

CSU Technology Metrics Questionnaire  
Staff-Summer 2002-5/27/02-7/19/02

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. May 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 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 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.

<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. REFUSED

<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 network resources available to you?

\_\_\_\_\_

- 98. DON'T KNOW
- 99. REFUSED

<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 work?

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

### **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 Q4A9b]
  
- 8. DON'T KNOW [SKIPTO Q4A9b]
- 9. REFUSED [SKIPTO Q4A9b]

## 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. REFUSED [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. REFUSED

<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. REFUSED [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. REFUSED

<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. REFUSED [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. REFUSED [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. REFUSED

<Q4B5c> Using the same scale, how would you rate your satisfaction with how often your computer workstation is upgraded or replaced?

- 
98. DON'T KNOW
  99. REFUSED

## Connectivity

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

<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?

1. YES
2. NO [SKIP TO <Q4B2a>]
  
8. DON'T KNOW [SKIP TO <Q4B2a>]
9. REFUSED [SKIP TO <Q4B2a>]

<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?

- 
98. DON'T KNOW
  99. REFUSED

<Q4B2a> Have you used 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. REFUSED [SKIP TO <Q4B3a>]

<Q4B2b> 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 access to the Internet?

- 
98. DON'T KNOW
  99. REFUSED

<Q4B3a> Have you accessed your campus network from off-campus?

1. YES
2. NO [SKIP TO <T4A10>]
  
8. DON'T KNOW [SKIP TO <T4A10>]
9. REFUSED [SKIP TO <T4A10>]

<Q4B3mode> When you access your campus network from off-campus do you typically connect:

1. by dialing directly to a campus number with a modem,
2. by cable
3. by DSL
4. by ISDN, or by
5. an Internet service provider

8. DON'T KNOW
9. REFUSED

<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?

- 
98. DON'T KNOW
  99. REFUSED

## Equipment

<T4A10> Now I would like to ask you about your satisfaction with various forms of equipment.

[ASK IF <Q4A1> = 1, ELSE SKIP TO <Q4A9b>]

<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. REFUSED

<Q4A9b> Using the same scale, 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. REFUSED

<Q4A9c> 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. DO NOT USE VIDEOCONFERENCING EQUIPMENT

98. DON'T KNOW

99. REFUSED

[IF QUSE1 \$ 6, SKIP TO QDEM1]

## Administrative Information Systems

### Initiative 3B: Staff Only

<T3B> I'm going to ask you a series of questions related to your use of and satisfaction with the university's financial, human resources, and student administration information systems.

<Q3B1> Do you use the university's financial information system for completing your job tasks?

1. YES
2. NO [SKIP TO <Q3B2>]
  
8. DON'T KNOW [SKIP TO <Q3B2>]
9. REFUSED [SKIP TO <Q3B2>]

<Q3B1ps> Is the system you are using the CMS/PeopleSoft financial information system?

1. YES
2. NO
  
8. DON'T KNOW
9. REFUSED

<Q3B1c> 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 for performing your job tasks in terms of *how easy it is to use*?

- 
98. DON'T KNOW
  99. REFUSED

<Q3B1d> Using the same scale, how would you rate your satisfaction with the university's financial information system for performing your job tasks in terms of *the quality of information that it provides?*

\_\_\_\_\_

- 98. DON'T KNOW
- 99. REFUSED

<Q3B1b> Using the same scale, how would you rate your satisfaction with the *speed or response time* of the university's financial information system?

\_\_\_\_\_

- 98. DON'T KNOW
- 99. REFUSED

<Q3B2> Do you use the university's human resources information system for completing your job tasks?

- 1. YES
- 2. NO [SKIP TO <Q3B3>]

- 8. DON'T KNOW [SKIP TO <Q3B3>]
- 9. REFUSED [SKIP TO <Q3B3>]

<Q3B2ps> Is the system you are using the CMS/PeopleSoft human resources information system?

- 1. YES
- 2. NO
  
- 8. DON'T KNOW
- 9. REFUSED

<Q3B2c> 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 human resources information system for performing your job tasks in terms of *how easy it is to use*?

\_\_\_\_\_

- 98. DON'T KNOW
- 99. REFUSED

<Q3B2d> Using the same scale, how would you rate your satisfaction with the university's human resources information system for performing your job tasks in terms of *the quality of information that it provides*?

\_\_\_\_\_

- 98. DON'T KNOW
- 99. REFUSED

<Q3B2b> Using the same scale, how would you rate your satisfaction with the *speed or response time* of the university's human resources information system?

\_\_\_\_\_

- 98. DON'T KNOW
- 99. REFUSED

<Q3B3> Do you use the university's student administration information system for completing your job tasks?

- 1. YES
- 2. NO [SKIP TO <T4A2>]
  
- 8. DON'T KNOW [SKIP TO <T4A2>]
- 9. REFUSED [SKIP TO <T4A2>]

<Q3B3ps> Is the system you are using the CMS/PeopleSoft student administration information system?

1. YES
2. NO
  
8. DON'T KNOW
9. REFUSED

<Q3B3c> 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 student administration information system for performing your job tasks in terms of *how easy it is to use*?

\_\_\_\_\_

98. DON'T KNOW
99. REFUSED

<Q3B3d> Using the same scale, how would you rate your satisfaction with the university's student administration information system for performing your job tasks in terms of *the quality of information that it provides*?

\_\_\_\_\_

98. DON'T KNOW
99. REFUSED

<Q3B3b> Using the same scale, how would you rate your satisfaction with the *speed or response time* of the university's student administration information system?

\_\_\_\_\_

98. DON'T KNOW
99. REFUSED

**Technical Support (General)**

[IF Q4A1 > 1, SKIP TO T4A4]

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

<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. REFUSED [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? Would you say...

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. REFUSED

<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. REFUSED [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. REFUSED

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

1. YES
2. NO
  
8. DON'T KNOW
9. REFUSED

<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. REFUSED

## Training

<T4A4> In this next section I am going to ask you about your participation and satisfaction with computer training programs geared toward improving basic computing skills. None of these questions involve any CMS/PeopleSoft training you may have received.

<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 programs or activities such as self-paced training or workshops to help staff improve basic computing skills, for example, word processing, spreadsheets, email, or web browsers?

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98. DON'T KNOW

99. REFUSED

<Q4A8a> Which of the following types of training programs or activities have you participated in?

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

8. DON'T KNOW [SKIP TO <QDEM1>]

9. REFUSED [SKIP TO <QDEM1>]

<Q4A8a1> 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 or activities you have participated in?

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98. DON'T KNOW

99. REFUSED

## Demographics

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

\_\_\_\_\_

98. DON'T KNOW

99. REFUSED

<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