

CSU Technology Metrics Questionnaire
Faculty-Winter/Spring 2002-2/8/02-5/15/02

Good [morning, afternoon, evening,] may I please speak with [name inserted]? Hello, my name is _____ and I am calling from the SBRI Survey Lab at California State University, San Marcos. And I'm calling on behalf of the CSU Chancellor's office.

We are conducting a survey of CSU faculty, staff, and students on issues related to the availability and use of various technologies. The data from this survey will be used to help address the technological needs of the faculty, staff, and students in the CSU system.

Let me assure you that your participation is voluntary, and that the answers you give will be kept strictly confidential. I am also required to let you know that this phone call may be monitored by my supervisor for quality control purposes. The interview should take about 20 minutes, and will include questions pertaining to use of technology in the classroom, use of on-line resources, administrative information systems, technical support and training. May we begin?

Job Status

<QJOB4> How long in years and months have you worked at [name of campus]?

<QJOB5> Which of the following best describes your tenure status?

1. Tenure Track, Tenured
2. Tenure Track, but Not Tenured
3. Not Tenure Track

8. DON'T KNOW
9. REFUSED

<QJOB6> What is your academic rank?

1. Professor
2. Associate Professor
3. Assistant Professor
4. Lecturer

8. DON'T KNOW
9. REFUSED

Global Questions

<TGLOB1> Now I would like to ask you a series of questions about your perceptions and attitudes toward the computing and network resources available to you.

<QGLOB1> First, we'd like your general impression of computing and network resources at the CSU campuses. Using a scale from zero to ten, where zero means your computing and network resources are much lower and ten means your computing and network resources are much higher, how do you think your computing and network resources compare to those at other CSU campuses?

98. DON'T KNOW
99. REFUSE

<QGLOB2> Using a scale of zero to ten, where zero equals not at all important and ten equals extremely important, how important would you say computing and network resources are to you in completing your work?

98. DON'T KNOW
99. REFUSE

<QGLOB3> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals extremely satisfied, overall, how would you rate your satisfaction with the computing and technology resources available to you?

98. DON'T KNOW

99. REFUSE

<QGLOB4> Are you aware of any efforts to improve computing and network resources on your campus in the last two years?

1. YES

2. NO [SKIP TO Q4A9]

8. DON'T KNOW [SKIP TO Q4A9]

9. REFUSED [SKIP TO Q4A9]

<QGLOB5> Using a scale of zero to ten, where zero equals no improvement at all and ten equals extremely improved, how much would you say these efforts to improve computing and network resources on your campus have improved your work conditions?

98. DON'T KNOW

99. REFUSED

<Q4A9> Using a scale of zero to ten, where zero equals not at all knowledgeable, and ten equals extremely knowledgeable, how would you rate your knowledge in the use of computer hardware and software you believe are important to your own teaching and research activities?

98. DON'T KNOW

99. REFUSE

**Initiative 1A [Faculty]

Policy

<Q1A8> Using a scale of zero to ten, where zero equals not at all well and ten equals extremely well, how well does your department prepare students in your discipline for the technology skills they will need at graduation?

98. DON'T KNOW

99. REFUSE

<Q1A9> Using a scale of zero to ten, where zero equals not at all important and ten equals extremely important, how important do you believe it is for your department to have a formal plan for integrating technology into the curriculum for majors?

98. DON'T KNOW

99. REFUSE

<Q1A10> Using the same scale, how important do you believe it is for your campus to require information competency - that is, the ability to access, analyze, and present information using computing and network technologies - of all undergraduates?

98. DON'T KNOW

99. REFUSE

<Q1A11> Using the same scale, how important do you believe it is for your campus to require all students to have unlimited access, both on and off campus, to a computer?

98. DON'T KNOW

99. REFUSE

<Q1A12> How important do you believe it is for your campus to require all students to have unlimited access, both on and off campus, to the campus network?

98. DON'T KNOW

99. REFUSE

<Q1A14> How important do you believe it is for your campus to provide incentives, for example, release time, or extra compensation for faculty to participate in the development of technology-mediated resources for teaching or learning?

98. DON'T KNOW

99. REFUSE

<Q1A15> How important do you believe it is for your campus to have a formal policy regarding ownership of web-based and other technology-mediated teaching and learning resources developed by faculty?

98. DON'T KNOW

99. REFUSE

<Q4B5b> How important do you believe it is for your campus to assist faculty to integrate technology into instruction?

98. DON'T KNOW

99. REFUSE

****Initiative 4A: Faculty/Staff/Students**

General Computer Use

<T4A0> Now I would like to ask you a series of questions about your experiences with computers.

<QUSE1> How often do you use a computer, for any purpose?

