

CSU Technology Metrics Questionnaire Student-2003

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

<QCAMPVER> Are you still attending [CAMPUS]?

- 0. NO [End Interview]
- 1. YES

The interview should take about 15 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. 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. May we begin?

Global Questions

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

<QGLOB1> 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 school work?

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

<QGLOB2> 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 through your campus?

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

<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 school work?

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

Initiative 1C [Faculty/Students]

<T1C> I'd like to ask you some questions about your experience with technology in your courses at [CAMPUS] over the past two years.

<Q1C0> How many classes have you taken at [CAMPUS] over the past two years including the current term?

-
- 98. DON'T KNOW [SKIP TO T1D]
 - 99. REFUSE [SKIP TO T1D]

[If Q1C0 = 0 END INTERVIEW]

<Q1C3> How many classes have you taken over the past two years in which you were required to use e-mail?

-
- 98. DON'T KNOW [SKIP TO Q1C1]
 - 99. REFUSE [SKIP TO Q1C1]

[IF Q1C3 = 0 SKIP TO Q1C1]

<Q1C3c> 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 using e-mail in connection with your course work?

98. DON'T KNOW

99. REFUSE

<Q1C1> How many classes have you taken over the past two years in which you were required to use the Internet or Web?

98. DON'T KNOW [SKIP TO Q1C4]

99. REFUSE [SKIP TO Q1C4]

[IF Q1C1 = 0 SKIP TO Q1C4]

<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 how the Internet or Web requirement contributed to your learning?

98. DON'T KNOW

99. REFUSE

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

98. DON'T KNOW [SKIP TO Q1A3]

99. REFUSE [SKIP TO Q1A3]

[IF Q1C4 = 0 SKIP TO Q1A3]

<Q1C4b> Using the same scale, how would you rate your satisfaction with how instruction in a computer classroom contributed to your learning?

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 for students to have access to course instruction online?

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

<Q1A1b> How many classes have you taken over the past two years, that were taught completely online?

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

<Q1A2b> How many classes have you taken over the past two years that were taught partially online?

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

[IF Q1A1b = 0 OR 98 OR 99 AND Q1A2b = 0 OR 98 OR 99 SKIP TO Q1CAmt1]

<Q1A2b1> Using a scale of zero to ten, where zero is not at all satisfied and ten is completely satisfied, how would you rate your satisfaction with online courses compared to regular classroom instruction?

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

<Q1CAmt1> Would you say the amount of computer use that is required in your classes is too little, too much, or the right amount?

- 1. TOO LITTLE
- 2. TOO MUCH
- 3. THE RIGHT AMOUNT

- 8. DON'T KNOW
- 9. REFUSED

<Q1CAmt2> Would you say the amount of Internet use that is required in your classes is too little, too much, or the right amount?

1. TOO LITTLE
2. TOO MUCH
3. THE RIGHT AMOUNT

8. DON'T KNOW
9. REFUSED

Initiative 1D [Faculty/Students]

On-line Resources

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

<Q1D1> Do you use electronic information resources such as online interlibrary loan, online database searches, or online catalogs?

0. NO [SKIP TO Q3A2A]
1. YES

7. NOT APPLICABLE [SKIP TO Q3A2A]
8. DON'T KNOW [SKIP TO Q3A2A]
9. REFUSE [SKIP TO Q3A2A]

<Q1D1a> Using a scale of zero to ten, how would you rate your satisfaction with the quality of the electronic information resources available 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 available through your campus library?

-
98. DON'T KNOW
 99. REFUSE

Initiative 3A [Faculty/Students]

Administrative Information Systems

<Q3A2a> Do you use your campus online information system to get information about registration?

- 0. NO [SKIP TO <Q3A3a>]
- 1. YES

- 7. NOT APPLICABLE [SKIP TO <Q3A3a>]
- 8. DON'T KNOW [SKIP TO <Q3A3a>]
- 9. REFUSE [SKIP TO <Q3A3a>]

<Q3A2b> Using a scale of zero to ten, how would you rate your satisfaction with online access to get information about registration?

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

<Q3A3a> Do you use your campus online information system to get information about grades?

- 0. NO [SKIP TO <Q3A4a>]
- 1. YES

- 7. NOT APPLICABLE [SKIP TO <Q3A4a>]
- 8. DON'T KNOW [SKIP TO <Q3A4a>]
- 9. REFUSE [SKIP TO <Q3A4a>]

<Q3A3b> Using a scale of zero to ten, how would you rate your satisfaction with online access to get information about grades?

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

<Q3A4a> Do you use your campus online information system to get information about financial aid?

