

CSU Annual Campus Technology Survey

Fiscal Year 2006/2007

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 2006/07?</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) _____ |
| <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 2006/07?</p> | Fac. FTE _____ |
| <p>c. How many staff positions (FTE) were assigned to support directly the production of technology-mediated learning materials in FY 2006/07?</p> | Staff FTE _____ |
| <p>d. How much money did the campus pay to student assistants to support directly the production of technology-mediated learning materials in FY 2006/07?</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 2006/07?</p> | \$ _____ |
| <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 2006/07?</p> | \$ _____ |
| <p>g. If the campus provided resources in addition to those listed above to support the creation of technology-mediated learning materials in FY 2006/07, list the amount and describe briefly the purpose (e.g., equipment purchases, consultant services).</p> | \$ _____ Purpose _____ |
| <p>h. How many faculty (head count) participated directly in the development of technology-mediated instructional materials in FY 2006/07?</p> | # _____ |

2. Development of distributed learning environments

| | |
|---|---------|
| <p>a. In FY 2006/07, how many courses (in whole or in part) did your campus offer using a learning management system (LMS); i.e., web-based course management tools/applications (e.g., WebCT, eCollege, Blackboard, moodle)?</p> | # _____ |
| <p>b. In FY 2006/07, how many faculty members taught the course sections identified in 2.a?</p> | # _____ |

| | |
|---|--|
| c. In FY 2006/07, how many students enrolled in the course sections identified in 2.a? | # _____ |
| d (1). In FY 2006/07, did your campus offer an incentive to faculty to make available for reassignment unutilized classroom space resulting from the incorporation in their classes of an asynchronous (online) learning component ? | <input type="radio"/> Yes <input type="radio"/> No |
| d (2). If the response to the above question is "Yes," what is the incentive? | |
| e. Regardless of incentive programs, in FY 2006/07, did your campus reassign classroom space made available because of the incorporation of asynchronous (online) learning components in regularly scheduled classes? | <input type="radio"/> Yes <input type="radio"/> No |
| f-h. Learning Management System | |
| f (1). In FY 2006/07, did your campus provide helpdesk or other technical support for LMS users? | <input type="radio"/> Yes <input type="radio"/> No |
| f (2). If the response to f (1) is "yes," which user groups are served? | <input type="radio"/> students <input type="radio"/> faculty <input type="radio"/> both |
| f (3). If the response to f (1) is "yes," how many hours per week was help available? | Hrs per week _____ |
| g. In FY 2006/07, how many staff positions (FTE) were assigned to support all LMS-related activities? | Staff FTE _____ |
| h (1). To what extent was your campus LMS integrated with the campus Student Information System? | <input type="radio"/> fully <input type="radio"/> partially <input type="radio"/> not at all |
| h (2). If the response to h (1) is "fully" or "partially", are course section shells automatically created at the start of each new term? | <input type="radio"/> Yes <input type="radio"/> No |
| h (3). If the response to h (1) is "fully" or "partially", are the LMS course section rosters automatically populated with enrolled students? | <input type="radio"/> Yes <input type="radio"/> No |
| h (4). If the response to h (1) is "yes," how are drops and adds processed? | <input type="radio"/> real time <input type="radio"/> daily |
| i. Web-Conferencing | |
| i (1). In FY 2006/07, did your campus deploy a web-conferencing system (such as HorizonLive Wimba, Breeze, eLuminate) to support instruction? | <input type="radio"/> Yes <input type="radio"/> No |
| i (2). If the response to i (1) is "yes," what product(s) did the campus use? | Name 1 _____ Name 2 _____ |
| i (3). If the response to i (1) is "yes," how many course sections were supported by web conferencing? | # _____ |
| j-k. ePortfolios | |
| j. In FY 2006/07, did your campus support the use of ePortfolios? | <input type="radio"/> Yes <input type="radio"/> No |
| k. If your response to B2j was "yes," answer the following questions. | |
| k(1). Who controlled the portfolio | <input type="checkbox"/> individual students |

