

CSU Technology Metrics Questionnaire Student-2007

<SQHELLO> 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.

<TBEGIN1> 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]?

[STUDENTS NOT GRADUATING ARE CONSIDERED ATTENDING OVER THE
SUMMER VACATION]

1. YES
2. NO [End Interview]

<QIRB> 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

<QGLOB2> My first question is, 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?

[F5: NETWORK RESOURCES- If you have done anything that requires you to use resources outside or separate from your computer, i.e. e-mail, Internet, shared files that are not on a floppy disk, or hard drive.]

-
98. DON'T KNOW
 99. REFUSE

<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]

F5- Classes means classes or sections, not units.

[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?

*[F5- If you had to complete an assignment, and were **required** by the instructor to use the Internet, then those classes would be included. But if you had to complete an assignment and you chose to use the Internet then those classes would not be included.]*

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 equals not at all important and ten equals extremely important, how important do you believe it is for students to have access to course instruction online?

[F5: This question refers to distance learning.]

98. DON'T KNOW

99. REFUSE

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

[F5- These are classes taught entirely online; i.e., in a way where you and your instructors are not present in the same place at the same time, for the entire course. This includes online discussions, email, and other online assignments.]

-
98. DON'T KNOW
99. REFUSE

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

[F5- These are classes taught partially online where you might have class once a week and then meet online for other class activities. i.e., in a way where you and your instructors are present in the same place at the same time for part of the course and online for the rest. This could also include regular classes where the instructor requires online discussion and assignments.]

-
98. DON'T KNOW
99. REFUSE

[IF Q1A1b = 0 OR 98 OR 99 AND Q1A2b = 0 OR 98 OR 99 SKIP TO T1D]

<Q1A2b1> 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 courses compared to regular classroom instruction?

[F5: These are classes taught entirely online i.e., in a way where you and your instructors are not present in the same place at the same time, for the entire course. This includes online discussions, email, and other online assignments.]

-
98. DON'T KNOW
99. REFUSE

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?

1. YES
2. NO [SKIP TO <TMI1>]

7. NOT APPLICABLE [SKIP TO <TMI1>]
8. DON'T KNOW [SKIP TO <TMI1>]
9. REFUSE [SKIP TO <TMI1>]

<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 available through your campus library?

-
98. DON'T KNOW
 99. REFUSE

<Q1D1c> [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 ease of use of the electronic library resources available through your campus library?

-
98. DON'T KNOW
 99. REFUSE

Modes of Instruction [randomize in blocks (of two questions each) five blocks after 1st two questions]

<TMI1> Now I'd like to ask you about a variety of different types of academic technologies. We'd like to know how valuable these things are in terms of helping students learn course content and complete course requirements.

<QMI1V> Using a scale of zero to ten, where zero equals not at all valuable and ten equals extremely valuable, in general, how valuable to the learning process do you think it is to take general education courses that are taught completely on-line? By general education courses I mean, generally large, introductory, lower division courses.

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

<QMI1U> Have you taken any general education courses in the past two years that were taught completely online?

- 1. YES
- 2. NO

- 8. DON'T KNOW
- 9. REFUSE

[RANDOMIZE ORDER OF V & U BLOCKS]

<QMI2V> [USING A SCALE OF ZERO TO TEN, WHERE ZERO EQUALS NOT AT ALL VALUABLE AND TEN EQUALS EXTREMELY VALUABLE,] in general, how valuable to the learning process do you think it is for students to use online chat rooms or bulletin boards?

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

<QMI2U> Have you taken any courses in the past two years that **required** you to use online chat rooms or bulletin boards?

- 1. YES
- 2. NO

- 8. DON'T KNOW
- 9. REFUSE

<QMI3V> [USING A SCALE OF ZERO TO TEN, WHERE ZERO EQUALS NOT AT ALL VALUABLE AND TEN EQUALS EXTREMELY VALUABLE,] in general, how valuable to the learning process do you think it is for students to use electronic reserves from the library?

[F5- ELECTRONIC RESERVES: This is when the library holds documents on reserve for students in a class, but they are in electronic format.]

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

<QMI3U> Have you taken any courses in the past two years that **required** you to use electronic reserves from the library?

[F5- ELECTRONIC RESERVES: This is when the library holds documents on reserve for students in a class, but they are in electronic format.]

- 1. YES
- 2. NO

- 8. DON'T KNOW
- 9. REFUSE

<QMI4V> [USING A SCALE OF ZERO TO TEN, WHERE ZERO EQUALS NOT AT ALL VALUABLE AND TEN EQUALS EXTREMELY VALUABLE,] in general, how valuable to the learning process do you think it is for students to take online tutorials?

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

<QMI4U> Have you taken any courses in the past two years that **required** you to take an online tutorial?

