

CSU Technology Metrics Questionnaire
Staff- Summer 2000~ 7/5/00-8/1/00

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. Could I please speak with [name inserted]?

We are conducting a survey of CSU staff, faculty 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 staff, faculty, 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 also am required to let you know that this phone call may be monitored by my supervisor for quality control purposes. The interview should take about 12-15 minutes. May we begin?

Job Status

<QJOB1> How many years and months have you worked at [name of campus]?

<QJOB2> How long in years and months have you worked in your current position at [name of campus] ?

<QJOB3> To which division of the university do you primarily report? Academic Affairs, Administration, or Student Services?

1. Academic Affairs
2. Administration
3. Student Services
4. Other (specify) _____

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.

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<QGLOB1> First, we'd like your general impression of computing and network resources at the CSU campuses. How do you think your computing and network resources compare to those at other 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 than 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 job tasks?

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

<QGLOB3> [0 = NOT AT ALL SATISFIED & 10 = COMPLETELY 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 TI4B1]

8. DON'T KNOW
9. REFUSED

<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

Initiative 4B: Faculty/Staff/Students

<TI4B1> This next set of questions is about your use of and satisfaction with online information services.

<QI4B1a> **Q12B** Have you used campus access to the Internet including the world wide web?

1. YES
2. NO [SKIPTO <QI4B2a>]

8. DON'T KNOW
9. REFUSE

<QI4B1b> Using a scale of 0-10, where 0 equals not at all satisfied and 10 equals completely satisfied, how would you rate your satisfaction with your campus access to the internet?

-
98. DON'T KNOW
 99. REFUSE

<QI4B2a> **Q13B** Have you used campus e-mail services?

1. YES

2. NO [SKIPTO <QI4B3a>]

8. DON'T KNOW

9. REFUSE

<QI4B2b> Using the same scale, how would you rate your satisfaction with your access to campus email services?

98. DON'T KNOW

99. REFUSE

<QI4B3a> **Q11bB** Have you used your campus network and information system from off-campus, using a modem, DSL, or ISDN?

1. YES

2. NO [SKIPTO <QI4B4a>]

8. DON'T KNOW

9. REFUSE

<QI4B3b> How would you rate your satisfaction with access to your campus network and information system from off-campus, dialing directly to a campus number with a modem, DSL, or ISDN, on a scale of 0-10, where 0 equals not at all satisfied, and 10 equals completely satisfied?

98. DON'T KNOW

99. REFUSE

<QI4B4a> **Q11cB** Have you used your campus network and information system from off-campus by connecting to some other internet service provider like AOL, CompuServe, or Earthlink?

1. YES
2. NO [SKIPTO <TI3B>]

8. DON'T KNOW
9. REFUSE

<QI4B4b> On a scale of 0-10, where 0 equals not at all satisfied, and 10 equals completely satisfied, How would you rate your satisfaction with your access to your campus network and information system from off-campus by connecting to some other Internet service provider?

-
98. DON'T KNOW
 99. REFUSE

Administrative Productivity and Quality

Initiative 3B: Staff Only

<TI3B> I'm going to ask you a series of questions related to your use of and satisfaction with the university's financial and human resources information systems.

<QI3B1> Do you access the university's financial information system that is, [SYSTEM1], for the completion of your job tasks?

1. YES
2. NO [SKIP TO <QI3B2>]

8. DON'T KNOW
9. REFUSED

<QI3B1a> 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's financial information system's availability or uptime?

- 98. DON'T KNOW
- 99. REFUSE

<QI3B1b> How would you rate your satisfaction with the university's financial information system's online processing response time, using the same scale?

- 98. DON'T KNOW
- 99. REFUSE

<QI3B2> Do you access the university's human resources or personnel information system that is, [SYSTEM2], for the completion of your job tasks?

- 1. YES
- 2. NO [SKIP TO <QI3B5>]

- 8. DON'T KNOW
- 9. REFUSED

<QI3B2a> How would you rate your satisfaction with the university's human resources information system's availability or uptime, using the same scale?

- 98. DON'T KNOW
- 99. REFUSE

<QI3B2b> How would you rate your satisfaction with the university's human resources information system's online processing response time, using the same scale?

- 98. DON'T KNOW
- 99. REFUSE

Personal Productivity

Initiative 4A: Faculty/Staff/Students

<TI4A1> Now I would like to ask you a series of questions about your experiences with computer hardware and software on campus.

<QI4A1> Do you have access to a computer workstation to complete your job tasks?

1. YES
2. NO [SKIPTO <TI4A9>]

8. DON'T KNOW [SKIPTO <TI4A9>]
9. REFUSE [SKIPTO <TI4A9>]

<QI4A1c> 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 computer workstation available to you?

-
98. DON'T KNOW
 99. REFUSE

<QI4A2> Do you have access to the computer software you need to complete your job tasks?