| | |
|--|---|
| content? Check all that apply. | <input type="checkbox"/> individual faculty <input type="checkbox"/> academic units <input type="checkbox"/> administrative units |
| k(2). For what purpose(s) were ePortfolios used? Check all that apply. | <input type="checkbox"/> teaching and learning, including assessment <input type="checkbox"/> advising, counseling and career planning, including presentation to prospective employers <input type="checkbox"/> program assessment, including accreditation and licensing <input type="checkbox"/> personnel process <input type="checkbox"/> institutional planning <input type="checkbox"/> other Please specify <input type="text"/> |
| k(3). How many ePortfolio systems (software applications) did the campus use? (Check only one.) | <input type="radio"/> one <input type="radio"/> two <input type="radio"/> more than two |
| k(4). What was the relationship of the ePortfolio system(s) to other campus information systems? Check all that apply. | <input type="checkbox"/> ePortfolios were not integrated or linked <input type="checkbox"/> integrated/compatible with LMS <input type="checkbox"/> integrated/compatible with CMS PeopleSoft <input type="checkbox"/> integrated/compatible with other system Specify <input type="text"/> |
| k(5). Which ePortfolio software application(s) did your campus deploy? | Specify software application(s) <input type="text"/> |

k(6). For each ePortfolio user group indicate whether the campus provided training and/or support in the use of ePortfolios. Indicate also the source of the training and/or support. Choose one response only. Leave blank if none apply.

| User Group | End-User Training | End-User Support |
|---------------------|--|--|
| k(6)a. students | <input type="radio"/> centralized <input type="radio"/> decentralized <input type="radio"/> both | <input type="radio"/> centralized <input type="radio"/> decentralized <input type="radio"/> both |
| k(6)b. faculty | <input type="radio"/> centralized <input type="radio"/> decentralized <input type="radio"/> both | <input type="radio"/> centralized <input type="radio"/> decentralized <input type="radio"/> both |
| k(6)c. non-IT staff | <input type="radio"/> centralized <input type="radio"/> decentralized <input type="radio"/> both | <input type="radio"/> centralized <input type="radio"/> decentralized <input type="radio"/> both |

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 2006/07? | <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"/> Resource Sharing System (RSS) <input type="checkbox"/> other (name) <input type="text"/> |
| c. How many borrowing transactions were handled by RSS in FY 2006/07? | # <input type="text"/> |
| d. How many <u>remote</u> borrowing transactions were handled by another automated | <input type="text"/> |

processing system in FY 2006/07?

Integrated Technology Strategy: Administrative Productivity and Quality

Initiative 3A: Common Management Systems

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

Campus data on implementation of CMS PeopleSoft applications to replace legacy systems is no longer collected through this survey.

Initiative 3B: Streamlining Information Technology Delivery

5. Data center resources required to support administrative information systems

Campus data on administrative data center expenditures is no longer collected through this survey.

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 2006/07? | # workstations _____ |
| a.(2) How many computer workstations did your university provide for use by part-time faculty in FY 2006/07? | # workstations _____ |
| b. How many of the computers provided to faculty generally met or exceeded ITS-TII baseline hardware standards ? | # workstations FTF _____ # workstations PTF _____ |
| c. How many computers did the university provide for use by staff and administrators in FY 2006/07 ? | # workstations _____ |
| d. How many of the computers provided to staff / administrators generally met or exceeded the ITS-TII baseline hardware standards ? | # workstations _____ |
| e. How many faculty workstations generally met or exceeded the ITS-TII baseline software standards ? | # workstations FTF _____ # workstations PTF _____ |
| f. How many of the computer workstations provided to staff / administrators generally met or exceeded the ITS-TII baseline software standards ? | # workstations _____ |
| 6.2 Workstation Access - students | |
| g. In FY 2006/07, how many computer workstations on your campus were generally accessible to students ? | # workstations _____ |
| h. How many of the workstations available for student use generally met or exceeded the ITS-TII baseline hardware standards? | # workstations _____ |
| i. How many of the workstations available for student use generally met or exceeded the ITS-TII baseline software standards? | # workstations _____ |
| j. In FY 2006/07, how many university lecture classrooms were permanently equipped to accommodate computer-based, multimedia presentations? | # "smart" classrooms _____ |
| j.(2) In FY 2006/2007, how much did the campus spend for equipment to convert standard classrooms to "smart classrooms"? | \$ _____ |

| | |
|--|---|
| j.(3) In FY 2006/07, how much did the campus spend to refresh equipment in already existing "smart classrooms"? | \$ _____ |
| j.(4) how much did the campus spend to support smart classroom use? | \$ _____ |
| k. How many mobile multimedia equipment carts did your campus have for faculty use in making computer-based, multimedia presentations? | # mobile units _____ |
| 6.3 Servers | |
| l (1). In FY 2006/07, how many servers did the campus have? | # servers _____ |
| l (2). How many servers were supported centrally? | # _____ |
| l (3). How many servers were supported non-centrally? | # _____ |
| m (1). In FY 2006/07, did the campus have defined currency standards for servers ? | <input type="radio"/> Yes <input type="radio"/> No |
| m (2). If the response to B6.3m(1) is "yes," how many of the servers met the currency standards in FY 2006/07? | # _____ |