- 1. YES
- 2. NO

- 8. DON'T KNOW
- 9. REFUSE

<QMI5V> [USING A SCALE OF ZERO TO TEN, WHERE ZERO EQUALS NOT AT ALL VALUABLE AND TEN EQUALS EXTREMELY VALUABLE,] in general, how valuable to the learning process do you think it is for students to do online group projects?

-
98. DON'T KNOW
 99. REFUSE

<QMI5U> Have you taken any courses in the past two years that **required** you to do an online group project?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

<QMI6V> [USING A SCALE OF ZERO TO TEN, WHERE ZERO EQUALS NOT AT ALL VALUABLE AND TEN EQUALS EXTREMELY VALUABLE] in general, how valuable to the learning process do you think it is for students to participate in interactive virtual labs?

[F5: Internet simulations for any course that might have a lab. i.e. biology course using virtual frog dissection]

-
98. DON'T KNOW
 99. REFUSE

<QMI6U> Have you taken any courses in the past two years that **required** you to participate in an interactive virtual lab?

[F5- INTERACTIVE VIRTUAL LABS - Internet simulations for any course that might have a lab; i.e. biology course using virtual frog dissection.]

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

Administrative Information Systems

<Q3ARegU> Do you use your campus online information systems to get information about registration?

1. YES
2. NO [SKIP TO <Q3AGrdU>]

7. NOT APPLICABLE [SKIP TO < Q3AGrdU >]
8. DON'T KNOW [SKIP TO < Q3AGrdU >]
9. REFUSE [SKIP TO < Q3AGrdU >]

<Q3ARegS> 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

<Q3AGrdU> Do you use your campus online information systems to get information about grades?

1. YES
2. NO [SKIP TO <Q3AFinU>]

7. NOT APPLICABLE [SKIP TO < Q3AFinU >]
8. DON'T KNOW [SKIP TO < Q3AFinU >]
9. REFUSE [SKIP TO < Q3AFinU >]

<Q3AGrdS> 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

<Q3AFinU> Do you use your campus online information systems to get information about financial aid?

1. YES
2. NO [SKIP TO <Q3ABiU>]

7. NOT APPLICABLE [SKIP TO < Q3ABiU >]
8. DON'T KNOW [SKIP TO < Q3ABiU >]
9. REFUSE [SKIP TO < Q3ABiU >]

<Q3AFinS> 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

<Q3ABiU> Do you use your campus online information systems to get information about billing?

1. YES
2. NO [SKIP TO <Q3ADegU>]

7. NOT APPLICABLE [SKIP TO < Q3ADegU >]
8. DON'T KNOW [SKIP TO < Q3ADegU >]
9. REFUSE [SKIP TO < Q3ADegU >]

<Q3ABiS> 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

<Q3ADegU> Do you use your campus online information systems to get information about your progress towards your degree?

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

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

<Q3ADegS> Using a scale of zero to ten, how would you rate your satisfaction with online access to get information about your progress towards your degree?

-
98. DON'T KNOW
 99. REFUSE

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.

[F5: CAMPUS/UNIVERSITY NETWORK- The wiring, shared computers, shared storage space and other equipment that allow campus users to access shared files, shared library resources, campus web pages and the Internet.]

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

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

<QE2.9> How many active e-mail accounts do you maintain?

[NOTE: IF RESPONDENT HAS MORE THAN 10 EMAIL ACCOUNTS, ENTER "10"]

98. DON'T KNOW

99. REFUSE

[IF <Q4B2a1> = 2, 8, 9, SKIP TO <T4B2>]

[IF <QE2.9> = 0, SKIP TO <T4B2>]

<QE2.10> Which e-mail account is your preferred e-mail account?

1. University account

2. Other account

8. DON'T KNOW

9. REFUSE

<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 in the past two years.

[F5- CAMPUS NETWORK- The wiring, shared computers and storage space, and other equipment that allow campus users to access shared files, shared library resources, campus web pages and the Internet.]

<Q4B3a> Have you accessed your campus network from home using a modem, cable, DSL, or ISDN?

[F-5 HELP: DIAL-IN/DIAL-UP MODEM- Internet connection that is connected to the phone line. CABLE MODEM- High-speed Internet connection purchased through cable company. 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. CAMPUS NETWORK- The wiring, shared computers, shared storage space and other equipment that allow campus users to access shared files, shared library resources, campus web pages and the Internet.]

1. YES
2. NO [SKIP TO <QWIRL2>]

8. DON'T KNOW [SKIP TO < QWIRL2>]
9. REFUSED [SKIP TO < QWIRL2>]

<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, how would you rate your satisfaction with access to your campus network from home using a modem, cable, DSL, or ISDN?

*[F-5-: **DIAL-IN/DIAL-UP MODEM**- Internet connection that is connected to the phone line.
CABLE MODEM- High-speed Internet connection purchased through cable company.
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

<QWIRL2> Do you use the campus wireless network?