1. Almost every day
2. Weekly
3. Monthly
4. At least once a semester or quarter
5. Almost never
6. Never [SKIPTO Q4A11]

8. DON'T KNOW [SKIPTO Q4A11]
9. REFUSE [SKIPTO Q4A11]

Workstation

<T4A1> The rest of the questions in this section are about your experiences with university-provided computer hardware and software on campus.

<Q4A1> Do you have access to a university-provided computer workstation to complete your work?

1. YES
2. NO [SKIP TO <T4B1>]

8. DON'T KNOW [SKIP TO <T4B1>]
9. REFUSE [SKIP TO <T4B1>]

<Q4A1c> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with the university-provided computer workstation available to you?

-
98. DON'T KNOW
 99. REFUSE

<Q4A2> Do you have access to university-provided computer software you need to complete your work?

1. YES
2. NO [SKIP TO <Q4A3>]

8. DON'T KNOW [SKIP TO <Q4A3>]
9. REFUSE [SKIP TO <Q4A3>]

<Q4A2c> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with the university-provided software available to you?

-
98. DON'T KNOW
 99. REFUSE

<Q4A3> Do you have access to help on campus to set up, upgrade, maintain, or repair a university-provided computer or computer equipment?

1. YES
2. NO [SKIP TO <Q4B5C>]

8. DON'T KNOW [SKIP TO <Q4B5C>]
9. REFUSE [SKIP TO <Q4B5C>]

<Q4A3b> Have you received assistance from the campus with installation, upgrading, or maintenance of a university-provided computer and/or computing equipment?

1. YES
2. NO [SKIP TO <Q4B5C>]

8. DON'T KNOW [SKIP TO <Q4B5C>]
9. REFUSE [SKIP TO <Q4B5C>]

<Q4A3c> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with this service?

-
98. DON'T KNOW
 99. REFUSE

<Q4B5c> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with how often your computer workstation is upgraded or replaced?

98. DON'T KNOW

99. REFUSE

****Initiative 4B: Faculty/Staff/Students**

Connectivity

<T4B1> This next set of questions is about your use of, and satisfaction with, online information services.

<Q4B1a> Have you used campus e-mail services or campus access to the Internet, including the World Wide Web?

1. YES
2. NO [SKIP TO <Q4B3a>]

8. DON'T KNOW [SKIP TO <Q4B3a>]
9. REFUSE [SKIP TO <Q4B3a>]

<Q4B1b> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with campus e-mail services or campus access to the Internet?

98. DON'T KNOW

99. REFUSE

<Q4B3a> Have you accessed your campus network from off-campus, dialing directly to a campus number with a modem, cable, DSL, ISDN, or an Internet service provider?

1. YES
2. NO [SKIP TO <T4A4>]

8. DON'T KNOW [SKIP TO <T4A4>]
9. REFUSE [SKIP TO <T4A4>]

<Q4B3b> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with access to your campus network from off-campus, dialing directly to a campus number with a modem, cable, DSL, ISDN, or an Internet service provider?

-
98. DON'T KNOW
 99. REFUSE

Equipment

<T4A4> Now I would like to ask you about your satisfaction with various forms of equipment.

[ASK IF <Q4A1> = 1, ELSE SKIP TO <Q4A11>]

<Q4A10a> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with the working order and capabilities of the computer equipment you use at the university?

-
98. DON'T KNOW
 99. REFUSE

<Q4A10b> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with the working order and capabilities of the network equipment you use at the university?

-
98. DON'T KNOW
 99. REFUSE

<Q4A11> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with the working order and capabilities of the telephone equipment you use at the university?

-
- 98. DON'T KNOW
 - 99. REFUSE

<Q4A12> Using the same scale, how would you rate your satisfaction with the working order and capabilities of the video conferencing equipment you use at the university?

-
- 97. HAVE NEVER USED
 - 98. DON'T KNOW
 - 99. REFUSE

****Initiative 1D [Faculty/Students]**

On-line Resources

[IF QUSE1 > 5 SKIP TO Q1A0]

<T1D> Now I'd like ask you about your use of online information systems and resources.

<Q11D1> Do you use electronic information resources such as online interlibrary loan, online database searches, or online catalogs?

- 1. YES
- 2. NO [SKIP TO Q3A1a]

- 7. NOT APPLICABLE [SKIP TO Q3A1a]
- 8. DON'T KNOW [SKIP TO Q3A1a]
- 9. REFUSE [SKIP TO Q3A1a]

<Q1D1a> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with the quality of the electronic information resources?

-
- 98. DON'T KNOW
 - 99. REFUSE

<Q1D1b> Using the same scale, how would you rate your satisfaction with the quantity of the electronic library resources through your campus library?

-
- 98. DON'T KNOW
 - 99. REFUSE

<Q1D1c> Using the same scale, how would you rate your satisfaction with the ease of use of the electronic library resources through your campus library?