7. Technology training for faculty, staff, and students

Indicate for FY 2006/07 the policy and practices of your campus with respect to technology training for the end-user groups identified below (7.0).

7.0 End-User Training Policy and Practices

| | | |
|---|---|----------------------------------|
| (1) In FY 2006/07 did your campus have a formal <i>policy</i> defining what constitutes "baseline" end-user training for the following user groups? (Check each group for which the answer is "yes".) | | |
| <input type="checkbox"/> Faculty | <input type="checkbox"/> Staff & Administration | <input type="checkbox"/> Student |
| (2) In FY 2006/07 did your campus have a mechanism for assessing the baseline technology training <i>needs</i> of the following user groups? (Check each group for which the answer is "yes".) | | |
| <input type="checkbox"/> Faculty | <input type="checkbox"/> Staff & Administration | <input type="checkbox"/> Student |
| (3) In FY 2006/07 did your campus have a mechanism for <i>communicating</i> information about technology training opportunities to members of the following end-user groups? (Check each group for which the answer is "yes".) | | |
| <input type="checkbox"/> Faculty | <input type="checkbox"/> Staff & Administration | <input type="checkbox"/> Student |
| (4) In FY 2006/07 did your campus have a mechanism for measuring the <i>satisfaction</i> of the following user groups with the training programs and activities provided by the campus? (Check each group for which the answer is "yes".) | | |
| <input type="checkbox"/> Faculty | <input type="checkbox"/> Staff & Administration | <input type="checkbox"/> Student |
| (5) In FY 2006/07 did your campus track <i>participation</i> in training programs and activities for the following user groups? (Check each group for which the answer is "yes".) | | |
| <input type="checkbox"/> Faculty | <input type="checkbox"/> Staff & Administration | <input type="checkbox"/> Student |

List the *type(s)* of training the campus made available for each user group (7.0a-c), together with the *quantity* of training activities/materials, the *support costs* of these resources (NOT including personnel costs), and the number of *participants*. Show the personnel costs allocated to support training for each constituency group in full-time equivalent staff positions (4). If CMS (PeopleSoft) or LMS training for faculty was provided at campus expense, show what percent of faculty training activity was focused on each/either (5 & 6).

a. End-user Training for Faculty

| Type | Quantity | Support | Participation |
|--|-----------------------|----------|---------------------------------------|
| (1) <input type="checkbox"/> self-paced instruction | # modules _____ | \$ _____ | # users _____ |
| (2) <input type="checkbox"/> instructor-led workshops | # workshops _____ | \$ _____ | # participants _____ |
| (3) <input type="checkbox"/> off-site training | # activities _____ | \$ _____ | # participants _____ |
| (4) How many staff positions (FTE) were assigned to support directly technology training activities for faculty in FY 2006/07? | | | Staff FTE _____ |
| (5) What percentage of campus support for all faculty training activities reported in a.(1) through a.(3) was related to implementation of the Common Management Systems, if any? Enter percentage as decimal number: e.g., for 35% enter .35, for 100% enter 1.0. | | | % of \$ _____ % of staff FTE _____ |
| (6) What percentage of campus support (\$) for all faculty training activities reported in a.(1) through a.(3) was related to the use of a Learning Management System, if any? Enter percentage as decimal number: e.g., for 35% enter .35, for 100% enter 1.0. | | | % of \$ _____ % of staff FTE _____ |

b. End-user Training for Staff/Administrators

| Type | Quantity | Support | Participation |
|--|-----------------------|----------|---------------------------------------|
| (1) <input type="checkbox"/> self-paced instruction | # modules _____ | \$ _____ | # users _____ |
| (2) <input type="checkbox"/> instructor-led workshops | # workshops _____ | \$ _____ | # participants _____ |
| (3) <input type="checkbox"/> off-site training | # activities _____ | \$ _____ | # participants _____ |
| (4) How many staff positions (FTE) were assigned to support directly technology training activities for staff/administrators in FY 2006/07? | | | Staff FTE _____ |
| (5) What percentage of campus support for all staff 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.) | | | % of \$ _____ % of staff FTE _____ |