1. YES
2. NO [SKIPTO <QI4A3>]

8. DON'T KNOW [SKIPTO <QI4A3>]
9. REFUSE [SKIPTO <QI4A3>]

<QI4A2c> How would you rate your satisfaction with the software available to you, using the same scale?

-
98. DON'T KNOW
 99. REFUSE

<QI4A3> Do you have access to help on campus to set up, upgrade, maintain, or repair a computer or computer equipment?

1. YES
2. NO [SKIPTO <QI4A4>]

8. DON'T KNOW
9. REFUSE

<QI4A3b> Have you requested help on campus to set up, upgrade, maintain, or repair a computer or computer equipment?

1. YES
2. NO [SKIP TO <QI4A4>]

8. DON'T KNOW
9. REFUSE

<QI4A3c> How would you rate your satisfaction with the quality of work performed, using the same scale?

-
98. DON'T KNOW
 99. REFUSE

<QI4A3d> How would you rate your satisfaction with the way your request was handled, using the same scale?

-
98. DON'T KNOW
 99. REFUSE

<QI4A4> Do you have access to help on campus to install, upgrade, or maintain software?

1. YES
2. NO [SKIPTO <TI4A2>]

8. DON'T KNOW
9. REFUSE

<QI4A4b> Have you received assistance from the campus with installation, upgrading, or maintenance of software?

1. YES

2. NO [SKIPTO TI4A2>]

8. DON'T KNOW

9. REFUSE

<QI4A4c> How would you rate your satisfaction with the quality of work performed, using the same scale?

98. DON'T KNOW

99. REFUSE

<QI4A4d> How would you rate your satisfaction with the way your request was handled, using the same scale?

98. DON'T KNOW

99. REFUSE

Help

<TI4A2> This series of questions deals with your experiences when you have problems or need assistance with your computer workstation, network, or software.

<QI4A5> Do you have access to help if you have trouble with your computer after it has been installed?

1. YES

2. NO [SKIP TO <TI4A3>]

8. DON'T KNOW

9. REFUSE

<QI4A5a> Is this service provided through your campus?

1. YES

2. NO [SKIP TO <TI4A3>]

8. DON'T KNOW

9. REFUSE

<QI4A5b> Which of the following types of campus services do you have access to if you have trouble with your computer?

1. A telephone call center
2. A campus walk-in help desk
3. Email or web site access to a campus help desk

8. DON'T KNOW
9. REFUSE

[ASK IF <QI4A5b> = 1, ELSE SKIP TO <TI4A5c>]

<TI4A5b> Now I have a few questions about the telephone call center...

<QI4A5b2> Is this seven-day, 24-hour access to a telephone call center?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

<QI4A5b3> Have you received assistance from the telephone call center when you experienced problems with your computer or software?

1. YES
2. NO [SKIP TO <TI4A5c>]

8. DON'T KNOW
9. REFUSE

<QI4A5b4> Generally speaking, was the person who received your request able to solve your problem(s)?

1. YES [SKIP TO <QI4A5b7>]
2. NO

8. DON'T KNOW
9. REFUSE

<QI4A5b5> Have you been referred to someone else to help you solve your problem(s)?

1. YES
2. NO [SKIP TO <QI4A5b7>]

8. DON'T KNOW
9. REFUSE

<QI4A5b6> Generally speaking, was this person able to help you solve your problem(s)?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

<QI4A5b7> 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 way your request(s) for assistance have been handled by the telephone call center?

-
98. DON'T KNOW
 99. REFUSE

<QI4A5b8> How would you rate your satisfaction with the amount of time it took to resolve the problem(s), using the same scale?

-
98. DON'T KNOW
 99. REFUSE

[ASK IF <QI4A5b> = 2, ELSE SKIP TO <TI4A5d>]

<TI4A5c> Next I have a few questions about the campus walk-in help desk...

<QI4A5c2> How many days per week is this campus walk-in help desk open?

-
8. DON'T KNOW
 9. REFUSE

<QI4A5c3> On average, how many hours per day is this campus walk-in help desk open?

-
888. DON'T KNOW

999. REFUSE

<QI4A5c4> Have you received assistance from the campus walk-in help desk when you experienced problems with your computer or software?

1. YES
2. NO [SKIP TO <TI4A5d>]

8. DON'T KNOW
9. REFUSE

<QI4A5c5> Generally speaking, was the person who received your request able to solve your problem(s)?

1. YES [SKIP TO <QI4A5c8>]
2. NO
8. DON'T KNOW
9. REFUSE

<QI4A5c6> Have you been referred to someone else to help you solve your problem(s)?

1. YES
2. NO [SKIP TO <QI4A5c8>]

8. DON'T KNOW
9. REFUSE

<QI4A5c7> Generally speaking, was this person able to help you solve your problem(s)?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

<QI4A5c8> How would you rate your satisfaction with the way your request(s) for assistance have been handled by the campus help desk, using the same scale?

