



CSU Annual Campus Technology Survey Fiscal Year 2000/2001

*required fields

Part A: Submission Data

*Campus

Name of person coordinating information collection for campus:

*First *Last

*Position Title

*E-mail Address

*Voice **Area** **Number** -

Part B: Technology Data

Integrated Technology Strategy: Excellence in Learning and Teaching

Initiative 1A: Distributed Learning and Teaching

1. Campus support for producing technology-mediated learning materials

<p>a. In what ways did your campus support faculty involvement in the creation of technology-mediated instructional materials in FY 2000/01?</p>	<p><input type="checkbox"/> central instructional technology center <input type="checkbox"/> divisional instructional technology ctr <input type="checkbox"/> release time for faculty <input type="checkbox"/> incentive pay for faculty <input type="checkbox"/> other (describe) <input type="text"/></p>
<p>b. How many faculty positions (FTE for release time) were assigned to support directly the creation/development of technology-mediated learning materials in FY 2000/01?</p>	<p>Fac. FTE <input type="text"/></p>
<p>c. How many staff positions (FTE) were assigned to support directly the production of technology-mediated learning materials in FY 2000/01?</p>	<p>Staff FTE <input type="text"/></p>
<p>d. How much money did the campus pay to student assistants to support directly the production of technology-mediated learning materials in FY 2000/01?</p>	<p>\$ <input type="text"/></p>
<p>e. How much money from State sources (e.g., stipends, honoraria, personal services contracts) did the campus provide to faculty to support their participation in the creation/development of technology-mediated learning materials in FY 2000/01?</p>	<p>\$ <input type="text"/></p>

f. How much money from non-State sources (e.g., grants, contracts, profit sharing agreements, etc.) did faculty receive to support their participation in the creation/development of technology-mediated learning materials in FY 2000/01?	\$ <input type="text"/>
g. If the campus provided resources in addition to those listed above to support the creation of technology-mediated learning materials in FY 2000/01, list the amount and describe briefly the purpose (e.g., equipment purchases, consultant services).	\$ <input type="text"/> Purpose <input type="text"/>
h. How many faculty (head count) participated directly in the development of technology-mediated instructional materials in FY 2000/01?	# <input type="text"/>

2. Development of distributed learning environments

a. In FY 2000/01, how many courses (in whole or in part) did your campus offer using web-based course management tools/applications (e.g., WebCT, eCollege, Blackboard, Eduprise)?	# <input type="text"/>
b. In FY 2000/01, how many faculty members taught the courses identified in 2.a?	# <input type="text"/>
c. In FY 2000/01, how many students enrolled in the courses identified in 2.a?	# <input type="text"/>

Initiative 1D: Library Resources

3. Automated processing of requests to borrow materials from other libraries

a. Did your campus library provide an automated means for patrons to borrow print/non-print materials from other libraries (e.g., interlibrary loan) in FY 2000/01?	<input type="radio"/> Yes <input type="radio"/> No
If your response to 3.a is yes, answer questions 3.b - d; if not, go to item 4.	
b. What automated system(s) was (were) used?	<input type="checkbox"/> PHAROS <input type="checkbox"/> other (name) <input type="text"/>
c. How many borrowing transactions were handled by PHAROS in FY 2000/01?	# <input type="text"/>
d. How many remote borrowing transactions were handled by another automated processing system in FY 2000/01?	# <input type="text"/>

Integrated Technology Strategy: Administrative Productivity and Quality

Initiative 3A: Common Management Systems

4. Replacement of legacy administrative information systems by Common Management Systems

a. Did your campus implement any CMS PeopleSoft functionality to replace legacy financial, human resources or student record environments in FY 2000/01?	<input type="radio"/> Yes <input type="radio"/> No
If your response to 4.a is yes, answer question 4.b; if not, go to the item 5.	
b. For which environment(s) was CMS PeopleSoft functionality implemented?	<input type="checkbox"/> Financial Records <input type="checkbox"/> Human Resources <input type="checkbox"/> Student Records

