

APPENDIX C
FALL 2000 BIENNIAL FACULTY TECHNOLOGY SURVEY
CSU Technology Metrics Questionnaire
Faculty

Good [morning, afternoon, evening,] may I please speak with [name inserted]? Hello, my name is _____ and I am calling from the SBRI Survey Lab at California State University, San Marcos. And I'm calling on behalf of the CSU Chancellor's office.

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

Let me assure you that your participation is voluntary, and that the answers you give will be kept strictly confidential. I also am required to let you know that this phone call may be monitored by my supervisor for quality control purposes. The interview should take about 12-15 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. May we begin?

Job Status

<QJOB4> How long in years and months have you worked at [name of campus]?

<QJOB5> Which of the following best describes your tenure status?

1. Tenure Track, Tenured
2. Tenure Track, but Not Tenured
3. Not Tenure Track

8. DON'T KNOW
9. REFUSED

<QJOB6> What is your academic rank?

1. Professor
2. Associate Professor
3. Assistant Professor
4. Lecturer

8. DON'T KNOW
9. REFUSED

Global Questions

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

<QGLOB2> Using a scale of zero to ten, where zero equals not at all important and ten equals extremely important, how important would you say computing and network resources are to you in completing your work?

-
98. DON'T KNOW
 99. REFUSE

<QGLOB3> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals extremely satisfied, overall, how would you rate your satisfaction with the computing and technology resources available to you?

-
98. DON'T KNOW
 99. REFUSE

<QGLOB4> Are you aware of any efforts to improve computing and network resources on your campus in the last two years?

1. YES
2. NO [SKIP TO T1A1]

8. DON'T KNOW [SKIP TO T1A1]
9. REFUSED [SKIP TO T1A1]

<QGLOB5> Using a scale of zero to ten, where zero equals no improvement at all and ten equals extremely improved, how much would you say these efforts to improve computing and network resources on your campus have improved your work conditions?

98. DON'T KNOW

99. REFUSED

<Q4A9> Using a scale of zero to ten, where zero equals not at all knowledgeable, and ten equals extremely knowledgeable, how would you rate your knowledge in the use of computer hardware and software you believe are important to your own teaching and research activities?

98. DON'T KNOW

99. REFUSE

<Q4B5c> How would you rate the importance of financing the timely replacement of hardware and software?

98. DON'T KNOW

99. REFUSE

Initiative 1A [Faculty]

Use of Technology in the Classroom

<T1A> The next set of questions is about your use of technology in the classroom.

<Q1A0> How many classes have you taught over the last two years including the current term?

98. DON'T KNOW

99. REFUSE

[IF Q1A0 = 0 SKIP TO T1D]

<Q1A1> Of these classes, how many did you teach wholly or partially in a distributed/distance learning mode; i.e., in a way that does not require you and your students to be present in the same place at the same time?

98. DON'T KNOW

99. REFUSE

[IF Q1A1 = 0 SKIP TO Q1A3]

<Q1A2> How many classes were predominantly (over 50%) in this mode?

98. DON'T KNOW

99. REFUSE

<Q1A3> Using a scale of zero to ten, where zero is not at all important and ten is extremely important, how important do you believe it is to provide electronic access to course instruction for students at any time, any place?

98. DON'T KNOW

99. REFUSE

<Q1A4> Which of the following computer software applications did you require your students to use in completing assignments?

1. Word processing programs (such as MS Word, WordPerfect)
2. Spreadsheet programs (such as MS Excel, Lotus 1,2,3, Quattro Pro)
3. Database programs (such as MS Access, Dbase, Paradox)
4. Presentation programs (such as MS PowerPoint)
5. Graphics programs (such as Photoshop)

8. DON'T KNOW

9. REFUSED

<Q1A5> Which of the following technologies did you require your students to use in completing assignments?

1. Computer, including CD-ROM
2. Campus Computer Network (e.g., Library information system, client-server applications)
3. World Wide Web and/or the Internet
4. Television (closed circuit, public broadcast, cable, satellite, video tapes)
5. Others (specify) _____

8. DON'T KNOW
9. REFUSED

<Q1A6> Which of the following communications tools did you require your students to use in completing assignments?

