

CSU Technology Metrics Questionnaire  
Staff- 2006

Hello, my name is \_\_\_\_\_ and I am calling from the SBRI Survey Lab at California State University, San Marcos. 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 10-12 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? [F5 HELP SCREEN: Computing and network resources - Computer hardware, software and connections.]

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- 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

<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

## Workstation

<T4A1> 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? [F-5 HELP SCREEN: Computer Workstation = computer.]

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

<QCOMP> Is your university-provided computer [F5 HELP SCREEN: A docking station is a platform into which you can install a portable/laptop computer. Once inserted in a docking station, the portable computer essentially becomes a desktop computer. When it is taken out, it becomes a portable or laptop computer again.]

1. a desktop computer,
2. a laptop computer,
3. or do you have both, a desktop and a laptop?
4. LAPTOP WITH A DOCKING STATION
  
8. DON'T KNOW
9. 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? [F-5 HELP SCREEN: Any one of these conditions qualifies for a "Yes" response.]

- 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? [F-5 HELP SCREEN: Computer Workstation = computer.]

- 
- 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, systems, and equipment.

<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 your campus e-mail services?

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

<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 your campus access to the Internet?

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

<Q4B3a> Have you accessed your campus network from home using a modem, cable, DSL, or ISDN? [F-5 HELP SCREEN: DSL - Digital Subscriber Line Internet access at about 50x faster than a 28.8 modem. Uses your existing line, but also allows you to use your traditional phone at the same time. ISDN - Integrated Services Digital Network 4-5x faster than normal 28.8 lines. Allows for networking across the internet.]

- 1. YES
- 2. NO [SKIP TO <QWIRL1>]
  
- 8. DON'T KNOW [SKIP TO <QWIRL1>]
- 9. REFUSED [SKIP TO <QWIRL1>]

<QDSL> Do you have cable or DSL access at home? [F-5 HELP SCREEN: We are interested in knowing if you have a high-speed connection.]

1. YES
2. NO
  
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 home using a modem, cable, DSL, or ISDN? [F-5 HELP SCREEN: DSL - Digital Subscriber Line Internet access at about 50x faster than a 28.8 modem. Uses your existing line, but also allows you to use your traditional phone at the same time. ISDN - Integrated Services Digital Network 4-5x faster than normal 28.8 lines. Allows for networking across the internet.]

- 
98. DON'T KNOW
  99. REFUSED

<QWIRL1> Does your campus provide wireless access to your campus network?

1. YES
2. NO [SKIP TO <Q4A9c>]
  
8. DON'T KNOW [SKIP TO < Q4A9c>]
9. REFUSED [SKIP TO < Q4A9c>]

<QWIRL2> Do you use the campus wireless network?

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

<QWIRL3> Using the same scale, how would you rate your satisfaction with using your campus wireless network? [F5 HELP: Interviewer: If the respondent has not used or has not tried using the wireless network and they are confused with the question, choose "97. Have Never Used". If they have tried using the service at least once ask them to rate their satisfaction with trying the service.]

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

### **Implementation of Web in Offices/Departments**

<TWEB> Next I have some questions about the use of office or department web pages by you, your co-workers and the people who interact with you. When I refer to office or department web pages, I'll be talking about pages that have content specific to your office or job function – not the main web page for the university or your university division.

<QWEB1> How often do you use web pages or the Internet to access information or resources that you use to do your job? Would you say...

- 1. Every day,
- 2. Most days,
- 3. At least once a week,
- 4. At least once a month,
- 5. Less than once a month, or
- 6. Never?
  
- 8. DON'T KNOW
- 9. REFUSED

<QWEB2> Does your office or department have a web page that is used to access information about your office, or to do business with your office?

- 1. YES
- 2. NO [SKIPTO <T3B>]
  
- 8. DON'T KNOW [SKIPTO <T3B>]
- 9. REFUSED [SKIPTO <T3B>]

<QWEB3> How often do you use your office or department web page to accomplish tasks that are part of your work? Would you say...

1. Every day,
2. Most days,
3. At least once a week,
- At least once a month,
5. Less than once a month, or
6. Never? [SKIPTO <QWEB5>]
  
8. DON'T KNOW [SKIPTO <QWEB5>]
9. REFUSED [SKIPTO <QWEB5>]

<QWEB4> Using a scale of zero to ten, where zero equals not at all useful and ten equals extremely useful, how would you rate the usefulness of your office's web page, for helping you and others access information and complete tasks?

- 
98. DON'T KNOW
  99. REFUSED

<QWEB5> Who is responsible for updating and maintaining the information on your office's web site? Would it be...

[CHOOSE ALL THAT APPLY]

1. Managers or administrators in the office,
2. Staff members of the office,
3. Faculty members,
4. Campus IT staff,
5. Student employees, or
6. An off-campus contractor.
  
8. DON'T KNOW
9. REFUSED

<QWEB6> Are you one of the people responsible for updating or maintaining your office's web site?