Initiative 3B: Streamlining Information Technology Delivery

5. Data center resources required to support administrative information systems

5.1 Central Campus Expenditures	
a. How much of your 2000/01 central administrative computing budget was spent for hardware and operating systems used to support the following information systems?	Financial Records \$ <input type="text"/> Human Resources \$ <input type="text"/> Student Records \$ <input type="text"/> Other \$ <input type="text"/>
b. How much of your 2000/01 central administrative computing personnel costs was related to hardware and operating systems used to support the following information systems?	Financial Records \$ <input type="text"/> Human Resources \$ <input type="text"/> Student Records \$ <input type="text"/> Other \$ <input type="text"/>
c. How much of your 2000/01 central administrative computing budget was spent for software applications and databases used to support the following information systems?	Financial Records \$ <input type="text"/> Human Resources \$ <input type="text"/> Student Records \$ <input type="text"/> Other \$ <input type="text"/>
d. How much of your 2000/01 central administrative computing personnel costs was related to software applications and databases used to support the following information systems?	Financial Records \$ <input type="text"/> Human Resources \$ <input type="text"/> Student Records \$ <input type="text"/> Other \$ <input type="text"/>
5.2 Non-Central Campus Expenditures	
e. In FY 2000/01, what were the expenditures by non-central campus units for hardware and operating systems used to support the following information systems?	Financial Records \$ <input type="text"/> Human Resources \$ <input type="text"/> Student Records \$ <input type="text"/> Other \$ <input type="text"/>
f. In FY 2000/01, what were the computing personnel expenditures by non-central campus units related to hardware and operating systems used to support the following information systems?	Financial Records \$ <input type="text"/> Human Resources \$ <input type="text"/> Student Records \$ <input type="text"/> Other \$ <input type="text"/>
g. In FY 2000/01, what were the expenditures by non-central campus units for software applications and databases used to support the following information systems?	Financial Records \$ <input type="text"/> Human Resources \$ <input type="text"/> Student Records \$ <input type="text"/> Other \$ <input type="text"/>
h. In FY 2000/01, what were the computing personnel expenditures by non-central campus units related to software applications and databases used to support the following information systems?	Financial Records \$ <input type="text"/> Human Resources \$ <input type="text"/> Student Records \$ <input type="text"/> Other \$ <input type="text"/>

Integrated Technology Strategy: Personal Productivity

Initiative 4A: Baseline User Hardware, Software Access, Training and Support

6. Faculty, staff and student access to a computer workstation

6.1 Workstation Environment - faculty and staff/administrators	
a.(1) How many computers did the university provide for use by full-time faculty in FY 2000/01?	# workstations <input type="text"/>
a.(2) How many computer workstations did your university provide for use by part-time faculty in FY 2000/01?	# workstations <input type="text"/>
b. How many of the computers provided to faculty met ITS-TII baseline hardware standards ?	# workstations FTF <input type="text"/> # workstations PTF <input type="text"/>
c. How many computers did the university provide for use by staff and administrators in FY 2000/01 ?	# workstations <input type="text"/>
d. How many of the computers provided to staff/ administrators generally met or exceeded the ITS-TII baseline hardware standards ?	# workstations <input type="text"/>
e. How many faculty workstations generally met or exceeded the ITS-TII baseline software standards ?	# workstations FTF <input type="text"/> # workstations PTF <input type="text"/>
f. How many of the computer workstations provided to staff/ administrators generally met or exceeded the ITS-TII baseline software standards ?	# workstations <input type="text"/>
6.2 Workstation Access - students	
g. In FY 2000/01, how many computer workstations on your campus were generally accessible to students ?	# workstations <input type="text"/>
h. How many of the workstations available for student use generally met or exceeded the ITS-TII baseline hardware standards?	# workstations <input type="text"/>
i. How many of the workstations available for student use generally met or exceeded the ITS-TII baseline software standards?	# workstations <input type="text"/>
j. In FY 2000/01, how many university lecture classrooms were permanently equipped to accommodate computer -based, multimedia presentations?	# "smart" classrooms <input type="text"/>
k. How many mobile multimedia equipment carts did your campus have for faculty use in making computer-based, multimedia presentations?	# mobile units <input type="text"/>