-
- 98. DON'T KNOW
 - 99. REFUSE

****Initiative 3A [Faculty/Students]**

Administrative Information Systems

<Q3A1a> Do you use your campus online information system to get student records for the purpose of academic advisement?

- 1. YES
- 2. NO [SKIP TO <T4A2>]

- 7. NOT APPLICABLE [SKIP TO <T4A2>]
- 8. DON'T KNOW [SKIP TO <T4A2>]
- 9. REFUSE [SKIP TO <T4A2>]

<Q3A1b> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with online access to get student record information?

-
- 98. DON'T KNOW
 - 99. REFUSE

****Initiative 4A [Faculty/Students/Staff]**

Technical Support (General)

[IF Q4A1 > 1, SKIP TO T1A]

<T4A2> This series of questions deals with your experiences when you have problems or need assistance with your computer workstation, network, or software.

<Q4A5> Is technical help available to you if you have trouble with your university-provided computer after it has been installed?

1. YES
2. NO [SKIP TO <T4A3>]

8. DON'T KNOW [SKIP TO <T4A3>]
9. REFUSE [SKIP TO <T4A3>]

<Q4A5E2> In the last two years, have you received technical help to solve a problem with your university-provided computer?

1. YES
2. NO [SKIP TO <Q4A5E7>]

8. DON'T KNOW [SKIP TO <Q4A5E7>]
9. REFUSE [SKIP TO <Q4A5E7>]

<Q4A5E3> In the last two years, how often have you needed to receive technical help to solve a problem with your university-provided computer?

1. One to two times
2. Three to five times
3. Six to ten times
4. More than ten times

8. DON'T KNOW
9. REFUSE

<Q4A5E4> How often were the problems with your university-provided computer resolved to your satisfaction? Would you say . . .

1. All of the time
2. Most of the time
3. Some of the time
4. None of the time [SKIP TO <Q4A5E6>]

8. DON'T KNOW [SKIP TO <Q4A5E6>]
9. REFUSE [SKIP TO <Q4A5E6>]

<Q4A5E5> On a scale from zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how satisfied were you with the time it took to resolve the problem(s)?

-
98. DON'T KNOW
 99. REFUSE

<Q4A5E6> Was help provided by someone (employee or colleague) in your own unit or department?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

<Q4A5E7> On a scale from zero to ten, where zero equals not at all reliant and ten equals completely reliant, how reliant are you on technical support people to solve computer problems?

-
98. DON'T KNOW
 99. REFUSE

Training

<T4A3> In this next section I am going to ask you about your participation and satisfaction with computer training programs geared towards improving basic computing skills.

<Q4A7> Using a scale of zero to ten, where zero equals not at all important and ten equals extremely important, how important do you believe it is for your campus to offer training activities or programs such as self-paced training or workshops to help faculty improve basic computing skills, for example, word processing, spreadsheets, email, or web browsers?

98. DON'T KNOW

99. REFUSE

<Q4A8> Which of the following types of training programs have you participated in?

1. Computer-based training
3. A workshop
4. Other (specify) _____

8. DON'T KNOW [SKIP TO <T1A>]

9. REFUSE [SKIP TO <T1A>]

<Q4A8a> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, in general, how would you rate your satisfaction with the training programs you have participated in?

98. DON'T KNOW

99. REFUSE

**Initiative 1A [Faculty/Students]

Use of Technology in the Classroom (General)

<T1A> The next set of questions is about your use of technology in the classroom in the last two years.

<Q1A0> How many classes have you taught over the last two years, including the current term?

-
- 98. DON'T KNOW
 - 99. REFUSE

[IF Q1A0 = 0 SKIP TO QDEM1 OR IF QUSE1 > 5 SKIP TO QDEM1]

<Q1A1> Of these classes, how many did you teach totally or partially in a distributed/distance learning mode - that is, in a way that does not require you and your students to be present in the same place at the same time?

-
- 98. DON'T KNOW
 - 99. REFUSE

[IF Q1A1 = 0 SKIP TO Q1A3]

<Q1A2A> Of these classes, how many were taught totally or completely in this mode?

-
- 98. DON'T KNOW
 - 99. REFUSE

<Q1A3> Using a scale of zero to ten, where zero is not at all important and ten is extremely important, how important do you believe it is to provide students with access to electronic online course instruction at anytime, in any place?

-
- 98. DON'T KNOW
 - 99. REFUSE

Technologies

<Q1A5> Which of the following technologies have you required your students to use in completing assignments?