c. End-user Training for Students

| Type | Quantity | Support | Participation |
|---|-----------------------|----------|---------------------------------------|
| (1) <input type="checkbox"/> self-paced instruction | # modules _____ | \$ _____ | # users _____ |
| (2) <input type="checkbox"/> instructor-led workshops | # workshops _____ | \$ _____ | # participants _____ |
| (3) <input type="checkbox"/> off-site training | # activities _____ | \$ _____ | # participants _____ |
| (4) How many staff positions (FTE) were assigned to support directly technology training activities for students in FY 2006/07? | | | Staff FTE _____ |
| (5) What percentage of campus support (\$) for all student training activities reported in a.(1) through a.(3) was related to the use of a Learning Management System, if any? Enter percentage as decimal number: e.g., for 35% enter .35, for 100% enter 1.0. | | | % of \$ _____ % of staff FTE _____ |

Indicate for FY 2006/07 the policy and practices of your campus with respect to technology training for IT staff and administrators (7.1).

7.1 IT Professional Development Policy and Practices

| | |
|--|---|
| (1) In FY 2006/07 did your campus have a formal <i>policy</i> on professional development for IT professionals ? | <input type="radio"/> Yes <input type="radio"/> No |
| (2) In FY 2006/07 did your campus have a mechanism for assessing periodically the professional development <i>needs</i> of IT staff and administrators? | <input type="radio"/> Yes <input type="radio"/> No |
| (3) In FY 2006/07 did your campus have a mechanism for <i>communicating</i> information about professional development programs and opportunities to IT professionals? | <input type="radio"/> Yes <input type="radio"/> No |
| (4) In FY 2006/07 did your campus have a mechanism for measuring the <i>satisfaction</i> of IT professionals with the professional development opportunities provided by the campus? | <input type="radio"/> Yes <input type="radio"/> No |
| (5) In FY 2006/07 did your campus track <i>participation</i> in professional development programs and activities for IT staff? | <input type="radio"/> Yes <input type="radio"/> No |

List the *type(s)* of professional development training the campus made available to IT staff and administrators, together with the *quantity* of training activities/materials, the *support costs* of these resources (NOT including personnel costs), and the number of *participants*. Show the personnel costs allocated to support training in full-time equivalent staff positions (4). If CMS (PeopleSoft) or LMS training for IT staff was provided at campus expense, show what percent of all training activities was focused on each/either (5 & 6).

d. Professional Development for Information Technology Staff

| Type | Quantity | Support | Participation |
|--|-----------------------|----------|---------------------------------------|
| (1) <input type="checkbox"/> self-paced instruction | # modules _____ | \$ _____ | # users _____ |
| (2) <input type="checkbox"/> instructor-led workshops | # workshops _____ | \$ _____ | # participants _____ |
| (3) <input type="checkbox"/> off-site training | # activities _____ | \$ _____ | # participants _____ |
| (3.2) <input type="checkbox"/> IT courses | # courses _____ | \$ _____ | # enrollments _____ |
| (4) How many staff positions (FTE) were assigned to support directly technology training activities for IT staff in FY 2006/07? | | | Staff FTE _____ |
| (5) What percentage of campus support for all IT staff 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: e.g., for 35% enter .35, for 100% enter 1.0. | | | % of \$ _____ % of staff FTE _____ |
| (6) What percentage of campus support (\$) for all IT staff training activities reported in a.(1) through a.(3) was related to the use of a Learning Management System, if any? Enter percentage as decimal number: e.g., for 35% enter .35, for 100% enter 1.0. | | | % of \$ _____ % of staff FTE _____ |

8. Access to baseline technical support for university-provided hardware and software

8.0 Technical Support Policy and Practices

For each constituency group identified below indicate the FY 2006/07 technical support policy and

practices of your campus.