7. Technology training for faculty, staff, and students

For each constituency group identified below (7.a-d) indicate for FY 2000/01: whether your campus provided training opportunities of the type indicated (1) - (3), the quantity of available training activities/materials, the cost of these resources (in addition to personnel costs), and the level of participation. Indicate also whether your campus: has [policy regarding technology training](#) for the respective constituency (4), whether participation in training activities is tracked (5), and the number of staff positions (FTE) assigned to provide these training services (6). If CMS training for non-IT or IT staff was provided at campus expense, show what percent of all training activities was focused on CMS (7).

a. End-user Training for Faculty

Type	Quantity	Support	Participation
(1) <input type="checkbox"/> self-paced instruction	# modules <input type="text"/>	\$ <input type="text"/>	# users <input type="text"/>
(2) <input type="checkbox"/> instructor-led workshops	# workshops <input type="text"/>	\$ <input type="text"/>	# participants <input type="text"/>
(3) <input type="checkbox"/> off-site training	# activities <input type="text"/>	\$ <input type="text"/>	# participants <input type="text"/>
(4) Has your campus established policy regarding technology training for faculty?			<input type="radio"/> Yes <input type="radio"/> No
(5) Is individual faculty participation in technology training activities tracked?			<input type="radio"/> Yes <input type="radio"/> No
(6) How many staff positions (FTE) were assigned to support directly technology training activities for faculty in FY 2000/01?			Staff FTE <input type="text"/>

b. End-user Training for Staff/Administrators

Type	Quantity	Support	Participation
(1) <input type="checkbox"/> self-paced instruction	# modules <input type="text"/>	\$ <input type="text"/>	# users <input type="text"/>
(2) <input type="checkbox"/> instructor-led workshops	# workshops <input type="text"/>	\$ <input type="text"/>	# participants <input type="text"/>
(3) <input type="checkbox"/> off-site training	# activities <input type="text"/>	\$ <input type="text"/>	# participants <input type="text"/>
(4) Has your campus established policy regarding technology training for staff/administrators?			<input type="radio"/> Yes <input type="radio"/> No
(5) Is individual staff or administration participation in technology training activities tracked?			<input type="radio"/> Yes <input type="radio"/> No
(6) How many staff positions (FTE) were assigned to support directly technology training activities for staff/administrators in FY 2000/01?			Staff FTE <input type="text"/>
(7) What percentage of campus support (\$) for all training activities reported in b.(1) through b.(3) was related implementation of the Common Management Systems, if any? (Leave blank if campus funds were not used for CMS training.) Enter percentage as decimal number.			0. <input type="text"/>

c. End-user Training for Students

Type	Quantity	Support	Participation
(1) <input type="checkbox"/> self-paced instruction	# modules <input type="text"/>	\$ <input type="text"/>	# users <input type="text"/>
(2) <input type="checkbox"/> instructor-led workshops	# workshops <input type="text"/>	\$ <input type="text"/>	# participants <input type="text"/>
(3) <input type="checkbox"/> off-site training	# activities <input type="text"/>	\$ <input type="text"/>	# participants <input type="text"/>
(4) Has your campus established policy regarding technology training			<input type="text"/>

for students?	<input type="radio"/> Yes <input type="radio"/> No
(5) Is individual student participation in technology training activities tracked?	<input type="radio"/> Yes <input type="radio"/> No
(6) How many staff positions (FTE) were assigned to support directly technology training activities for students in FY 2000/01?	Staff FTE <input type="text"/>

d. Professional Development for Information Technology Staff

Type	Quantity	Support	Participation
(1) <input type="checkbox"/> self-paced instruction	# modules <input type="text"/>	\$ <input type="text"/>	# users <input type="text"/>
(2) <input type="checkbox"/> instructor-led workshops	# workshops <input type="text"/>	\$ <input type="text"/>	# participants <input type="text"/>
(3) <input type="checkbox"/> off-site training	# activities <input type="text"/>	\$ <input type="text"/>	# participants <input type="text"/>
(3.2) <input type="checkbox"/> IT courses	# courses <input type="text"/>	\$ <input type="text"/>	# enrollments <input type="text"/>
(4) Has your campus established policy regarding professional development for IT professionals?			<input type="radio"/> Yes <input type="radio"/> No
(5) Is individual IT staff participation in professional development activities tracked?			<input type="radio"/> Yes <input type="radio"/> No
(6) How many staff positions (FTE) were assigned to support directly technology training activities for students in FY 2000/01?			Staff FTE <input type="text"/>
(7) What percentage of campus support (\$) for all training activities reported in d.(1) through d.(3) was related to implementation of the Common Management Systems, if any? (Leave blank if campus funds were not used for CMS training.) Enter percentage as decimal number.			0. <input type="text"/>

8. Access to [baseline technical support](#) for university-provided hardware and software

LEVEL 1 SUPPORT

Indicate the [Level 1 technical assistance](#) available to faculty, staff/administrators and students by telephone (8.1), through a walk-in help desk (8.2) and via an email or website service (8.3).

