

Technology Metrics Questionnaire

ITS is conducting its first annual benchmarking survey. The survey should take about 15-20 minutes to complete. Your input will help us shape the future of technology and supporting services at Case.

First - about you....

Job Status

1) How long in years and months have you worked at Case?

N/A

2) Which of the following best describes your tenure status?

- 47.6% *Tenure Track, Tenured*
- 25.4% *Tenure Track, but Not Tenured*
- 27.0% *Not Tenure Track*

3) What is your academic rank?

- 31.7% *Professor*
- 30.2% *Associate Professor*
- 33.3% *Assistant Professor*
- 4.8% *Other*

4) School or College with which you are affiliated?

- 44.4% *Medicine*
- 6.3% *Dentistry*
- 9.5% *Engineering*
- 28.6% *Arts and Sciences*
- 1.6% *Law*
- 3.2% *MSASS*
- 6.3% *Weatherhead*
- 1.6% *Nursing*
- 1.6% *Other*

If other, please specify:

1.6%

Now about us ...

We would like to ask you a series of questions about your perceptions and attitudes about the computing and network information technology resources available to you.

5) How important would you say computing and information technology resources are to you in completing your work?

- 0.0% *Not at all important*
- 0.0% *Not very important*
- 4.8% *Somewhat important*
- 28.6% *Very important*
- 66.7% *Extremely important*

6) How would you rate your satisfaction with the computing and information technology resources available to you on campus?

- 1.6% *Not at all satisfied*
- 15.9% *Not very satisfied*
- 27.0% *Neither unsatisfied nor satisfied*
- 47.6% *Very satisfied*
- 7.9% *Extremely satisfied*

7) Are you aware of any efforts to improve computing and network information technology resources at Case in the last two years?

- 12.7% *No*
- 87.3% *Yes*

8) How much would you say these efforts to improve computing and networking information technology resources on campus have improved your work conditions?

- 9.5% *Not at all improved*
- 14.3% *Slightly improved*
- 38.1% *Somewhat improved*
- 27.0% *Very much improved*
- 4.8% *Extremely improved*

9) 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?

- 1.6% *Not at all knowledgeable*
- 12.7% *Slightly knowledgeable*
- 42.9% *Somewhat knowledgeable*
- 22.2% *Very knowledgeable*
- 20.6% *Extremely knowledgeable*

10) How important do you believe it is for your department to have a formal plan for integrating technology into the curriculum for majors?

- 1.6% *Not at all important*
- 4.8% *Slightly important*
- 27.0% *Somewhat important*
- 42.9% *Very important*
- 23.8% *Extremely important*

11) How important do you believe it is....

	<i>Not at all important</i>	<i>Slightly important</i>	<i>Somewhat important</i>	<i>Very important</i>	<i>Extremely important</i>
For your school or college to require all students to have unlimited access, both on and off campus, to a computer?	1.6%	1.6%	14.3%	34.9%	47.6%
For your department 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?	0.0%	17.5%	27.0%	28.6%	27.0%
For the University to have a formal policy regarding ownership of web-based and other technology-mediated teaching and learning resources developed by faculty?	4.8%	6.3%	30.2%	31.7%	27.0%
For the University to assist faculty with the integration of technology into instruction?	0.0%	4.8%	12.7%	36.5%	46.0%

General Computer Use

Now we would like to ask you a series of questions about your experiences with computers.

12) How often do you use a computer, for any kind of purpose?

- 95.2% *More than once per day*
- 3.2% *Once per day*
- 0.0% *Weekly*
- 0.0% *Monthly*
- 0.0% *At least once a semester or quarter*
- 0.0% *Almost never*
- 0.0% *Never*

Workstation/Laptops

The rest of the questions in this section are about your experiences with university-provided computer hardware and software on campus.

13) Do you have access to a university-provided computer to complete your work?

31.7% *No*
66.7% *Yes*

14) How would you rate your satisfaction with the university-provided computers available to you?

3.2% *Not at all satisfied*
7.9% *Not very satisfied*
27.0% *Neither unsatisfied nor satisfied*
31.7% *Very satisfied*
14.3% *Extremely satisfied*

15) Do you have access to the university-provided computer software center to download the software that you need to complete your work?