1. YES
2. NO [SKIPTO <T3B>]
  
8. DON'T KNOW [SKIPTO <T3B>]
9. REFUSED [SKIPTO <T3B>]

<QWEB7> As part of your job, did you receive training on how to design and maintain a web site?

1. YES
2. NO [SKIPTO <T3B>]
  
8. DON'T KNOW [SKIPTO <T3B>]
9. REFUSED [SKIPTO <T3B>]

<QWEB8> 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 training you received for web site design and maintenance?

- 
98. DON'T KNOW
  99. REFUSED

## **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? [F5 HELP SCREEN: Financial Information System is the campus based computer system used to access departmental budget or account information. Examples may include: PeopleSoft, Oracle Financials, FAS, FRS, or Banner.]

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? [F5 HELP SCREEN: CMS stands for Computer Management System. Financial Information System is the campus based computer system used to access departmental budget or account information.]

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? [F5 HELP SCREEN: Human Resources Information System is the system you would use to access human resource information. Examples may include: PeopleSoft, HRS, FRS, Oracle, PIMS, or Banner.]

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? [F5 HELP SCREEN: Student Administration Information System is the system you would use to access student records.]

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

### **CMS/PeopleSoft Training Questions**

[IF Q3B1ps > 1 and Q3B2ps > 1 and Q3B3p2 > 1, SKIPTO T4A2]

<T3BPS> A few moments ago you indicated that you use your campus' PeopleSoft information system for [insert "Human Resources," "Financial Information," and/or "Student Information"].

The next few questions are about training or help you may have received related to that/those system(s).

<Q3BPS1> Did you receive any training or help for your use of the PeopleSoft information system?

- 1. YES
- 2. NO [SKIP TO <Q3BPS6>]
  
- 8. DON'T KNOW [SKIP TO < Q3BPS6>]
- 9. REFUSED [SKIP TO < Q3BPS6>]

<Q3BPS2> How many hours of training did you receive?

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

<Q3BPS3> Which of the following types training or help formats did you utilize as you were learning to use the PeopleSoft system? Did you use...

- 1. Self-paced, computer-based instruction [CD's, DVD's or on-line tutorials],
- 2. Group instruction at your campus,
- 3. Group instruction at another campus or the Chancellor's Office,
- 4. Phone calls or e-mails to campus tech support,
- 5. Phone or e-mail exchanges with other users,
- 6. Face-to-face, one-on-one training or help,
- 7. Or was there some other way you received training or help? [SPECIFY:]
  
- 8. DON'T KNOW
- 9. REFUSED

[IF Q3BPS3 = 1,2, OR 3, ASK]

<Q3BPS4> Using a scale of zero to ten, where zero equals not at all useful and ten equals extremely useful, how would you rate the usefulness of the structured training you received for your campus' PeopleSoft information system?

---

98. DON'T KNOW

99. REFUSED

[IF Q3BPS3 = 4,5, OR 6, ASK]

<Q3BPS5> Using a scale of zero to ten, where zero equals not at all useful and ten equals extremely useful, how would you rate the usefulness of the INFORMAL HELP you received for your campus' PeopleSoft information system?

---

98. DON'T KNOW

99. REFUSED

[SKIPTO T4A2]

<Q3BPS6> What source of information do you rely on when you need help with the PeopleSoft information system? Would you say you use...

1. Help menus and tutorials that are built into the system,
2. Personal assistance by tech support people as needed,
3. Help from your colleagues,
4. Or is there some other way you receive help? [SPECIFY:]

8. DON'T KNOW

9. REFUSED

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

**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 an 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 and please do not include any classes you might have taken for college credit.

<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?

- 
98. DON'T KNOW
  99. REFUSED

<Q4A8a> Which of the following types of training programs or activities have you participated in? [F5 HELP SCREEN: Computer-based training is technical training on any subject delivered from a computer platform, like a CD-Rom or web-based training. Workshops may include classes, but only if not taken for college credit.]

1. Computer-based training
3. A workshop
4. Other (specify)
  
8. DON'T KNOW [SKIP TO <QEND>]
9. REFUSED [SKIP TO <QEND>]

<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?

- 
98. DON'T KNOW
  99. REFUSED

<QCONTIN> Most of the CSU campuses have a contingency plan for how the campus would operate in the event of various types of natural or man-made disasters. How much of the work that you do in you job on campus could be done using computers, telephones and mail services you have available at home? Would you say...

1. Almost all (of your work),
2. Some (of your work),
3. A little (of your work), or
4. None (of your work).
  
8. DON'T KNOW
9. REFUSED

## **Demographics**

<QCOM> Those are all the questions I have for you. Do you have any comments you would like to add about the subjects we have covered today?

<QEND> Thank you very much for your time and participation in this study.

<QDEM2> NOT ASKED OF RESPONDENT  
Enter gender of the respondent.

1. FEMALE
2. MALE