8.1 TELEPHONE CALL CENTER SERVICE

8.1.1 Faculty Access to Support by Telephone (Call Center)	
a. In FY 2000/01, for what portion of campus faculty did your campus (centrally or distributively) provide telephone access to basic (Level 1 technical assistance) for computer hardware and software and/or data network problems? (choose one)	<input type="radio"/> all <input type="radio"/> most <input type="radio"/> some <input type="radio"/> few
b. How many hours per week was telephone access to support typically available on your campus? (Indicate times if not 24x7.) Enter beginning/ending times in 24-hour time (e.g., 0830, 1800) .	<input type="radio"/> 24 hrs x 7 days (if applicable); or M-TH from <input type="text"/> to <input type="text"/> Friday from <input type="text"/> to <input type="text"/>

		Saturday from <input type="text"/> to <input type="text"/>
		Sunday from <input type="text"/> to <input type="text"/>
c. Did your campus have published formal service level standards/metrics for this service?		<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.1.1c is <u>yes</u> , answer question 8.1.1d		
d. Did your campus have a mechanism for measuring performance against the standards?		<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.1.1d is <u>yes</u> , answer question 8.1.1e		
e. During FY 2000/01, approximately what percent of the problems for which technical assistance was requested by telephone were solved during the first call ? Enter percentage as decimal number.		0. <input type="text"/>

8.1.2 Staff/Administrators Access to Support by Telephone (Call Center)		
a. In FY 2000/01, for what portion of campus staff/administrators did your campus (centrally or distributively) provide telephone access to basic (Level 1) technical assistance for computer hardware and software and/or data network problems? (choose one)		<input type="radio"/> all <input type="radio"/> most <input type="radio"/> some <input type="radio"/> few
b. How many hours per week was telephone access to support typically available on your campus? (Indicate times if not 24x7.) Enter beginning/ending times in 24-hour time (e.g., 0830, 1800).		<input type="radio"/> 24 hrs x 7 days (if applicable); or M-TH from <input type="text"/> to <input type="text"/> Friday from <input type="text"/> to <input type="text"/> Saturday from <input type="text"/> to <input type="text"/> Sunday from <input type="text"/> to <input type="text"/>
c. Did your campus have published formal service level standards/metrics for this service?		<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.1.2c is <u>yes</u> , answer question 8.1.2d		
d. Did your campus have a mechanism for measuring performance against the standards?		<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.1.2d is <u>yes</u> , answer question 8.1.2e		
e. During FY 2000/01, approximately what percent of the problems for which technical assistance was requested by telephone were solved during the first call ? Enter percentage as decimal number.		0. <input type="text"/>

8.1.3 Student Access to Support by Telephone (Call Center)		
a. In FY 2000/01, for what portion of campus student did your campus (centrally or distributively) provide telephone access to basic (Level 1) technical assistance for computer hardware and software and/or data network problems? (choose one)		<input type="radio"/> all <input type="radio"/> most <input type="radio"/> some <input type="radio"/> few
b. How many hours per week was telephone access to support typically available on your campus? (Indicate times if not 24x7.) Enter beginning/ending times in 24-hour time (e.g., 0830, 1800).		<input type="radio"/> 24 hrs x 7 days (if applicable); or M-TH from <input type="text"/> to <input type="text"/> Friday from <input type="text"/> to <input type="text"/> Saturday from <input type="text"/> to <input type="text"/> Sunday from <input type="text"/> to <input type="text"/>

c. Did your campus have published formal service level standards/metrics for this service?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.1.3c is <u>yes</u> , answer question 8.1.3d	
d. Did your campus have a mechanism for measuring performance against the standards?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.1.3d is <u>yes</u> , answer question 8.1.3e	
e. During FY 2000/01, approximately what percent of the problems for which technical assistance was requested by telephone were solved during the first call ? Enter percentage as decimal number.	0. <input type="text"/>