| | | |
|---|---|----------------------------------|
| (1) In FY 2006/07 did your campus have a formal <i>policy</i> defining the kind and level of " baseline end-user technical support the campus provides to the following user groups? (Check each group for which the answer is "yes".) | | |
| <input type="checkbox"/> Faculty | <input type="checkbox"/> Staff & Administration | <input type="checkbox"/> Student |
| (2) In FY 2006/07 did your campus have a mechanism for assessing periodically the baseline technical support <i>needs</i> of the following user groups? (Check each group for which the answer is "yes".) | | |
| <input type="checkbox"/> Faculty | <input type="checkbox"/> Staff & Administration | <input type="checkbox"/> Student |
| (3) In FY 2006/07 did your campus communicate comprehensive <i>information</i> about technical support services available to the following user groups? (Check each group for which the answer is "yes".) | | |
| <input type="checkbox"/> Faculty | <input type="checkbox"/> Staff & Administration | <input type="checkbox"/> Student |
| (4) In FY 2006/07 did your campus have a mechanism for measuring the <i>satisfaction</i> of the following user groups with the technical support provided by the campus? (Check each group for which the answer is "yes".) | | |
| <input type="checkbox"/> Faculty | <input type="checkbox"/> Staff & Administration | <input type="checkbox"/> Student |
| (5) In FY 2006/07 did your campus track <i>use</i> of technical support services for the following user groups? (Check each group for which the answer is "yes".) | | |
| <input type="checkbox"/> Faculty | <input type="checkbox"/> Staff & Administration | <input type="checkbox"/> Student |

8.1 Level 1 Support

Three types or sources of baseline user technical support services are listed below (8.1 - 8.3). Indicate the approximate proportion of each user group for whom services are available.

| | | | | | |
|---|---------------------------|----------------------------|---|---------------------------|----------------------------|
| 8.1 Telephone Call Center Services | | | | | |
| (1) Faculty: | <input type="radio"/> all | <input type="radio"/> most | <input type="radio"/> some | <input type="radio"/> few | <input type="radio"/> none |
| (2) Staff: | <input type="radio"/> all | <input type="radio"/> most | <input type="radio"/> some | <input type="radio"/> few | <input type="radio"/> none |
| (3) Students: | <input type="radio"/> all | <input type="radio"/> most | <input type="radio"/> some | <input type="radio"/> few | <input type="radio"/> none |
| b. Call Center Availability | | | | | |
| (1) How many hours per week did <i>faculty</i> have telephone access to support? (Indicate times if not 24x7.) Enter hours and minutes (separated by a colon) for starting and ending times using the 24-hour clock. If service begins at 7:30 AM, for example, enter: 7:30 in the "from" field; if service ends at 8:30 PM, enter 20:30. | | | <input type="radio"/> 24 hrs x 7 days (if applicable); or M-TH from _____ AM to _____ PM Friday from _____ AM to _____ PM Saturday from _____ AM to _____ PM Sunday from _____ AM to _____ PM | | |
| (2) How many hours per week did <i>staff/administrators</i> have telephone access to support? (Indicate times if not 24x7.) Enter hours and minutes (separated by a colon) for starting and ending times using the 24-hour clock. If service begins at 7:30 AM, for example, enter: 7:30 in the "from" field; if service ends at 8:30 PM, enter 20:30. | | | <input type="radio"/> 24 hrs x 7 days (if applicable); or M-TH from _____ AM to _____ PM Friday from _____ AM to _____ PM Saturday from _____ AM to _____ PM Sunday from _____ AM to _____ PM | | |
| (3) How many hours per week did <i>students</i> have telephone access to support? (Indicate times if not 24x7.) Enter hours and minutes (separated by a colon) for starting and ending times using the 24-hour clock. If service begins at 7:30 AM, for example, enter: 7:30 in the "from" field; if service ends at 8:30 PM, enter 20:30. | | | <input type="radio"/> 24 hrs x 7 days (if applicable); or M-TH from _____ AM to _____ PM Friday from _____ AM to _____ PM Saturday from _____ AM to _____ PM Sunday from _____ AM to _____ PM | | |

| | | | | | |
|---------------------------------------|--|--|--|--|--|
| 8.2. Walk-In Help Desk Service | | | | | |
| | | | | | |

| | | | | | |
|---------------|---------------------------|----------------------------|----------------------------|---------------------------|----------------------------|
| (1) Faculty: | <input type="radio"/> all | <input type="radio"/> most | <input type="radio"/> some | <input type="radio"/> few | <input type="radio"/> none |
| (2) Staff: | <input type="radio"/> all | <input type="radio"/> most | <input type="radio"/> some | <input type="radio"/> few | <input type="radio"/> none |
| (3) Students: | <input type="radio"/> all | <input type="radio"/> most | <input type="radio"/> some | <input type="radio"/> few | <input type="radio"/> none |