1. E-mail
2. Chat rooms
3. Threaded discussions
4. Electronic bulletin boards
5. Video conferencing
6. Telephone conferencing
7. Other (specify) _____

8. DON'T KNOW
9. REFUSED

<Q1A7> Which of the following technology-mediated resources did you require your students to use in completing assignments?

1. Electronic data repositories (e.g., Lexus-Nexus)
2. Electronic library resources (e.g., on-line magazine/newspaper articles)
3. Computer-based instruction or tutorials (e.g., Interactive Math, language laboratory drills)
4. Computer-based simulations and/or animations
5. Information websites (e.g., collections of images, documents, audio clips)
6. Streaming video presentations
7. Specialized software applications (e.g., statistical, CAD-CAM, graphic design)
8. Project or team-based activities employing information technologies (e.g., virtual United Nations, virtual companies)
9. Other (specify) _____

98. DON'T KNOW

99. REFUSED

<Q1A8> Using a scale of zero to ten, where zero equals not at all well and ten equals extremely well, how well does your department prepare students in your discipline for the technology skills they will need at graduation?

98. DON'T KNOW

99. REFUSE

<Q1A9> Using a scale of zero to ten, where zero equals not at all important and ten equals extremely important, how important do you believe it is for your department to have a formal plan for integrating technology into the curriculum for majors?

98. DON'T KNOW

99. REFUSE

<Q1A10> Using the same scale, how important do you believe it is for your campus require information competency - i.e., the ability to access, analyze, and present information using computing and network technologies - of all undergraduates?

98. DON'T KNOW

99. REFUSE

<Q1A11> How important do you believe it is for your campus to require all students to have unlimited access, both on and off campus, to a computer?

98. DON'T KNOW

99. REFUSE

<Q1A12> How important do you believe it is for your campus to require all students to have unlimited access, both on and off campus, to the campus network?

98. DON'T KNOW

99. REFUSE

<Q1A13> How important do you believe it is for your campus to have a formal program to assess the impact of the use of technology on learning outcomes?

98. DON'T KNOW

99. REFUSE

<Q1A14> How important do you believe it is for your campus to provide incentives, for example, release time, or extra compensation for faculty to participate in the development of technology-mediated resources for teaching or learning?

98. DON'T KNOW

99. REFUSE

<Q1A15> How important do you believe it is for your campus to have a formal policy regarding ownership of web-based and other technology-mediated teaching and learning resources developed by faculty?

98. DON'T KNOW

99. REFUSE

<Q4B5b> How important do you believe it is for your campus to assist faculty to integrate technology into instruction?

98. DON'T KNOW

99. REFUSE

Initiative 1C [Faculty/Students]

<Q1C1> How many classes have you taught over the last two years in which you required students to use the Internet?

98. DON'T KNOW [SKIP TO Q1C2]

99. REFUSE [SKIP TO Q1C2]

[IF Q1C1 = 0 SKIP TO Q1C2]

<Q1C1a> 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 technical support aspects of requiring students to use the Internet?

98. DON'T KNOW

99. REFUSE

<Q1C1b> Using the same scale, how would you rate your satisfaction with the pedagogical effectiveness when requiring students to use the Internet?

98. DON'T KNOW

99. REFUSE

<Q1C2> How many classes have you taught over the last two years in which class materials were posted on the web?

98. DON'T KNOW [SKIP TO Q1C3]

99. REFUSE [SKIP TO Q1C3]

[IF Q1C2 = 0 SKIP TO Q1C3]

<Q1C2a> 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 technical support aspects of posting class materials on the web?

98. DON'T KNOW

99. REFUSE

<Q1C2b> Using the same scale, how would you rate your satisfaction with the pedagogical effectiveness of posting class materials on the web?

98. DON'T KNOW

99. REFUSE

<Q1C3> How many classes have you taught over the last two years in which students were required to use email?

98. DON'T KNOW [SKIP TO T1D]

99. REFUSE [SKIP TO T1D]

[IF Q1C3 = 0 SKIP TO Q1C4]

<Q1C3a> Using the same scale, how would you rate your satisfaction with the technical support aspects of requiring students to use email?