8.2 WALK-IN HELP DESK SERVICE

8.2.1 Faculty Access to Walk-In (Help Desk)	
f. In FY 2000/01, for what portion of campus faculty did your campus provide walk-in/help desk access to basic (Level 1) technical assistance for problems related to computer hardware and software or to a data network ? (choose one)	<input type="radio"/> all <input type="radio"/> most <input type="radio"/> some <input type="radio"/> few
g. Did your campus have published formal service level standards/metrics for this service?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to question 8.2.1g is <u>yes</u> , answer question 8.2.1h	
h. Did your campus have a mechanism for measuring performance against the standards?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.2.1h is <u>yes</u> , answer question 8.2.1i	
i. During FY 2000/01, approximately what percent of the problems (each occurrence) for which help desk assistance was requested were: Enter percentage as decimal number	i1. solved during first visit/call 0. <input type="text"/> i2. logged and tracked 0. <input type="text"/> i3. tracked to closure on time 0. <input type="text"/> i4. escalated to Level 2 0. <input type="text"/> i5. escalated to Level 3 0. <input type="text"/>

8.2.2 Staff/Administrator Access to Walk-In (Help Desk)	
f. In FY 2000/01, for what portion of campus staff /administrators did your campus provide walk-in/help desk access to basic (Level 1) technical assistance for problems related to computer hardware and software or to a data network ? (choose one)	<input type="radio"/> all <input type="radio"/> most <input type="radio"/> some <input type="radio"/> few
g. Did your campus have published formal service level standards/metrics for this service?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to question 8.2.2g is <u>yes</u> , answer question 8.2.2h	
h. Did your campus have a mechanism for measuring performance against the standards?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.2.2h is <u>yes</u> , answer question 8.2.2i	
i. During FY 2000/01, approximately what percent of the problems (each occurrence) for which help desk assistance was requested were: Enter percentage as decimal number	i1. solved during first visit/call 0. <input type="text"/> i2. logged and tracked 0. <input type="text"/> i3. tracked to closure on time 0. <input type="text"/> i4. escalated to Level 2 0. <input type="text"/>

i5. escalated to Level 3 0.

8.2.3 Student Access to Walk-In (Help Desk)

f. In FY 2000/01, for what portion of campus students did your campus provide walk-in/help desk access to basic (Level 1) technical assistance for problems related to computer hardware and software or to a data network? (choose one)	<input type="radio"/> all <input type="radio"/> most <input type="radio"/> some <input type="radio"/> few
g. Did your campus have published formal service level standards/metrics for this service?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to question 8.2.3g is <u>yes</u> , answer question 8.2.3h	
h. Did your campus have a mechanism for measuring performance against the standards?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.2.3h is <u>yes</u> , answer question 8.2.3i	
i. During FY 2000/01, approximately what percent of the problems (each occurrence) for which help desk assistance was requested were: Enter percentage as decimal number	i1. solved during first visit/call 0. <input type="text"/> i2. logged and tracked 0. <input type="text"/> i3. tracked to closure on time 0. <input type="text"/> i4. escalated to Level 2 0. <input type="text"/> i5. escalated to Level 3 0. <input type="text"/>

8.3 E-MAIL/WEBSITE SERVICE

8.3.1 Faculty Access to Support through E-Mail/Website

j. In FY 2000/01, for what portion of campus faculty did your campus provide email and/or web access to basic (Level 1) technical assistance for problems related to computer hardware and software or to a data network? (choose one)	<input type="radio"/> all <input type="radio"/> most <input type="radio"/> some <input type="radio"/> few
k. Did your campus have published formal service level standards/metrics for this service?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.3.1k is <u>yes</u> , answer question 8.3.1l	
l. Did your campus have a mechanism for measuring performance against the standards?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.3.1l is <u>yes</u> , answer question 8.3.1m	
m. During FY 2000/01, approximately what percent of the requests for assistance made by email or the web received responses within the agreed upon period ? Enter percentage as decimal number.	% email requests 0. <input type="text"/> % web requests 0. <input type="text"/>