8.3. E-Mail or Web Service

| | | | | | |
|---------------|---------------------------|----------------------------|----------------------------|---------------------------|----------------------------|
| (1) Faculty: | <input type="radio"/> all | <input type="radio"/> most | <input type="radio"/> some | <input type="radio"/> few | <input type="radio"/> none |
| (2) Staff: | <input type="radio"/> all | <input type="radio"/> most | <input type="radio"/> some | <input type="radio"/> few | <input type="radio"/> none |
| (3) Students: | <input type="radio"/> all | <input type="radio"/> most | <input type="radio"/> some | <input type="radio"/> few | <input type="radio"/> none |

8.4 Level 2 Support

| | |
|---|---|
| n. In FY 2006/07, 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 |
|---|---|

8.5 Level 3 Support

| | |
|--|---|
| r. In FY 2006/07, 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 |
|--|---|

Initiative 4B: Access Infrastructure

9. Faculty, staff and student access to the network

| | |
|---|--|
| a. What percent of the workstations identified in section B6 had a high-speed connection to the Internet in FY 2006/07? Enter percentage as decimal number; e.g., for 35% enter .35, for 100% enter 1.0 | % FT faculty workstations _____ % PT faculty workstations _____ % staff/admin. workstations _____ % student workstations _____ % classrooms _____ |
| b. During FY 2006/07 how many minutes of planned and unplanned network downtime occurred in the best month and in the worst month? | #minutes planned downtime, best mo. _____ # minutes unplanned downtime, best mo. _____ # minutes planned downtime, worst mo. _____ # minutes unplanned downtime, worst mo. _____ |
| c. During FY 2006/07, what percent of available campus backbone bandwidth capacity was utilized? Enter percentage as decimal number; e.g., for 35% enter .35, for 100% enter 1.0 | average utilization _____ peak utilization _____ |
| d. Was wireless access to the campus network available on your campus during FY 2006/07? | <input type="radio"/> Yes <input type="radio"/> No |
| e. If your response to question d is "Yes," estimate the percentage of wireless access available in the types of spaces listed. Enter percentage as decimal number; e.g., for 35% enter .35, for 100% enter 1.0 | instructional spaces % _____ (classrooms, laboratories, seminar rooms) library % _____ dormitories % _____ open space % _____ student center % _____ (including bookstore) |

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 2006/07? 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) |
| 2. upgrade | <input type="checkbox"/> centralized | <input type="checkbox"/> decentralized | <input type="checkbox"/> outsource | <input type="checkbox"/> other (explain) |
| 3. maintenance | <input type="checkbox"/> centralized | <input type="checkbox"/> decentralized | <input type="checkbox"/> outsource | <input type="checkbox"/> other (explain) |
| 4. repair | <input type="checkbox"/> centralized | <input type="checkbox"/> decentralized | <input type="checkbox"/> outsource | <input type="checkbox"/> other (explain) |
| 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 2006/07 requests for each service met or exceeded the applicable service level standards? Enter percentage as decimal number; e.g., for 35% enter .35, for 100% enter 1.0 | | | | % install <input type="text"/> % upgrade <input type="text"/> % maintenance <input type="text"/> % repair <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 2006/07? 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) |
| 2. upgrade | <input type="checkbox"/> centralized | <input type="checkbox"/> decentralized | <input type="checkbox"/> outsource | <input type="checkbox"/> other (explain) |
| 3. maintenance | <input type="checkbox"/> centralized | <input type="checkbox"/> decentralized | <input type="checkbox"/> outsource | <input type="checkbox"/> other (explain) |
| 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 2006/07 requests for each service met or exceeded the applicable service level standards? Enter percentage as decimal number; e.g., for 35% enter .35, for 100% enter 1.0 | | | | % install <input type="text"/> % upgrade <input type="text"/> % maintenance <input type="text"/> |