12.7% *No*
85.7% *Yes*

16) How would you rate your satisfaction with the university-provided software available to you?

0.0% *Not at all satisfied*
12.7% *Not very satisfied*
30.2% *Neither unsatisfied nor satisfied*
39.7% *Very satisfied*
12.7% *Extremely satisfied*

17) Do you have access to help on campus to set up, upgrade, maintain, or repair a university provided computer or computer equipment?

25.4% *No*
68.3% *Yes*

18) Have you received assistance from the University with installation, upgrading, or maintenance of a university-provided computer and/or computing equipment?

33.3% *No*
63.5% *Yes*

19) How would you rate your satisfaction with how often your computer is upgraded or replaced?

- 11.1% *Not at all satisfied*
- 11.1% *Not very satisfied*
- 41.3% *Neither unsatisfied nor satisfied*
- 12.7% *Very satisfied*
- 11.1% *Extremely satisfied*

Connectivity

This next set of questions is about your use of, and satisfaction with, online information

20) Have you used campus e-mail service?

- 6.3% *No*
- 93.7% *Yes*

21) How would you rate your satisfaction with campus e-mail services?

- 0.0% *Not at all satisfied*
- 8.5% *Not very satisfied*
- 32.2% *Neither unsatisfied nor satisfied*
- 50.8% *Very satisfied*
- 8.5% *Extremely satisfied*

22) Have you used campus access to the Internet?

- 6.3% *No*
- 93.7% *Yes*

23) How would you rate your satisfaction with campus access to the Internet?

- 6.8% *Not at all satisfied*
- 8.5% *Not very satisfied*
- 25.4% *Neither unsatisfied nor satisfied*
- 37.3% *Very satisfied*
- 20.3% *Extremely satisfied*

24) Have you used the campus web-mail services ?

- 34.9% *No*
- 63.5% *Yes*

25) How would you rate your satisfaction with campus web-mail services?

- 2.4% *Not at all satisfied*
- 12.2% *Not very satisfied*
- 22.0% *Neither unsatisfied nor satisfied*
- 51.2% *Very satisfied*
- 7.3% *Extremely satisfied*

26) Have you accessed campus information technology from off-campus?

- 20.6% *No*
- 76.2% *Yes*

27) How would you rate your satisfaction with access to campus information technology from off-campus?

- 4.0% *Not at all satisfied*
- 20.0% *Not very satisfied*
- 26.0% *Neither unsatisfied nor satisfied*
- 44.0% *Very satisfied*
- 4.0% *Extremely satisfied*

27) Have you used wireless technology on campus?

- 60.3% *No*
- 38.1% *Yes*

28) How would you rate your satisfaction with access to wireless technology on campus?

- 0.0% *Not at all satisfied*
- 24.0% *Not very satisfied*
- 32.0% *Neither unsatisfied nor satisfied*
- 44.0% *Very satisfied*
- 0.0% *Extremely satisfied*

Equipment

Now we would like to ask you about your satisfaction with various forms of equipment.

29) How would you rate your satisfaction with the working order and capabilities of the computer equipment you use at the university?

- 3.2% *Not at all satisfied*
- 6.3% *Not very satisfied*
- 31.7% *Neither unsatisfied nor satisfied*

44.4% *Very satisfied*
11.1% *Extremely satisfied*

30) How would you rate your satisfaction with the working order and capabilities of the information technology equipment you use at the university?

0.0% *Not at all satisfied*
9.5% *Not very satisfied*
46.0% *Neither unsatisfied nor satisfied*
34.9% *Very satisfied*
3.2% *Extremely satisfied*

31) How would you rate your satisfaction with the working order and capabilities of the telephone equipment you use at the university?

4.8% *Not at all satisfied*
17.5% *Not very satisfied*
41.3% *Neither unsatisfied nor satisfied*
23.8% *Very satisfied*
4.8% *Extremely satisfied*

32) How would you rate your satisfaction with the working order and capabilities of the video conferencing equipment you use at the university?

4.8% *Not at all satisfied*
9.5% *Not very satisfied*
50.8% *Neither unsatisfied nor satisfied*
7.9% *Very satisfied*
1.6% *Extremely satisfied*

On-line Resources

Now we would like ask you about your use of online information systems and resources.