8.3.2 Staff/Administrator Access to Support through E-Mail/Website

j. In FY 2000/01, for what portion of campus staff/administrators did your campus provide email and/or web access to basic (Level 1) technical assistance for problems related to computer hardware and software or to a data network? (choose one)	<input type="radio"/> all <input type="radio"/> most <input type="radio"/> some <input type="radio"/> few
k. Did your campus have published formal service level standards/metrics for this service?	<input type="radio"/> Yes

	<input type="radio"/> No
If your answer to 8.3.2k is <u>yes</u> , answer question 8.3.2l	
l. Did your campus have a mechanism for measuring performance against the standards?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.3.2l is <u>yes</u> , answer question 8.3.2m	
m. During FY 2000/01, approximately what percent of the requests for assistance made by email or the web received responses within the agreed upon period ? Enter percentage as decimal number.	% email requests 0. <input type="text"/> % web requests 0. <input type="text"/>

8.3.3 Student Access to Support through E-Mail/Website	
j. In FY 2000/01, for what portion of campus students did your campus provide email and/or web access to basic (Level 1) technical assistance for problems related to computer hardware and software or to a data network? (choose one)	<input type="radio"/> all <input type="radio"/> most <input type="radio"/> some <input type="radio"/> few
k. Did your campus have published formal service level standards/metrics for this service?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.3.3k is <u>yes</u> , answer question 8.3.3l	
l. Did your campus have a mechanism for measuring performance against the standards?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.3.3l is <u>yes</u> , answer question 8.3.3m	
m. During FY 2000/01, approximately what percent of the requests for assistance made by email or the web received responses within the agreed upon period ? Enter percentage as decimal number.	% email requests 0. <input type="text"/> % web requests 0. <input type="text"/>

LEVEL 2 SUPPORT

8.4 Access to Level 2 Technical Support	
n. In FY 2000/01, did your campus provide Level 2 technical support for problems that could not be resolved by the help desk (or call center)?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.4n is <u>yes</u> , answer question 8.4o; if not, go to item 8.5.	
o. Did your campus have published formal service level standards/metrics for this service?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.4o is yes, answer question 8.4p; if not, go to item 8.5.	
p. Did your campus have a mechanism for measuring performance against the standards?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.4p is yes, answer question 8.4q; if not, go to item 8.5.	
q. During FY 2000/01, approximately what percent of the requests for Level 2 support were responded to within 4 hours ? Enter percentage as decimal number.	0. <input type="text"/>

LEVEL 3 SUPPORT

8.5 Access to Level 3 Technical Support
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r. In FY 2000/01, did your campus provide Level 3 technical support for problems that could not be resolved by the help desk/call center or by Level 2 support?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.5r is <u>yes</u> , answer question 8.5s; if not, go to item 9.	
s. Did your campus have published formal service level standards/metrics for this service?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.5s is <u>yes</u> , answer question 8.5t; if not, go to item 9.	
t. Did your campus have a mechanism for measuring performance against the standards?	<input type="radio"/> Yes <input type="radio"/> No
If your answer to 8.5t is <u>yes</u> , answer question 8.5u; if not, go to item 9.	
u. During FY 2000/01, approximately what percent of the requests for Level 3 support were responded to within 4 hours ? Enter percentage as decimal number.	0. <input type="text"/>

Initiative 4B: Access Infrastructure

9. Faculty, staff and student access to the network

a. What percent of the workstations identified in item 5 had a high speed connection to the Internet in FY 2000/01? Enter percentage as decimal number.	% FT faculty workstations 0. <input type="text"/> % PT faculty workstations 0. <input type="text"/> % staff/admin. workstations 0. <input type="text"/> % student workstations 0. <input type="text"/> % classrooms 0. <input type="text"/>
b. During FY 2000/01 how many minutes of planned and unplanned network downtime occurred in the best month and in the worst month.	#minutes planned downtime, best mo. <input type="text"/> # minutes unplanned downtime, best mo. <input type="text"/> # minutes planned downtime, worst mo. <input type="text"/> # minutes unplanned downtime, worst mo. <input type="text"/>
c. During FY 2000/01, what percent of available campus backbone bandwidth capacity was utilized? Enter percentage as decimal number.	average utilization 0. <input type="text"/> peak utilization 0. <input type="text"/>