[F5- The computers and applications such as online registration, library databases, and Internet access, are linked together to form the campus network. Some campuses have locations where you can connect to the campus network if you have wireless capability on your computer or mobile device.]

1. YES
2. NO [SKIP TO <QE2.3>]

8. DON'T KNOW [SKIP TO <QE2.3>]
9. REFUSED [SKIP TO <QE2.3>]

<QWIRL3> 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 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 "98. Don't Know". If they have tried using the service at least once ask them to rate their satisfaction with trying the service.]

-
98. DON'T KNOW
 99. REFUSED

<QE . .> Which of the following electronic devices do you own?

[F5-A wireless network hub is a device in your home that allows multiple computers to use one Internet connection, with the computers accessing the Internet without having network wires attached to the computer.]

- 2.3. PDA [Personal Digital Assistant] *F5- A Palm Pilot is an example of a Personal Digital Assistant electronic device.*
- 2.4 Smart phone, such as a Blackberry [combination cell phone and PDA]
- 2.5. Electronic music or video device, such as an iPod
- 2.6 Digital camera
- 2.7 An electronic game device, such as an Xbox, Playstation, Nintendo, or PSP?
- 2.8 Wireless network hub
- 9.1 Laptop computer

<QE2.11> From the following list please tell me, if your campus could communicate with you in any form, what would your first choice be?

1. Instant messaging
2. E-mail
3. Text messaging
4. Personally authenticated website, also called a Portal
5. Paper mail
6. NO PREFERENCE

8. DON'T KNOW
9. REFUSED

[IF QE9.1 = 2, 8, 9, SKIP TO <TUSE1>]

<QE2.13x> How often do you use your laptop computer for course activities?

1. Daily
2. Several times per week
3. Weekly
4. Monthly
5. Once per semester or quarter
6. Once per year
7. Never [SKIP TO <TUSE1>]

8. DON'T KNOW
9. REFUSED

<QE2.14x> How often do you use your laptop computer to access a library resource on an official college or university library web site?

1. Daily
2. Several times per week
3. Weekly
4. Monthly
5. Once per semester or quarter
6. Once per year
7. Never

8. DON'T KNOW
9. REFUSED

<QE2.15x> How often do you use your laptop computer in class?
[READ IF NECESSARY]

1. Daily
2. Several times per week
3. Weekly
4. Monthly
5. Once per semester or quarter
6. Once per year
7. Never

8. DON'T KNOW
9. REFUSED

<QE2.16x> How often do you use your laptop computer for writing documents for your coursework?
[READ IF NECESSARY]

1. Daily
2. Several times per week
3. Weekly
4. Monthly
5. Once per semester or quarter
6. Once per year
7. Never

8. DON'T KNOW
9. REFUSED

General Computer Use

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

<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?
[If answer is 98-99%, prompt "Are you sure"]

-
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?

-
- 97. NOT APPLICABLE
 - 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. The term campus support only refers to university or department personnel, not to friends or other students on campus.

<QHELP1> Have you used campus support when you've had problems with university provided software?

- 1. YES
- 2. NO [SKIP TO QHELP3]

- 8. DON'T KNOW [SKIP TO QHELP3]
- 9. REFUSED [SKIP TO QHELP3]

<QHELP2> 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 campus support you received for software problems?

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

<QHELP3> Have you used on campus support when you've had problems with a university provided computer workstation?

- 1. YES
- 2. NO [SKIP TO <Q4A7A>]

- 8. DON'T KNOW [SKIP TO <Q4A7A>]
- 9. REFUSED [SKIP TO <Q4A7A>]

<QHELP4> 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 campus support you received for your computer workstation problems?

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

Training

<Q4A7A> Have you participated in campus training activities or programs geared towards improving basic computing skills? Please do not include course work for which you have received credit.

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

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

<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

<TECAR> For the following statements, please give us your opinion regarding your experiences with information technology in your courses.

[RANDOMIZE ORDER]

<QE3.19> I am more engaged in courses that require me to use technology than in courses that do not use technology.

[READ IF NECESSARY AFTER SECOND ITERATION]

1. Strongly agree
2. Agree
3. Neutral
4. Disagree
5. Strongly disagree

8. DON'T KNOW

9. REFUSED

<QE3.20> Overall, my instructors use information technology well in my courses.

[READ IF NECESSARY AFTER SECOND ITERATION]

1. Strongly agree
2. Agree
3. Neutral
4. Disagree
5. Strongly disagree

8. DON'T KNOW

9. REFUSED

<QE3.21x> My campus needs to give me more training on the information technology that I am required to use in my courses.

[READ IF NECESSARY AFTER SECOND ITERATION]

1. Strongly agree
2. Agree
3. Neutral
4. Disagree
5. Strongly disagree

8. DON'T KNOW
9. REFUSED

<QE3.22> The use of information technology in my courses helps me better communicate and collaborate with my classmates than in courses that do not use technology.