- 0. NO [SKIP TO <Q3A5a>]
- 1. YES

- 7. NOT APPLICABLE [SKIP TO <Q3A5a>]
- 8. DON'T KNOW [SKIP TO <Q3A5a>]
- 9. REFUSE [SKIP TO <Q3A3a>]

<Q3A4b> Using a scale of zero to ten, how would you rate your satisfaction with online access to get information about financial aid?

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

<Q3A5a> Do you use your campus online information system to get information about billing?

- 0. NO [SKIP TO <Q3A7a>]
- 1. YES

- 7. NOT APPLICABLE [SKIP TO <Q3A7a>]
- 8. DON'T KNOW [SKIP TO <Q3A7a>]
- 9. REFUSE [SKIP TO <Q3A7a>]

<Q3A5b> Using a scale of zero to ten, how would you rate your satisfaction with online access to get information about billing?

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

<Q3A7a> Do you use your campus online information system to get information about your progress to your degree?

- 0. NO [SKIP TO <T4B1>]
- 1. YES

- 7. NOT APPLICABLE [SKIP TO <T4B1>]
- 8. DON'T KNOW [SKIP TO <T4B1>]
- 9. REFUSE [SKIP TO <T4B1>]

<Q3A7b> Using a scale of zero to ten, how would you rate your satisfaction with online access to get information about your progress to your degree?

-
- 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 the quality of access to online information services in the past two years. These first questions refer to your campus access to the university network.

<Q4B1a1> While on campus, have you used your campus network to access the Internet or the World Wide Web?

- 0. NO [SKIP TO <Q4B2a1>]
- 1. YES

- 8. DON'T KNOW [SKIP TO <Q4B2a1>]
- 9. REFUSE [SKIP TO <Q4B2a1>]

<Q4B1b1> Using a scale of zero to ten, how would you rate your satisfaction with the campus network to access the Internet while on campus?

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

<Q4B2a1> In the past two years, have you used a campus-provided e-mail account?

- 0. NO [SKIP TO <T4B2>]
- 1. YES

- 8. DON'T KNOW [SKIP TO < T4B2>]
- 9. REFUSE [SKIP TO < T4B2>]

<Q4B2b> Using a scale of zero to ten, how would you rate your satisfaction with your access to campus e-mail services?

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

<T4B2> The next set of questions is about access to your campus network from off-campus.

<Q4B3a> Have you used your campus network from off-campus, dialing directly using a modem, cable, DSL, or ISDN?

- 0. NO [SKIP TO <TUSE1>]
- 1. YES

- 8. DON'T KNOW [SKIP TO < TUSE1>]
- 9. REFUSE [SKIP TO < TUSE1>]

<Q4B3a1> Have you used your campus network from off-campus, using a dial-in modem?

- 0. NO [SKIP TO <Q4B3a2>]
- 1. YES

- 8. DON'T KNOW [SKIP TO < Q4B3a2>]
- 9. REFUSE [SKIP TO < Q4B3a2>]

<Q4B3b1> Using a scale of zero to ten, how would you rate your satisfaction with the use of your campus network from off-campus, using a dial-in modem?

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

<Q4B3a2> Have you used your campus network from off-campus, using a cable modem?

- 0. NO [SKIP TO < Q4B3a3>]
- 1. YES

- 8. DON'T KNOW [SKIP TO < Q4B3a3>]
- 9. REFUSE [SKIP TO < Q4B3a3>]

<Q4B3b2> Using a scale of zero to ten, how would you rate your satisfaction with the use of your campus network from off-campus, using a cable modem?

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

<Q4B3a3> Have you used your campus network from off-campus, using DSL?

- 0. NO [SKIP TO < Q4B3a4>]
- 1. YES

- 8. DON'T KNOW [SKIP TO < Q4B3a4>]
- 9. REFUSE [SKIP TO < Q4B3a4>]

<Q4B3b3> Using a scale of zero to ten, how would you rate your satisfaction with the use of your campus network from off-campus, using DSL?

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

<Q4B3a4> Have you used your campus network from off-campus, using ISDN?

- 0. NO [SKIP TO <TUSE1>]
- 1. YES

- 8. DON'T KNOW [SKIP TO <TUSE1>]
- 9. REFUSE [SKIP TO <TUSE1>]

<Q4B3b4> Using a scale of zero to ten, how would you rate your satisfaction with the use of your campus network from off-campus, using ISDN?

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

General Computer Use

<TUSE1> Now I would like to ask you a series of questions about your general computer use over the past two years.

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

1. Almost every day
2. Weekly
3. Monthly [SKIPTO QUSE3]
4. At least once a semester or quarter [SKIPTO QUSE3]
5. Almost never [SKIPTO QUSE3]
6. Never [SKIPTO QUSE9]

8. DON'T KNOW [SKIPTO QUSE9]
9. REFUSE [SKIPTO QUSE9]

<QUSE2> How many hours per week do you use a computer?