10. Installation, Upgrade, Maintenance and Repair of Hardware

a. How did your campus provide each of the following services related to baseline workstation hardware in FY 2000/01? Enter nothing if the service was not provided. Check all applicable.				
1. installation	<input type="checkbox"/> centralized	<input type="checkbox"/> decentralized	<input type="checkbox"/> outsource	<input type="checkbox"/> other (explain) <input type="text"/>
2. upgrade	<input type="checkbox"/> centralized	<input type="checkbox"/> decentralized	<input type="checkbox"/> outsource	<input type="checkbox"/> other (explain) <input type="text"/>
3. maintenance	<input type="checkbox"/> centralized	<input type="checkbox"/> decentralized	<input type="checkbox"/> outsource	<input type="checkbox"/> other (explain) <input type="text"/>
4. repair	<input type="checkbox"/> centralized	<input type="checkbox"/> decentralized	<input type="checkbox"/> outsource	<input type="checkbox"/> other (explain) <input type="text"/>
b. Check each service for which your campus had published formal service level standards/metrics .				<input type="checkbox"/> installation

	<input type="checkbox"/> upgrade <input type="checkbox"/> maintenance <input type="checkbox"/> repair
c. Check each service for which your campus had a mechanism to measure performance against the standards/metrics.	<input type="checkbox"/> installation <input type="checkbox"/> upgrade <input type="checkbox"/> maintenance <input type="checkbox"/> repair
d. Approximately what percent of the FY 2000/01 requests for each service met or exceeded the applicable service level standards? Enter percentage as decimal number.	% install 0. <input type="text"/> % upgrade 0. <input type="text"/> % maintenance 0. <input type="text"/> % repair 0. <input type="text"/>

11. Installation, Upgrade, Maintenance and Repair of Software

a. How did your campus provide each of the following services related to baseline workstation software in FY 2000/01? Enter nothing if the service was not provided. Check all applicable.	
1. installation	<input type="checkbox"/> centralized <input type="checkbox"/> decentralized <input type="checkbox"/> outsource <input type="checkbox"/> other (explain) <input type="text"/>
2. upgrade	<input type="checkbox"/> centralized <input type="checkbox"/> decentralized <input type="checkbox"/> outsource <input type="checkbox"/> other (explain) <input type="text"/>
3. maintenance	<input type="checkbox"/> centralized <input type="checkbox"/> decentralized <input type="checkbox"/> outsource <input type="checkbox"/> other (explain) <input type="text"/>
b. Check each service for which your campus had published formal service level standards/metrics .	<input type="checkbox"/> installation <input type="checkbox"/> upgrade <input type="checkbox"/> maintenance
c. Check each service for which your campus had a mechanism to measure performance against the standards/metrics.	<input type="checkbox"/> installation <input type="checkbox"/> upgrade <input type="checkbox"/> maintenance
d. Approximately what percent of the FY 2000/01 requests for each service met or exceeded the applicable service level standards? Enter percentage as decimal number.	% install 0. <input type="text"/> % upgrade 0. <input type="text"/> % maintenance 0. <input type="text"/>

12. Management of Version Migration for Baseline Technologies

a. In FY 2000/01 did your university have a campuswide coordinated process for upgrading operating system software for centrally supported workstations and servers?	<input type="radio"/> Yes <input type="radio"/> No
b. In FY 2000/01 did your university have a campuswide, coordinated process for upgrading application software for centrally supported workstations and servers?	<input type="radio"/> Yes <input type="radio"/> No

13. Establishment and Maintenance of Data Network Standards

a. Has your campus adopted a common architecture and protocol for data network electronics?	<input type="radio"/> Yes <input type="radio"/> No

b. If your answer to 13.a was <u>yes</u> , what percent of the networks on your campus used electronics conforming to the common architecture and protocol in FY 2000/01? Enter percentage as decimal number.	0. <input type="text"/>
c. Has your campus adopted a common data network operating system?	<input type="radio"/> Yes <input type="radio"/> No
d. If your answer to 13.c was <u>yes</u> , what percent of the data networks on your campus used the common operating system in FY 2000/01? Enter percentage as decimal number.	0. <input type="text"/>
e. How many physical Local Area Data Networks were there on your campus as of 1 July 2000?	# <input type="text"/>
f. How many physical Wide Area Data Networks were there on your campus as of 1 July 2000?	# <input type="text"/>