[READ IF NECESSARY AFTER SECOND ITERATION]

1. Strongly agree
2. Agree
3. Neutral
4. Disagree
5. Strongly disagree

8. DON'T KNOW
9. REFUSED

<QE3.23> The use of information technology in my courses results in more prompt feedback from my instructor than in courses that do not use technology.

[READ IF NECESSARY AFTER SECOND ITERATION]

1. Strongly agree
2. Agree
3. Neutral
4. Disagree
5. Strongly disagree

8. DON'T KNOW
9. REFUSED

<QE3.24> The use of information technology in my courses allows me to take greater control of my course activities than in courses that do not use technology.

[READ IF NECESSARY AFTER SECOND ITERATION]

1. Strongly agree
2. Agree
3. Neutral
4. Disagree
5. Strongly disagree

8. DON'T KNOW
9. REFUSED

<QE3.25> The use of information technology in my courses helps me do better research for those courses than in courses that do not use technology.

[READ IF NECESSARY AFTER SECOND ITERATION]

1. Strongly agree
2. Agree
3. Neutral
4. Disagree
5. Strongly disagree

8. DON'T KNOW
9. REFUSED

[STOP RANDOMIZATION]

<QE3.42> Which of the following statements best describes you?

1. I love new technologies and am among the first to experiment with and use them.
2. I like new technologies and use them before most people that I know.
3. I usually use new technologies when most people I know do.
4. I am usually one of the last people I know to use new technologies.
5. I am skeptical of new technologies and use them only when I have to.

8. DON'T KNOW
9. REFUSED

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, done as a class assignment (also known as service learning), or for pay.

<QCOMS1> Between January 2006 and December 2006, did you perform any community service?

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

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

F5- 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.

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

1. YES
2. NO

7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSE

F5- 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.

<QCOMS11> Did you perform community service for pay like with AmeriCorps or Federal Work Study?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

F5- 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.

<QCOMS4> Did you perform community service as a class assignment known as service learning?

1. YES
2. NO

7. NOT APPLICABLE
8. DON'T KNOW
9. REFUSE

F5- 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.

<QCOMS12> Did you perform community service as a campus club activity?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

F5- 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.

<QCOMS13> Did you perform community service as a religious organization activity?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

F5- 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.

[ASK IF QCOMS2 = 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

F5- 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.

<QCOMS6> How many months of the year did you perform community service?
[Between January 2006 and December 2006]

-
98. DON'T KNOW
 99. REFUSE

F5- 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.

<QCOMS8> Which of the following is most likely to encourage you to perform more community service?

[F5-STIPEND: a fixed sum of money paid periodically for services or to defray expenses]

1. Course credit
2. Stipends
3. Time off from work
4. Financial aid
5. Involvement of peers or family
6. An award from the campus or community
7. The opportunity to be involved with a specific community issue

8. DON'T KNOW
9. REFUSE

Employment

<QDEMA> Are you employed right now?

1. YES
2. NO [SKIP TO <TINCOME1>]

7. NOT APPLICABLE [SKIP TO <TINCOME1>]
8. DON'T KNOW [SKIP TO <TINCOME1>]
9. REFUSE [SKIP TO <TINCOME1>]

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

-
98. DON'T KNOW
 99. REFUSE

Demographics

<TINCOME1> Now I have a few questions about your current financial status. These questions will help us understand the need for financial assistance to fund computer initiatives. Please remember that your answers will be kept confidential.

<QINCOME1> We want to ask about your total personal annual income from all sources including jobs, support from family and friends, and financial aid. Please stop me when I reach the category that best describes your personal annual income, before taxes. Would you say that it was...

1. Less than \$6,000
2. \$6,000 to under \$12,000
3. \$12,000 to under \$24,000
4. \$24,000 to under \$36,000
5. \$36,000 to under \$48,000
6. \$48,000 to under \$60,000
7. Over \$60,000

8. DON'T KNOW
9. REFUSE

<QINCOME2> What percent of your total annual income came from a friend or family member?

-
998. DON'T KNOW
 999. REFUSE

<QINCOME3> What percent of your total annual income came from Financial Aid from [CAMPUS] this semester or quarter?

-
998. DON'T KNOW
 999. REFUSE

[F5- Financial aid includes loans and grants. All money received through the campus should be included.]

<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> Do you have any comments you would like to add about the subjects we have covered today?

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

<QDEM2> NOT ASKED OF RESPONDENT

Enter gender of the respondent.

1. FEMALE
2. MALE

<QNOQUAL>

I'm sorry for bothering you today, but we are only speaking with people who are currently enrolled in the CSU system. I really appreciate you giving me your time and attention.

Goodbye.

[PRESS ANY KEY]