionalism, supportiveness, and prompt responses to inquiries.
- Friendly and supportive atmosphere highlighted by the mention of "friendly faces" and staff always being willing to help.

Professional Development Opportunities:
- Positive feedback on the professional development series offered by CLT.

Overall Positive Experience:
- Consistent praise for the fantastic team, approachability, quick response times, and reliability of CLT staff.
- Mention of the availability and convenience of technology resources.

7. What do you think the CLT should change/improve on? (N = 20)

Responses to this question provide valuable suggestions and wishes for CLT improvement. While some respondents express satisfaction and acknowledge CLT's existing efforts, others suggest areas for enhancement, including more hands-on workshops, increased staffing, improved advertising strategies, better cameras, and flexibility in workshop scheduling. Specific mentions of technology upgrades in seminar rooms, teaching evaluations on technology integration, and increased awareness during department orientations highlight targeted areas for improvement.

Hands-on Workshops and Lectures:
- Wishes for more hands-on workshops or lectures on conducting in-class research and research about classroom interactions.

Staffing and Resource Allocation:
- Concerns about understaffing, with a suggestion to hire more tech support to alleviate workloads.

Advertising and Awareness:
- Suggestions to advertise more and encourage instructors to promote CLT services to students.
- Proposal to provide teaching evaluations on technology integration for specific classes.
- Desire for CLT sessions at language department orientations.

Technology Upgrades:
- Requests for better cameras and an upgrade in in-house technology, such as the PC in room 258 and the iMac in room 155A.
- Desire for the installment of AirPlay along with HDMI options in classroom equipment.

Flexible Workshop Scheduling:
- Suggestion to adjust the workshop schedule for interested participants rather than having it set in advance.

LMS Enhancement:
- Call for assistance in getting a better Learning Management System (LMS) for language classes.

Positive Acknowledgment:
- Positive feedback on CLT's current performance and support.

Increased Demos and Awareness:
- Requests for more demos and general information about resources, especially during program entry.

Specific Equipment Requests:
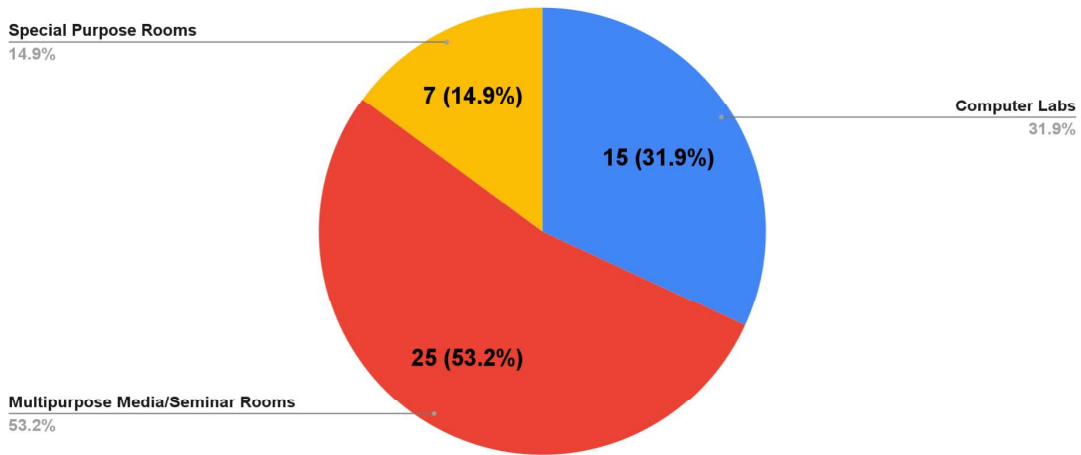- Requests for better cameras and updates in classroom equipment.

Overall Satisfaction:
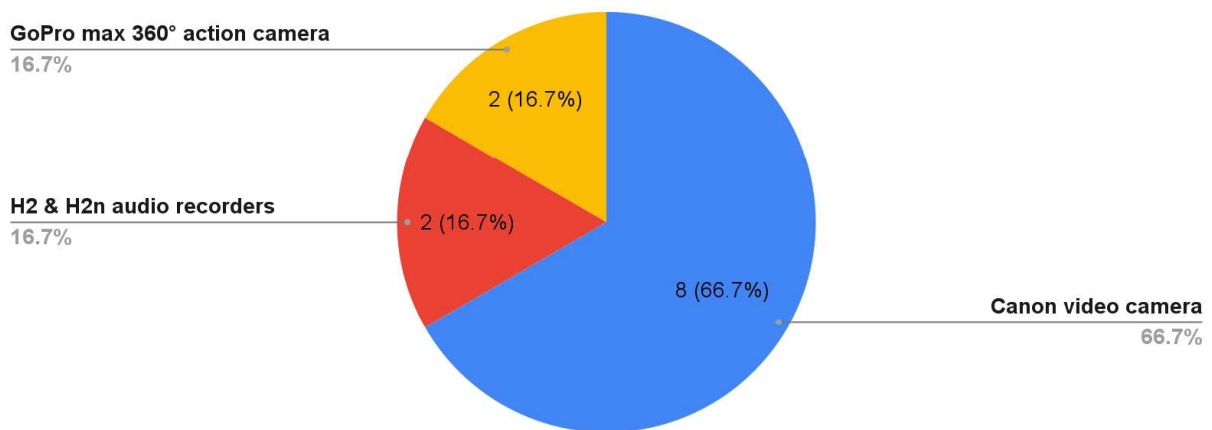- Several respondents express overall satisfaction with the support received from CLT.