14. Implementation of Baseline Infrastructure Construction Standards

14.1 Data Network Connectivity

How many of the spaces on your campus of the type specified below have data network connections that meet/exceed ALL of the following criteria:

1. The room outlet is 5-E compliant and is terminated according to 5-E standards.
2. The cable to the outlet is rated as 5-E.
3. The cable is terminated appropriately in the IDF according to 5-E standards.
4. The terminal equipment supporting network connectivity to the outlet allows for 100 Mbps to the desktop.

Space Category	Number of spaces meeting data network standards
a. Lecture classrooms	# <input type="text"/>
b. Instructional laboratories	# <input type="text"/>
c. Faculty offices	# <input type="text"/>
d. Staff/administrator offices	# <input type="text"/>

14.2 Voice Network Connectivity

How many of the spaces on your campus of the type specified below have an analog or a digital single line resource connection to the campus voice network?

Space Category	Number of spaces meeting voice network standards
a. Lecture classrooms	# <input type="text"/>
b. Instructional laboratories	# <input type="text"/>
c. Faculty offices	# <input type="text"/>
d. Staff/administrator offices	# <input type="text"/>

14.3 Video Network Connectivity

How many of the spaces on your campus of the type specified below have a video network connection that meets [CSU Minimum Baseline Infrastructure Standards for video connectivity](#)?

<input type="text"/>

Space Category	Number of spaces meeting video network standards
a. Lecture classrooms	# <input type="text"/>
b. Instructional laboratories	# <input type="text"/>
c. Faculty offices	# <input type="text"/>
d. Staff/administrator offices	# <input type="text"/>

Part C: Campus IT Environment

1. Campus IT Decision Making Structure

For each function listed below indicate the locus of decision-making authority on your campus for [components of the baseline technology infrastructure](#). Indicate whether authority for each component and constituency is predominantly [centralized](#), [decentralized](#) or [shared](#). Check one box only.

a. University-provided workstation hardware acquisition and upgrade for:

1) faculty: centralized decentralized shared

2) staff/administrators: centralized decentralized shared

3) students: centralized decentralized shared

b. University-provided workstation operating system acquisition and upgrade for:

1) faculty: centralized decentralized shared

2) staff/administrators: centralized decentralized shared

3) students: centralized decentralized shared

c. University-provided workstation software acquisition and upgrade for:

1) faculty: centralized decentralized shared

2) staff/administrators: centralized decentralized shared

3) students: centralized decentralized shared

d. End-user training for:

1) faculty: centralized decentralized shared

2) staff/administrators: centralized decentralized shared

3) students: centralized decentralized shared

e. Level 1 technical support for:

1) faculty: centralized decentralized shared

2) staff/administrators: centralized decentralized shared

3) students: centralized decentralized shared

f. Level 2 technical support for:

1) faculty: centralized decentralized shared

2) staff/administrators: centralized decentralized shared

3) students: centralized decentralized shared

g. Network equipment acquisition / upgrade

centralized decentralized shared

h. Network software acquisition / upgrade	<input type="radio"/> centralized	<input type="radio"/> decentralized	<input type="radio"/> shared
i. E-Mail System acquisition / upgrade	<input type="radio"/> centralized	<input type="radio"/> decentralized	<input type="radio"/> shared
j. Web Server software acquisition / upgrade	<input type="radio"/> centralized	<input type="radio"/> decentralized	<input type="radio"/> shared

2. Campus Demographics

Please provide the following information for your campus for FY 2000/01:

a. Constituencies

Constituency	Head Count	Full-Time Equivalency
Full-Time Faculty	Provided	Provided
Part-Time Faculty	Provided	Provided
Staff & Administrators	Provided	Provided
Students	Provided	Provided

b. Academic and Administrative Spaces

Type Space	Number
lecture classrooms	Provided
instructional laboratories	Provided
faculty offices (full and part time)	Provided
staff/administrator offices	Provided

Part D: Comments on Issues Raised in the Survey

Please comment below on any issue(s) raised in the survey.

Submit

Clear Form