98. DON'T KNOW

99. REFUSE

<Q1C3b> How would you rate your satisfaction with the pedagogical effectiveness of requiring students to use email?

98. DON'T KNOW

99. REFUSE

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

98. DON'T KNOW [SKIP TO T1D]

99. REFUSE [SKIP TO T1D]

[IF Q1C4 = 0 SKIP TO T1D]

<Q1C4a> Using the same scale, how would you rate your satisfaction with the technical support aspects of instructing in a computer classroom?

98. DON'T KNOW

99. REFUSE

<Q1C4b> How would you rate your satisfaction with the pedagogical effectiveness of instructing in a computer classroom?

98. DON'T KNOW

99. REFUSE

Initiative 1D [Faculty/Students]

On-line Resources

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

<Q11D1> Do you use electronic information resources such as online interlibrary loan, online database searches, or online catalogs?

1. YES

2. NO [SKIP TO Q3A1]

7. NOT APPLICABLE [SKIP TO Q3A1]

8. DON'T KNOW [SKIP TO Q3A1]

9. REFUSE [SKIP TO Q3A1]

<Q1D1a> Using the same scale, how would you rate your satisfaction with the quality of the electronic information resources?

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

<Q1D1b> How would you rate your satisfaction with the quantity of the electronic library resources through your campus library?

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

<Q1D1c> How would you rate your satisfaction with the ease of use of the electronic library resources through your campus library?

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

Initiative 3A [Faculty/Students]

Administrative Information Systems

<Q3A1a> Do you use your campus online information system to get student records for the purpose of academic advisement?

- 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>]

<Q3A1b> 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 access to get student record information, using the same scale?

98. DON'T KNOW

99. REFUSE

Initiative 4B: Faculty/Staff/Students

Connectivity

<T4B1> This next set of questions is about your use of, and satisfaction with, online information services.

<Q4B1a> Have you used campus access to the Internet including the world wide web?

1. YES

2. NO [SKIP TO <Q4B2a>]

8. DON'T KNOW [SKIP TO <Q4B2a>]

9. REFUSE [SKIP TO <Q4B2a>]

<Q4B1b> Using the same scale, how would you rate your satisfaction with your campus access to the Internet?

98. DON'T KNOW

99. REFUSE

<Q4B2a> Have you used campus e-mail services?

1. YES

2. NO [SKIP TO <Q4B3a>]

8. DON'T KNOW [SKIP TO <Q4B3a>]

9. REFUSE [SKIP TO <Q4B3a>]

<Q4B2b> Using the same scale, how would you rate your satisfaction with your access to campus e-mail services?

98. DON'T KNOW

99. REFUSE

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

1. YES

2. NO [SKIP TO <Q4B4a>]

8. DON'T KNOW [SKIP TO <Q4B4a>]

9. REFUSE [SKIP TO <Q4B4a>]

<Q4B3b> How would you rate your satisfaction with access to your campus network from off-campus, dialing directly to a campus number with a modem, cable, DSL, or ISDN?

98. DON'T KNOW

99. REFUSE

<Q4B4a> Have you used your campus network from off-campus by connecting to some other Internet service provider like AOL, CompuServe, or Earthlink?

1. YES

2. NO [SKIP TO <T4A1>]

8. DON'T KNOW [SKIP TO <T4A1>]

9. REFUSE [SKIP TO <T4A1>]

<Q4B4b> How would you rate your satisfaction with your access to your campus network from off-campus by connecting to some other Internet service provider?

98. DON'T KNOW

99. REFUSE

Initiative 4A: Faculty/Staff/Students

Workstation

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

<Q4A1> Do you have access to a university-provided computer workstation to complete your work?

1. YES
2. NO [SKIP TO <T4A4>]

8. DON'T KNOW [SKIP TO <T4A4>]
9. REFUSE [SKIP TO <T4A4>]

<Q4A1c> Using a scale of zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how would you rate your satisfaction with the university-provided computer workstation available to you?