33) Do you use electronic information resources such as online interlibrary loan, online database searches, or online catalogs?

11.1% *No*
88.9% *Yes*

34) How would you rate your satisfaction with the quality of the electronic information resources?

0.0% *Not at all satisfied*
7.1% *Not very satisfied*

19.6% *Neither unsatisfied nor satisfied*
64.3% *Very satisfied*
8.9% *Extremely satisfied*

35) How would you rate your satisfaction with the quantity of the electronic library resources through your campus library?

3.6% *Not at all satisfied*
12.5% *Not very satisfied*
16.1% *Neither unsatisfied nor satisfied*
58.9% *Very satisfied*
8.9% *Extremely satisfied*

36) How would you rate your satisfaction with the ease of use of the electronic library resources through your campus library?

3.6% *Not at all satisfied*
23.2% *Not very satisfied*
16.1% *Neither unsatisfied nor satisfied*
48.2% *Very satisfied*
8.9% *Extremely satisfied*

37) Do you use the University' virus protection software?

15.9% *No*
84.1% *Yes*

38) How would you rate your satisfaction with the virus software?

0.0% *Not at all satisfied*
5.7% *Not very satisfied*
18.9% *Neither unsatisfied nor satisfied*
56.6% *Very satisfied*
18.9% *Extremely satisfied*

39) Do you use electronic the University's SPAM protection services?

61.9% *No*
38.1% *Yes*

40) How would you rate your satisfaction with the quality of the SPAM protection services?

12.5% *Not at all satisfied*
20.8% *Not very satisfied*

29.2% *Neither unsatisfied nor satisfied*
25.0% *Very satisfied*
12.5% *Extremely satisfied*

Technical Support (General)

This series of questions deals with your experiences when you have problems or need assistance with your computer workstation, information technology, or software.

41) Is technical help available to you if you have trouble with your university-provided computer after it has been installed?

12.7% *No*
74.6% *Yes*

42) In the last two years, have you received technical help to solve a problem with your university-provided computer?

23.8% *No*
65.1% *Yes*

43) In the last two years, how often have you needed to receive technical help to solve a problem with your university-provided computer?

31.3% *One to two times*
29.2% *Three to five times*
14.6% *Six to ten times*
10.4% *More than ten times*

44) How often were the problems with your university-provided computer resolved to your satisfaction

29.2% *All of the time*
33.3% *Most of the time*
20.8% *Some of the time*
2.1% *None of the time*

45) How satisfied were you with the time it took to resolve the problem(s)?

4.2% *Not at all satisfied*
8.3% *Not very satisfied*
43.8% *Neither unsatisfied nor satisfied*
29.2% *Very satisfied*
2.1% *Extremely satisfied*

46) Was help provided by someone (employee or colleague) in your own unit or department?

- 33.3% No
- 54.2% Yes

47) How reliant are you on technical support people to solve computer problems?

- 11.1% *Not at all reliant*
- 14.3% *Slightly reliant*
- 23.8% *Somewhat reliant*
- 27.0% *Very reliant*
- 12.7% *Extremely reliant*

Use of Technology in the Classroom (General)

The next set of questions is about your use of technology in the classroom in the last two years.

48) How many classes have you taught over the last two years, including the current term?

90.5%

49) Which of the following technologies have you required your students to use in completing assignments? Check all that apply

- 73.0% *Computer*
 - 39.7% *Campus Computer Information technology (e.g., Library information system, client-server applications)*
 - 60.3% *World Wide Web and/or the Internet*
 - 7.9% *Television (closed circuit, public broadcast, cable, satellite, video tapes)*
 - 12.7% *Others*
- If other, please specify:*
- 17.5%

50) Which of the following computer software applications have you required your students to use in completing assignments? Check all that apply

- 65.1% *Word processing programs (such as MS Word, or WordPerfect)*
- 31.7% *Spreadsheet programs (such as MS Excel, Lotus 1,2,3, or Quattro Pro)*
- 9.5% *Database programs (such as MS Access, Dbase, or Paradox)*
- 54.0% *Presentation programs (such as MS PowerPoint)*
- 22.2% *Graphics programs (such as Photoshop)*
- 22.2% *Other*

If other, please specify:

28.6%

Communication Tools

51) Which of the following communications tools have you required your students to use in completing assignments? Check all that apply.

