I. Executive Summary

Audit Objective
The purpose of the collected data was to evaluate faculty and staff perceptions of Marquette University’s Center for Teaching and Learning (CTL), as well as to determine its strengths and weaknesses. Dr. Shaun Longstreet, Director of the CTL requested feedback and recommendations from the findings in order to determine current perceptions and maximize faculty and staff utilization.

The conducted research focused on three areas of the CTL: the integration of technology in the classroom, students’ perceptions of faculty use of technology in the classroom, and how to improve faculty outreach regarding provided services.

As Marquette University undergoes its Strategic Planning process, one main priority that is outlined includes the Pursuit of Academic Excellence for Human Well-being. With that in mind, bolstering academic strength should be the primary focus of Marquette’s planning and the CTL has potential to play a vital role in that. That provides great evidence for a change in the way technology is complementing a student’s learning in addition to providing faculty with the right resources to work with all entities at the institution to achieve their common purpose, which is to provide students with a transformational education.

Data and Key Findings
In order to obtain necessary data, interviews were conducted with three Marquette University faculty members, two focus groups were conducted each with 6-12 students, and a survey was distributed to a random sample of full and part-time faculty members. After transcribing the interviews and focus groups, and analyzing survey results, the following common themes emerged:

- Lack of effective technology integration
- Not all adjunct, tenure and teaching assistants receive or respond to communication from the CTL
- Need for programs tailored toward specific college needs
- Change the stigma of the CTL from remedial to innovative
- Lack of faculty incentive to utilize the CTL
**Recommendations**
After a thorough analysis of the above data, the following recommendations were made:

- Create a platform on the CTL website that allows for online interaction between a faculty member and a CTL member staff
- Create a “How do I” page
- Significant need for the CTL to break through the noise by using traditional and creative approaches to target specific college needs.
- Penetrate different colleges and programs- have teachers from other programs, colleges at Marquette University or other institutions run seminars with the attendance of their colleagues
- Engage and retain incoming faculty and junior faculty about CTL services (with potential to retain this demographic during an orientation event)
- Provide information and training of emerging technologies, especially in the beginning of the year

**Conclusion**
The Center for Teaching and Learning has evolved throughout the years; however, with the possible implementation of the recommendations listed in the following report, the CTL can enhance its image and maximize utilization of its services to benefit Marquette University faculty and staff, and its students.