-
98. DON'T KNOW
 99. REFUSE

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

1. YES
2. NO [SKIP TO <Q4A3>]

8. DON'T KNOW [SKIP TO <Q4A3>]
9. REFUSE [SKIP TO <Q4A3>]

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

-
98. DON'T KNOW
 99. REFUSE

<Q4A3> Do you have access to help on campus to set up, upgrade, maintain, or repair a university-provided computer or computer equipment?

1. YES
2. NO [SKIP TO <T4A3>]

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

<Q4A3b> Have you received assistance from the campus with installation, upgrading, or maintenance of a university-provided computer and/or computing equipment?

1. YES
2. NO [SKIP TO <T4A3>]

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

<Q4A3c> Using the same scale, how would you rate your satisfaction with this service?

-
98. DON'T KNOW
 99. REFUSE

Help/Technical Support

<T4A2> This series of questions deals with your experiences when you have problems or need assistance with your computer workstation, network, or software.

<Q4A5> Do you have access to help if you have trouble with your university-provided computer after it has been installed?

1. YES
2. NO [SKIP TO <T4A3>]

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

<Q4A5a> Is this service provided through your campus?

1. YES
2. NO [SKIP TO <T4A3>]

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

<Q4B5a> 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 providing user support for faculty, staff and students?

-
98. DON'T KNOW
 99. REFUSE

<Q4A5b> When you need help with your university-provided computer, software or network connection, which of the following campus services are available to you for getting assistance?

1. A telephone call center
2. A campus walk-in help desk
3. Email
4. Web site link to campus help desk
5. Department support
6. Other (specify) _____

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

<Q4A5c> Which of these services have you used?

1. A telephone call center
2. A campus walk-in help desk
3. Email
4. Web site link to campus help desk
5. In-department support
6. Other (specify) _____

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

[ASK IF <Q4A5c> = 1, ELSE SKIP TO <Q4A6_2a>]

<Q4A6_1a> On a scale from zero to ten, where zero equals not at all satisfied and ten equals completely satisfied, how satisfied are you with the telephone call center services?

98. DON'T KNOW [SKIP TO <Q4A6_2a>]

99. REFUSE [SKIP TO <Q4A6_2a>]

[ASK IF <Q4A6_1a> LESS THAN 5, ELSE SKIP TO <Q4A6_2a>]

<Q4A6_1b> Were you satisfied with the way the way the request for help was handled?

1. YES

2. NO

8. DON'T KNOW

9. REFUSE

<Q4A6_1c> Were you satisfied with the resolution of the problem?

1. YES

2. NO

8. DON'T KNOW

9. REFUSE

[ASK IF <Q4A5c> = 2, ELSE SKIP TO <Q4A6_3a>]

<Q4A6_2a> Using the same scale, how satisfied are you with the campus walk-in help desk services?

98. DON'T KNOW [SKIP TO <Q4A6_3a>]

99. REFUSE [SKIP TO <Q4A6_3a>]

[ASK IF <Q4A6_2a> LESS THAN 5, ELSE SKIP TO <Q4A6_3a>]

<Q4A6_2b> Were you satisfied with the way the way the request for help was handled?

1. YES

2. NO

8. DON'T KNOW

9. REFUSE

<Q4A6_2c> Were you satisfied with the resolution of the problem?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

[ASK IF <Q4A5c> = 3, ELSE SKIP TO <Q4A6_4a>]

<Q4A6_3a> Using the same scale, how satisfied are you with the campus Email help desk services?

-
98. DON'T KNOW [SKIP TO <Q4A6_4a>]
 99. REFUSE [SKIP TO <Q4A6_4a>]

[ASK IF <Q4A6_3a> LESS THAN 5, ELSE SKIP TO <Q4A6_4a>]

<Q4A6_3b> Were you satisfied with the way the way the request for help was handled?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

<Q4A6_3c> Were you satisfied with the resolution of the problem?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

[ASK IF <Q4A5c> = 4, ELSE SKIP TO <Q4A6_5a>]

<Q4A6_4a> Using the same scale, how satisfied are you with the web site link services?