-
998. DON'T KNOW
 999. REFUSE

<QUSE3> Considering all of the ways you may use a computer, at what locations do you use a computer? [CHECK ALL THAT APPLY]

1. On campus
2. Employment
3. Home
4. Other

5. DON'T KNOW [SKIPTO QUSE5]
6. REFUSE [SKIPTO QUSE5]

[ASK IF QUSE3 = 1]

<QUSE41A> How often do you use a computer on campus?

1. Almost every day
2. Weekly [SKIPTO QUSE42A]
3. Monthly [SKIPTO QUSE42A]
4. At least once a semester or quarter [SKIPTO QUSE42A]
5. Almost never [SKIPTO QUSE42A]
6. Never [SKIPTO QUSE42A]

8. DON'T KNOW [SKIPTO QUSE42A]
9. REFUSE [SKIPTO QUSE42A]

<QUSE41Bc> How many hours per day do you use a computer on campus?

-
98. DON'T KNOW
 99. REFUSE

[ASK IF QUSE3 = 2]

<QUSE42A> How often do you use a computer at your place of employment?

1. Almost every day
2. Weekly [SKIPTO QUSE43A]
3. Monthly [SKIPTO QUSE43A]
4. At least once a semester or quarter [SKIPTO QUSE43A]
5. Almost never [SKIPTO QUSE43A]
6. Never [SKIPTO QUSE43A]

8. DON'T KNOW [SKIPTO QUSE43A]
9. REFUSE [SKIPTO QUSE43A]

<QUSE42Bc> How many hours per day do you use a computer at your place of employment?

-
98. DON'T KNOW
 99. REFUSE

[ASK IF QUSE3 = 3]

<QUSE43A> How often do you use a computer at home?

1. Almost every day
2. Weekly [SKIPTO QUSE5]
3. Monthly [SKIPTO QUSE5]
4. At least once a semester or quarter [SKIPTO QUSE5]
5. Almost never [SKIPTO QUSE5]
6. Never [SKIPTO QUSE5]

8. DON'T KNOW [SKIPTO QUSE5]
9. REFUSE [SKIPTO QUSE5]

<QUSE43Bc> How many hours per day do you use a computer at home?

-
98. DON'T KNOW
 99. REFUSE

<QUSE5> How would you rate your overall skill level in using a computer? Would you say you have no skills, minimal skills, good skills, or excellent skills?

1. NO SKILLS
2. MINIMAL SKILLS
3. GOOD SKILLS
4. EXCELLENT SKILLS

8. DON'T KNOW
9. REFUSE

<QUSE7> What percentage of your total computer use at all locations would you say is class or academically related, as opposed to use that is for business, home, or recreational purposes?

-
998. DON'T KNOW
 999. REFUSE

<QUSE9> On a scale of zero to ten, where zero equals not at all important, and ten equals extremely important, how would you rate the importance of computer literacy for your future employment goals?

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

<Q1A8> Using a scale of zero to ten, where zero equals not at all well and ten equals extremely well, how well has your university prepared you for the technology skills you will need at graduation?

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

Initiative 4A: Faculty/Staff/Students

Workstation

<T4A1> Now I would like to ask you a series of questions about your experiences with university-provided computer hardware and software on campus.

<Q4A1> Do you have access to a university-provided computer workstation, like in a computer lab, to complete your school work?

- 0. NO [SKIP TO <T4A7>]
- 1. YES

- 8. DON'T KNOW [SKIP TO < T4A7>]
- 9. REFUSE [SKIP TO < T4A7>]

<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 workstations available to you?

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

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

- 0. NO [SKIP TO < T4A3>]
- 1. YES

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

<Q4A2c> Using the same scale, how would you rate your satisfaction with the university-provided software available to you?

- 98. DON'T KNOW
- 99. REFUSE

Help/Technical Support

<T4A3> This series of questions deals with your experiences when you have problems or need assistance with a university provided computer workstation, network, or software.

<Q4A4> When you need help with a university-provided computer, software, or network connection, which of the following do you use for getting assistance? (Check all that apply.)

- 1. A telephone call center or online campus help desk
- 2. Campus walk-in help desk
- 3. Computer lab staff
- 4. Other students
- 5. None of these [SKIP TO <T4A7>]
- 6. Other (specify)_____

- 98. DON'T KNOW [SKIP TO <T4A7>]
- 99. REFUSE [SKIP TO <T4A7>]

[ASK IF Q4A4 = 1, ELSE SKIP TO Q4A4_2]

<Q4A4_1> On a scale from zero to ten, how would you rate your satisfaction with the telephone call center or online campus help desk services?