12. Data on version migration are no longer collected

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 2006/07? Enter percentage as decimal number; e.g., for 35% enter .35, for 100% enter 1.0 | % _____ |
| 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 2006/07? | % _____ |
| e. How many physical Local Area Data Networks were there on your campus as of 1 July 2007? | # _____ |
| f. How many physical Wide Area Data Networks were there on your campus as of 1 July 2007? | # _____ |
| g. How many wireless networks were operational on your campus during FY 2006/07? | # _____ |
| h. During FY 2006/07 was access restricted to campus wireless networks? Check the descriptor that best characterizes campus practice. | <input type="radio"/> unrestricted for all networks <input type="radio"/> restricted for some networks <input type="radio"/> restricted for all networks <input type="radio"/> other |
| i. What was the dominant standard for wireless networks in FY 2006/07? Check one . | <input type="radio"/> 802.11a <input type="radio"/> 802.11b <input type="radio"/> 802.11g <input type="radio"/> 802.16 <input type="radio"/> other |

14. Minimum Baseline Infrastructure Construction Standards

| | |
|--|---------|
| 14.1 How many network outlets (if any) were added to the campus entitlement in fiscal year 2006/2007 through approval of new building construction? | # _____ |
| 14.2 How many network outlets on your campus were capable of meeting current CSU performance standards as of 1 July 2007? | # _____ |

15. Adaptive Technology (AT) for Students with Disabilities

| | |
|--|--|
| a(1). In FY 2006/07, which of the following characterized your campus approach to deploying adaptive technology to accommodate students with disabilities? Choose one response only. | |
| <input type="radio"/> centralized | (AT workstations and resources are available in a central lab or facility) |
| <input type="radio"/> decentralized | (AT workstations and resources are available at locations across campus) |
| <input type="radio"/> shared | (AT workstations and resources are available in a central facility and in locations across campus) |
| a(2) What was the total number of adaptive computer workstations available for student use in FY 2006/07? | # workstations _____ |
| b. Target Student Population | |
| b (1). In FY 2006/07, what was the total number of students with disabilities who were eligible to use adaptive technology ? | # _____ |

| | |
|--|---------|
| b (2). In FY 2006/07, how many AT eligible students actually used adaptive technology? | # _____ |
|--|---------|

c. Adaptive Technology Funding

| | |
|---|---|
| c (1). In FY 2006/07, what was your campus's budgeting plan for adaptive technology purchases? Check one box only. | <input type="radio"/> fixed annual allocation <input type="radio"/> fixed annual allocation plus additional resources for 3-year equipment refresh <input type="radio"/> no budget allocated; funds made available as needed <input type="radio"/> other: if other, please specify: _____ |
|---|---|

| | |
|---|--|
| c (2). In FY 2006/07, which department had the primary responsibility for funding AT purchases for students? Check one box only. | <input type="radio"/> disability services <input type="radio"/> information technology <input type="radio"/> library <input type="radio"/> funding shared equally among two or more units <input type="radio"/> other if other, please specify: _____ |
|---|--|

d. Management of Adaptive Technology Resources and Services

| | |
|--|---|
| d (1) In FY 2006/07, did the campus employ a person whose primary responsibility was to implement and support student access use of adaptive technology? | <input type="radio"/> Yes <input type="radio"/> No |
|--|---|

| | |
|---|---|
| d (2) If the response to question B15d(1) above is "yes," what was the nature of the funding for this position? Check one box only. | <input type="radio"/> permanent <input type="radio"/> temporary <input type="radio"/> other (specify) _____ |
|---|---|

| | |
|---|--|
| d (3) If the response to question B15d(1) above is "yes," what was the position status of the person? Check one box only. | <input type="radio"/> full time <input type="radio"/> part time (what %) Percent FTE _____ |
|---|--|

| | |
|---|--|
| d (4) If the response to question B15d(1) above is "yes," what was the job classification of the position? Check one box only | <input type="radio"/> MPP <input type="radio"/> non-MPP (specify) Classification _____ |
|---|--|

e. In FY 2006/07, did your campus train staff to assist students in the use of adaptive technology? (Check each box corresponding to the user group that received training.)