-
98. DON'T KNOW [SKIP TO <Q4A6_5a>]
 99. REFUSE [SKIP TO <Q4A6_5a>]

[ASK IF <Q4A6_4a> LESS THAN 5, ELSE SKIP TO <Q4A6_5a>]

<Q4A6_4b> Were you satisfied with the way the way the request for help was handled?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

<Q4A6_4c> Were you satisfied with the resolution of the problem?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

[ASK IF <Q4A5c> = 5, ELSE SKIP TO <Q4A6_6a>]

<Q4A6_5a> Using the same scale, how satisfied are you with the in-department support services?

-
98. DON'T KNOW [SKIP TO <Q4A6_6a>]
 99. REFUSE [SKIP TO <Q4A6_6a>]

[ASK IF <Q4A6_5a> LESS THAN 5, ELSE SKIP TO <Q4A6_6a>]

<Q4A6_5b> Were you satisfied with the way the way the request for help was handled?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

<Q4A6_5c> Were you satisfied with the resolution of the problem?

1. YES
2. NO

8. DON'T KNOW
9. REFUSE

[ASK IF <Q4A5c> = 6, ELSE SKIP TO <T4A3>]

<Q4A6_6a> Using the same scale, how satisfied are you with the “other” services?

98. DON'T KNOW

99. REFUSE

[ASK IF <Q4A6_6a> LESS THAN 5, ELSE SKIP TO <T4A3>]

<Q4A6_6b> Were you satisfied with the way the way the request for help was handled?

1. YES

2. NO

8. DON'T KNOW

9. REFUSE

<Q4A6_6c> Were you satisfied with the resolution of the problem?

1. YES

2. NO

8. DON'T KNOW

9. REFUSE

Training

<T4A3> In this next section I am going to ask you about your participation and satisfaction with computer training programs geared towards improving basic computing skills.

<Q4A7> Using a scale of zero to ten, where zero equals not at all important and ten equals extremely important, how important do you believe it is for your campus to offer training activities or programs such as self-paced training or workshops to help faculty improve basic computing skills, for example, word processing, spreadsheets, email, web browsers?

98. DON'T KNOW

99. REFUSE

<Q4A8> Which of the following types of training programs have you participated in?

1. Computer-based training
2. Video-taped training
3. A workshop
4. Other (specify) _____

8. DON'T KNOW [SKIP TO <T4A4>]
9. REFUSE [SKIP TO <T4A4>]

[ASK IF <Q4A8_1 or _2 or _3 or _4 ARE CHOSEN, ELSE SKIP TO <T4A4>]

<Q4A8a> Using the same scale, in general, how would you rate your satisfaction with the training programs you have participated in?

- _____
98. DON'T KNOW
 99. REFUSE

Equipment

<T4A4> Now I would like to ask you about your satisfaction with various forms of equipment.

[ASK IF <Q4A1> = 1, ELSE SKIP TO <Q4A11>]

<Q4A10> Using the same scale, how would you rate your satisfaction with the working order and capabilities of the computing and network equipment you use at the university?

- _____
98. DON'T KNOW
 99. REFUSE

<Q4A11> How would you rate your satisfaction with the working order and capabilities of the telephone equipment you use at the university, using the same scale?

- _____
98. DON'T KNOW
 99. REFUSE

<Q4A12> How would you rate your satisfaction with the working order and capabilities of the video conferencing equipment you use at the university, using the same scale?

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

Personal Purchase

<T4A5> The next few questions are about your purchase of computers for personal use.

<Q4A13> Do you have access to a campus program that enables you to purchase computers and some peripherals, such as printers and zip drives, at discount prices?

- 1. YES
- 2. NO [SKIP TO <QDEM1>]

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

<Q4A13a> Have you personally made a computer hardware purchase through this program?

- 1. YES
- 2. NO [SKIP TO <QDEM1>]

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

<Q4A13b> Using the same scale, how would you rate your satisfaction with the way your purchase request was handled?

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

<Q4A13c> How would you rate your satisfaction with the equipment you purchased through the CSU computer discount program, using the same scale?

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

Demographics

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

98. DON'T KNOW

99. REFUSE

<QCOM> Thank you for your time and participation. Do you have any comments you would like to add about the subjects we have covered today?

<QDEM2>

NOT ASKED OF RESPONDENT

Enter gender of the respondent.

1. FEMALE

2. MALE