- 98. DON'T KNOW
- 99. REFUSE

[ASK IF Q4A4 = 2, ELSE SKIP TO Q4A4_3]

<Q4A4_2> On a scale from zero to ten, how would you rate your satisfaction with the campus walk-in help desk services?

98. DON'T KNOW

99. REFUSE

[ASK IF Q4A4 = 3, ELSE SKIP TO Q4A4_4]

<Q4A4_3> On a scale from zero to ten, how would you rate your satisfaction with the computer lab staff services?

98. DON'T KNOW

99. REFUSE

[ASK IF Q4A4 = 4, ELSE SKIP TO T4A7]

<Q4A4_4> On a scale from zero to ten, how would you rate your satisfaction with other students helping you?

98. DON'T KNOW

99. REFUSE

Training

<T4A7> 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. Please do not include course work for which you have received 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 activities or programs such as self-paced training or workshops to help students improve basic computing skills, for example, word processing, spreadsheets, e-mail, or web browsers?

98. DON'T KNOW

99. REFUSE

<Q4A7A> Have you participated in campus training activities or programs geared towards improving basic computing skills?

- 0. NO [SKIP TO <QCOMP1>]
- 1. YES

- 8. DON'T KNOW [SKIP TO < QCOMP1>]
- 9. REFUSED [SKIP TO < QCOMP1>]

<Q4A8A> Which of the following types of training programs have you participated in?

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

- 8. DON'T KNOW [SKIP TO < QCOMP1>]
- 9. REFUSE [SKIP TO < QCOMP1>]

[ASK IF Q4A8A_1 OR _2 OR _3 ARE CHOSEN, ELSE SKIP TO QCOMP1]

<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 you have participated in?

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

Private Computer

<TCOMP1> Now I have a few questions about computer ownership.

<QCOMP1> Do you currently own a computer that is operational?

- 0. NO [SKIP TO <TCOMS>]
- 1. YES

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

<QCOMP2b> How old is your computer?

1. Less than one year
2. One to three years
3. More than three years

8. DON'T KNOW
9. REFUSE

<QCOMP4> Do you own a laptop computer?

0. NO [SKIP TO < TCOMS >]
1. YES

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

<QCOMP4a> Do you have wireless networking capability on your laptop computer?

0. NO
1. YES

8. DON'T KNOW
9. REFUSE

<QCOMP4b> Can you get technical assistance from your campus if you have trouble with your laptop computer?

0. NO
1. YES

8. DON'T KNOW
9. REFUSE

Community Service

<TCOMS> Now I'd like to ask you a few questions about community service. Community service refers to all work or services provided by individuals, campus organizations, public or private community agencies, or businesses that contribute to the quality of life in the community. Such work may be voluntary, for course credit (also known as service learning), or for pay.

<QCOMS1> Between January 2002 and December 2002, did you perform any community service?

- 0. NO [SKIP TO <QDEMA>]
- 1. YES

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

<QCOMS2> Did you perform community service as a volunteer?

- 0. NO
- 1. YES

- 8. DON'T KNOW
- 9. REFUSE

<QCOMS3> Did you perform community service and receive a stipend?

- 0. NO
- 1. YES

- 8. DON'T KNOW
- 9. REFUSE

<QCOMS4> Did you perform community service and receive course credit?

- 0. NO
- 1. YES

- 8. DON'T KNOW
- 9. REFUSE

[ASK IF QCOMS2 = 1 OR QCOMS3 = 1 OR QCOMS4 = 1 ELSE SKIP TO QDEMA]

<QCOMS5> How many hours per week did you perform community service?

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

<QCOMS6> How many months of the year did you perform community service?

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

<QCOMS7> What was the primary area of focus for your community service?

- 1. EDUCATION
- 2. HEALTH
- 3. ENVIRONMENT
- 4. PUBLIC SAFETY/CRIME PREVENTION
- 5. POLITICAL ACTION/COMMUNITY ORGANIZING
- 6. SOCIAL SERVICES
- 7. RELIGIOUS/FAITH BASED
- 8. OTHER _____

- 98. DON'T KNOW
- 99. REFUSE

Employment

<QDEMA> Are you employed right now?

- 0. No [SKIP TO <QDEM1>]
- 1. Yes

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

<QDEMA_1> On average, how many hours a week do you work?

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

Demographics

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

98. DON'T KNOW

99. REFUSE

[ASK QRACE ONLY IF RACE = *Decline to state* in student database]

<QRACE> How would you describe your racial background?

1. WHITE

2. LATINO/HISPANIC/MEXICAN AMERICAN/OTHER LATIN COUNTRY

3. AFRICAN AMERICAN OR BLACK

4. ASIAN [specify]

5. AMERICAN INDIAN

6. OTHER [specify]

7. REFUSED

<QCOM> Thank you for your time and participation in this research. 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