-
98. DON'T KNOW
 99. REFUSE

<QI4A5c9> How would you rate your satisfaction with the amount of time it took to resolve the problem(s), using the same scale?

-
98. DON'T KNOW
 99. REFUSE

[ASK IF <QI4A5b> = 3, ELSE SKIP TO <<TI4A3>]

<TI4A5d> Now I have a few questions about using e-mail or a web site to access the campus help desk...

<QI4A5d2> Have you received assistance from e-mail or a web site when you experienced a problem with your computer or software?

1. YES
2. NO [SKIP TO <TI4A3>]

8. DON'T KNOW
9. REFUSE

<QI4A5d3> Generally speaking, was the person who received your request able to solve your problem?

1. YES [SKIP TO <QI4A5d6>]
2. NO

8. DON'T KNOW
9. REFUSE

<QI4A5d4> Have you been referred to someone else to help you solve your problem(s)?

1. YES
2. NO [SKIP TO <QI4A5d6>]

8. DON'T KNOW
9. REFUSE

<QI4A5d5> Generally speaking, was this person able to help you solve your problem?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

<QI4A5d6> How would you rate your satisfaction with the way your request(s) for assistance was handled by e-mail or a web site, using the same scale?

98. DON'T KNOW
99. REFUSE

<QI4A5d7> How would you rate your satisfaction with the amount of time it took to resolve the problem(s), using the same scale?

98. DON'T KNOW
99. REFUSE

Replacement and Repair

<TI4A3> Now I have a few more questions about your experiences when you have encountered computer problems, but this time I will ask you specifically about replacement, then repair.

<QI4A6> Has your campus workstation, including peripherals, required replacement?

1. YES
2. NO [SKIP TO <QI4A7>]

8. DON'T KNOW
9. REFUSE

<QI4A6a> How would you rate your satisfaction with the way your request for replacement was handled, using the same scale?

98. DON'T KNOW
99. REFUSE

<QI4A6b> Has your campus workstation, including peripherals, required repair?

1. YES
2. NO [SKIP TO <TI4A4>]

8. DON'T KNOW
9. REFUSE

<QI4A7a> How would you rate your satisfaction with the way your request for repair was handled, using the same scale?

-
98. DON'T KNOW
 99. REFUSE

Training

<TI4A4> 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.

<QI4A8> Does your campus offer training activities or programs such as self-paced training or workshops to help staff improve basic computing skills (e.g., word processing, spreadsheets, email, web browsers)?

1. YES
2. NO [SKIP TO <TI4A9>]

8. DON'T KNOW
9. REFUSE

<QI4A8a> Which of the following types of training programs have you participated in?

1. Computer-based training
2. Video-taped training
3. A workshop
4. Other (specify)

8. DON'T KNOW
9. REFUSE

[ASK IF <QI4A8a> = 1, ELSE SKIP TO <QI4A8a2>]

<QI4A8a1> 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 computer-based training

program?

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

[ASK IF <QI4A8a> = 2, ELSE SKIP TO <QI4A8a3>]

<QI4A8a2> How would you rate your satisfaction with the video-taped training program, using the same scale?

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

[ASK IF <QI4A8a> = 3, ELSE SKIP TO <QI4A8a4>]

<QI4A8a3> How would you rate your satisfaction with the workshop training program, using the same scale?

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

[ASK IF <QI4A8a> = 4, ELSE SKIP TO <TI4A9>]

<QI4A8a4> How would you rate your satisfaction with the other training program, again using the same scale?

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

Equipment

<TI4A9> Now I would like to ask you about your satisfaction with various forms of equipment.

[ASK IF <QI4A1> = 1, ELSE SKIP TO <QI4A9b>]

<QI4A9a> How would you rate your satisfaction with the working order and capabilities of the computing and network equipment you use at the university, using the same scale?

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

<QI4A9b> How would you rate your satisfaction with the working order and capabilities of the telephone equipment you use at the university, using the same scale?

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

<QI4A9c> How would you rate your satisfaction with the working order and capabilities of the video conferencing equipment you use at the university, using the same scale?

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

Personal Purchase

<TI4A5> The next few questions are about your purchase of computers for personal use.

<QI4A10> Do you have access to a program that enables you to purchase computers and some peripherals, such as printers and zip drives, at discount prices?

- 1. YES
- 2. NO [SKIPTO <QDEM1>]

- 8. DON'T KNOW
- 9. REFUSE

<QI4A10b> Have you personally made a computer hardware purchase through this program?

- 1. YES
- 2. NO [SKIPTO <QDEM1>]

- 8. DON'T KNOW
- 9. REFUSE

<QI4A10c> How would you rate your satisfaction with the way your purchase request was

handled, using the same scale?

98. DON'T KNOW
99. REFUSE

<QI4A10d> How would you rate your satisfaction with the equipment you purchased through the CSU computer discount program, using the same scale?

98. DON'T KNOW
99. REFUSE

<QDEM1> For categorization purposes, can you 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