| Staff Group | YES |
|--|--------------------------|
| e (1) Helpdesk | <input type="checkbox"/> |
| e (2) Computer lab (excluding Adaptive Technology Lab staff) | <input type="checkbox"/> |
| e (3) Learning Management System | <input type="checkbox"/> |

| | |
|---|--------------------------|
| e (4) Library | <input type="checkbox"/> |
| e (5) Adaptive Technology Lab | <input type="checkbox"/> |
| f. In FY 2006/07, what types of technical support were available to answer faculty members' questions about accessibility issues for students with disabilities? (Check all that apply.) | |
| Resource | YES |
| f (1) Faculty Handbook explains requirement for curriculum and program access and the role of the faculty in helping to ensure such access for students with disabilities | <input type="checkbox"/> |
| f (2) New faculty orientations address programmatic and curricular access responsibilities and resources | <input type="checkbox"/> |
| f (3) Faculty development program includes sessions on accessibility issues and solutions | <input type="checkbox"/> |
| f (4) Faculty workshops specifically address accessible Web design | <input type="checkbox"/> |
| f (5) Campus technology training programs address accessibility issues and solutions related to LMS, tool and software design, online course development. | <input type="checkbox"/> |
| f (6) Online resources are available to assist faculty in developing accessible learning objects | <input type="checkbox"/> |
| f (7) Academic technology and instructional design staff are available to assist faculty | <input type="checkbox"/> |
| f (8) Disability Services makes resources available to assist faculty in working with students with various functional limitations | <input type="checkbox"/> |
| f (9) Other. Please list: <input type="text"/> | <input type="checkbox"/> |

16. Information Security

| | |
|---|--------------------------|
| a. In FY 2006/07 did your campus use the following types of security technology? (Check each box for which the answer is "yes".) | |
| Security Technology | YES |
| (1) Server-based access control lists | <input type="checkbox"/> |
| (2) Firewalls | <input type="checkbox"/> |
| (3) Application-level firewalls | <input type="checkbox"/> |
| (4) Intrusion Detection systems | <input type="checkbox"/> |
| (5) Intrusion Prevention Systems | <input type="checkbox"/> |
| (6) Reusable account/login passwords | <input type="checkbox"/> |
| (7) Smart cards and other one-time password tokens | <input type="checkbox"/> |
| (8) Anti-virus software | <input type="checkbox"/> |
| (9) Anti-spyware software | <input type="checkbox"/> |
| (10) Public Key | <input type="checkbox"/> |
| (11) Infrastructure Systems Biometrics File encryption (for data in storage) | <input type="checkbox"/> |
| (12) Encryption for data in transit | <input type="checkbox"/> |
| (13) Specialized wireless security systems | <input type="checkbox"/> |
| (14) Endpoint security client software | <input type="checkbox"/> |
| (15) Log management software | <input type="checkbox"/> |
| (16) Forensics tools | <input type="checkbox"/> |

| | |
|---|---|
| (17) Web filtering tools | <input type="checkbox"/> |
| (18) Other (Please specify) (19) _____ | <input type="checkbox"/> |
| b. Campus support for information security | |
| (1) In FY 2006/07 how much did the campus spend on information security in the following categories? | Staff positions (FTE) _____ Staff training/education \$ _____ Tools (sec. a, above) \$ _____ Security Svcs/Consulting \$ _____ Other \$ _____ |
| (2) Approximately what portion of the campus IT budget does the above expenditure represent? | % _____ |
| (3) In FY 2006/07 did your campus have a dedicated information security officer (ISO) or technology security officer (TSO)? | <input type="radio"/> Yes <input type="radio"/> No |
| (4) If the answer to #3 above is "yes," what portion of the ISO's or TSO's time was dedicated to security? | % _____ |
| (5) If the answer to #3 above is "yes," what was the functional title of the ISO/TSO? | _____ |

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: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| 2) staff/administrators: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| 3) students: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| b. University-provided workstation operating system acquisition and upgrade for: | | | |
| 1) faculty: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| 2) staff/administrators: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| 3) students: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| c. University-provided workstation software acquisition and upgrade for: | | | |
| 1) faculty: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| 2) staff/administrators: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| 3) students: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| d. End-user training for: | | | |
| 1) faculty: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| 2) staff/administrators: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| 3) students: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| e. Level 1 technical support for: | | | |

| | | | |
|---|-----------------------------------|-------------------------------------|------------------------------|
| 1) faculty: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| 2) staff/administrators: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| 3) students: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| f. Level 2 technical support for: | | | |
| 1) faculty: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| 2) staff/administrators: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| 3) students: | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> shared |
| g. Network equipment acquisition / upgrade | <input type="radio"/> centralized | <input type="radio"/> decentralized | <input type="radio"/> 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 |

Part D: Comments on Issues Raised in the Survey

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