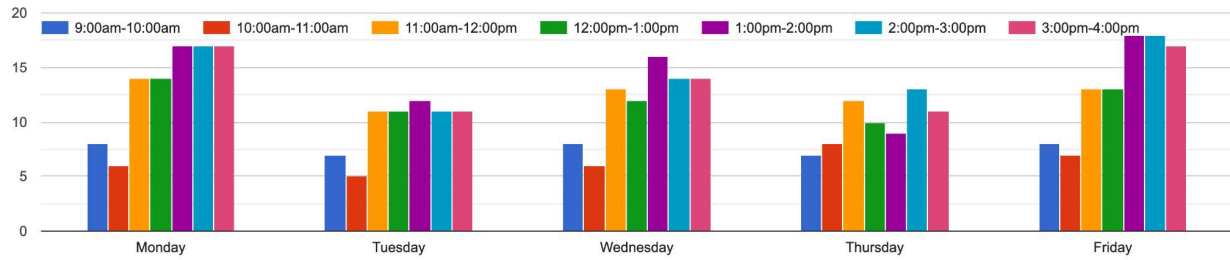# 8. Which of the following CLT services have you used between Aug. 2022 to Oct. 2023? (N = 30)
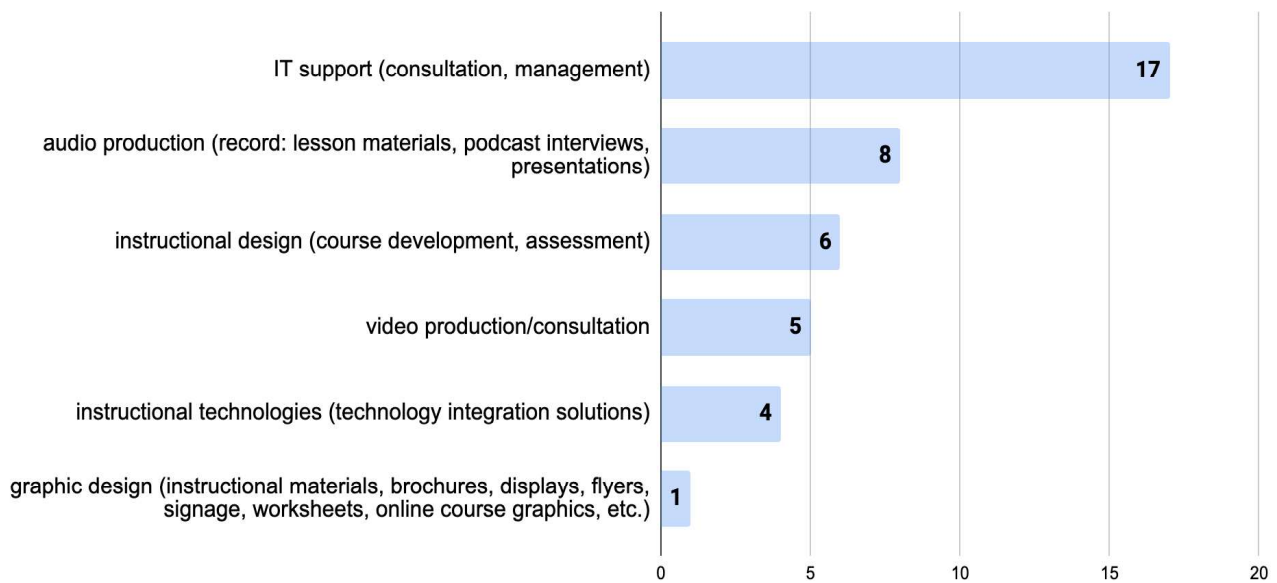
9. Which of the following CLT facilities have you reserved between Aug. 2022 to Oct. 2023? (N = 37)

Special Purpose Rooms
14.9%

7 (14.9%)

15 (31.9%)

Computer Labs
31.9%

25 (53.2%)

Multipurpose Media/Seminar Rooms
53.2%

10. Which of the following CLT equipment have you reserved between Aug. 2022 to Oct. 2023? (N = 10)

GoPro max 360° action camera
16.7%

2 (16.7%)

H2 & H2n audio recorders
16.7%

2 (16.7%)

8 (66.7%)

Canon video camera
66.7%

11. What are the optimal time(s) for you to attend CLT presentations and workshops?

Acknowledgements

This report was compiled and prepared by Koyuki Mitani and Alexander Tang, CLT Graduate Assistants.