1. Computer
2. Campus Computer Network (e.g., Library information system, client-server applications)
3. World Wide Web and/or the Internet
4. Television (closed circuit, public broadcast, cable, satellite, video tapes)
5. Others (specify) _____

8. DON'T KNOW
9. REFUSED

Applications

[IF Q1A5 NE 1,2 OR 3 SKIP TO Q1A6_5]

<Q1A4> Which of the following computer software applications have you required your students to use in completing assignments?

1. Word processing programs (such as MS Word, or WordPerfect)
2. Spreadsheet programs (such as MS Excel, Lotus 1,2,3, or Quattro Pro)
3. Database programs (such as MS Access, Dbase, or Paradox)
4. Presentation programs (such as MS PowerPoint)
5. Graphics programs (such as Photoshop)

8. DON'T KNOW
9. REFUSED

Communications Tools

<Q1A6> Which of the following communications tools have you required your students to use in completing assignments?

1. E-mail
2. Chat rooms
3. Threaded discussions
4. Electronic bulletin boards
5. Video conferencing
6. Telephone conferencing
7. Other (specify) _____

8. DON'T KNOW
9. REFUSED

Tech-Mediated Resources

[IF Q1A5 NE 1,2 OR 3 SKIP TO QDEM1]

<Q1A7> Which of the following technology-mediated resources have you required your students to use in completing assignments?

1. Electronic data repositories (e.g., Lexus-Nexus)
2. Electronic library resources (e.g., on-line magazine/newspaper articles)
3. Computer-based instruction or tutorials (e.g., Interactive Math, language laboratory drills)
4. Computer-based simulations and/or animations
5. Information websites (e.g., collections of images, documents, audio clips)
6. Streaming video presentations
7. Specialized discipline-based software applications (e.g., statistical, CAD-CAM, graphic design)
8. Project or team-based activities employing information technologies (e.g., virtual United Nations, virtual companies)
9. Other (specify) _____

98. DON'T KNOW
99. REFUSED

Technologies

<Q1C3> How many classes have you taught over the last two years in which students were required to use email?

98. DON'T KNOW [SKIP TO Q1C1]

99. REFUSE [SKIP TO Q1C1]

[IF Q1C3 = 0 SKIP TO Q1C1]

<Q1C3b> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with the pedagogical effectiveness of requiring students to use email?

98. DON'T KNOW

99. REFUSE

<Q1C1> How many classes have you taught over the last two years in which you required students to use the Internet or Web?

98. DON'T KNOW [SKIP TO Q1C2]

99. REFUSE [SKIP TO Q1C2]

[IF Q1C1 = 0 SKIP TO Q1C123a]

<Q1C1b> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with the pedagogical effectiveness when requiring students to use the Internet or Web?

98. DON'T KNOW

99. REFUSE

<Q1C2> How many classes have you taught over the last two years in which class materials were posted on the web?

98. DON'T KNOW [SKIP TO Q1C123a]

99. REFUSE [SKIP TO Q1C123a]

[IF Q1C2 = 0 SKIP TO Q1C123a]

<Q1C2b> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with the pedagogical effectiveness of posting class materials on the web?

98. DON'T KNOW

99. REFUSE

[IF Q1C3, Q1C1, AND Q1C2 = 0 SKIP TO Q1C4]

<Q1C123a> Was technical support available to you for assistance with requiring students to use the Internet, Web, email, or with posting class materials on the web?

1. YES

2. NO [SKIP TO Q1C4]

8. DON'T KNOW [SKIP TO Q1C4]

9. REFUSED [SKIP TO Q1C4]

<Q1C123b> Have you used technical support for assistance with requiring students to use the Internet, Web, email, or with posting class materials on the web?

1. YES

2. NO [SKIP TO Q1C4]

8. DON'T KNOW [SKIP TO Q1C4]

9. REFUSED [SKIP TO Q1C4]

<Q1C123c> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with the technical support aspects of requiring students to use the Internet, Web, email, or with posting class materials on the web?

98. DON'T KNOW

99. REFUSE

<Q1C4> How many classes have you taught over the last two years in which any instruction was conducted in a computer classroom or lab?

98. DON'T KNOW [SKIP TO QDEM1]

99. REFUSE [SKIP TO QDEM1]

[IF Q1C4 = 0 SKIP TO QDEM1]

<Q1C4a> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with the technical support aspects of instructing in a computer classroom?

98. DON'T KNOW

99. REFUSE

<Q1C4b> Using the same scale, how would you rate your satisfaction with the pedagogical effectiveness of instructing in a computer classroom?

98. DON'T KNOW

99. REFUSE

Demographics

<QDEM1> For categorization purposes, can you please tell me the year in which you were born?

98. DON'T KNOW

99. REFUSE

<QCOM> Thank you for your time and participation. Do you have any comments you would like to add about the subjects we have covered today?

<QDEM2>

NOT ASKED OF RESPONDENT

Enter gender of the respondent.

1. FEMALE

2. MALE