60.3% *E-mail*

1.6% *Chat rooms*

9.5% *Threaded discussions*

19.0% *Electronic bulletin boards*

0.0% *Video conferencing*

1.6% *Telephone conferencing*

3.2% *Other*

If other, please specify:

7.9%

52) Have you used campus calendaring services -- CorporateTime?

81.0% *No*

11.1% *Yes*

53) How would you rate your satisfaction with the campus calendaring system?

8.3% *Not at all satisfied*

8.3% *Not very satisfied*

16.7% *Neither unsatisfied nor satisfied*

33.3% *Very satisfied*

0.0% *Extremely satisfied*

Tech-Mediated Resources

54) Which of the following technology-mediated resources have you required your students to use in completing assignments? Check all that apply.

22.2% *Electronic data repositories (e.g., Lexis-Nexis)*

46.0% *Electronic library resources (e.g., on-line magazine/newspaper articles)*

17.5% *Computer-based instruction or tutorials (e.g., Interactive Math, language laboratory drills)*

27.0% *Computer-based simulations and/or animations*

47.6% *Information websites (e.g., collections of images, documents, audio clips)*

- 11.1% *Streaming video presentations*
- 33.3% *Specialized discipline-based software applications (e.g., statistical, CAD-CAM, graphic design)*
- 3.2% *Other*
- If other, please specify:*
- 6.3%

Technologies

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

85.7%

56) How would you rate your satisfaction with the pedagogical effectiveness of requiring students to use email?

- 0.0% *Not at all satisfied*
- 1.6% *Not very satisfied*
- 33.3% *Neither unsatisfied nor satisfied*
- 31.7% *Very satisfied*
- 4.8% *Extremely satisfied*

57) How many classes have you taught over the last two years in which you required students to use the Internet or Web?

81.0%

58) How would you rate your satisfaction with the pedagogical effectiveness when requiring students to use the Internet or Web?

- 0.0% *Not at all satisfied*
- 0.0% *Not very satisfied*
- 25.4% *Neither unsatisfied nor satisfied*
- 39.7% *Very satisfied*
- 4.8% *Extremely satisfied*

59) How many classes have you taught over the last two years using Blackboard as a primary learning technology?

84.1%

60) How would you rate your satisfaction with the pedagogical effectiveness of Blackboard?

- 7.9% *Not at all satisfied*
- 7.9% *Not very satisfied*

20.6% *Neither unsatisfied nor satisfied*
22.2% *Very satisfied*
1.6% *Extremely satisfied*

61) Was technical support available to you for assistance with requiring students to use Blackboard?

17.5% *No*
27.0% *Yes*

62) How would you rate your satisfaction with the technical support of Blackboard ?

6.3% *Not at all satisfied*
9.5% *Not very satisfied*
20.6% *Neither unsatisfied nor satisfied*
9.5% *Very satisfied*
1.6% *Extremely satisfied*

63) Did you use the online Blackboard documentation for training assistance?

23.8% *No*
30.2% *Yes*

64) How many classes have you taught over the last two years in which any instruction was conducted in a technology enhanced classroom?

84.1%

65) How would you rate your satisfaction with the technical support aspects of instructing in a technology enhanced classroom?

1.6% *Not at all satisfied*
3.2% *Not very satisfied*
20.6% *Neither unsatisfied nor satisfied*
17.5% *Very satisfied*
9.5% *Extremely satisfied*

66) How would you rate your satisfaction with the pedagogical effectiveness of instructing in a technology enhanced classroom?

3.2% *Not at all satisfied*
1.6% *Not very satisfied*
14.3% *Neither unsatisfied nor satisfied*
23.8% *Very satisfied*
9.5% *Extremely satisfied*

Demographics

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

93.7%

What is your gender?

20.6% *Female*

76.2% *Male*

Thank you for your time and participation in this research. Do you have any comments you would like to add about the subjects we have covered today?

38.1%