

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....

1) Are you a:

- 15.7% *Freshman*
- 16.8% *Sophomore*
- 16.0% *Junior*
- 16.2% *Senior*
- 35.1% *Graduate Student*
- 0.3% *PostDoc*

2) What is your field of study?

- 6.9% *Medicine*
- 1.1% *Dentistry*
- 42.6% *Engineering*
- 25.5% *Arts and Sciences*
- 3.7% *Law*
- 2.9% *MSASS*
- 8.8% *Weatherhead*
- 4.3% *Nursing*
- 4.3% *Other*
- If other, please specify:*
- 4.3%

3) Do you live on campus?

- 47.3% *No*
- 52.1% *Yes*

Global Questions

First I would like to ask you a series of questions about your perceptions and attitudes toward the computing and information technology resources available to you through your campus.

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

- 0.0% *Not at all important*
- 0.3% *Not very important*
- 7.7% *Somewhat important*
- 33.0% *Very important*
- 58.8% *Extremely important*

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

- 1.9% *Not at all satisfied*
- 15.2% *Not very satisfied*
- 24.7% *Neither unsatisfied nor satisfied*
- 51.6% *Very satisfied*
- 6.4% *Extremely satisfied*

6) How would you rate your knowledge in the use of computer hardware and software you believe are important to your school work?

- 0.3% *Not at all knowledgeable*
- 4.0% *Not very knowledgeable*
- 32.2% *Somewhat knowledgeable*
- 37.0% *Very knowledgeable*
- 26.3% *Extremely knowledgeable*

I'd like to ask you some questions about your experience with technology in your courses at Case over the past two years.

7) How many classes have you taken over the past two years in which you were required to use e-mail?

98.7%

8) How would you rate your satisfaction with using e-mail in connection with your course work?

- 0.5% *Not at all satisfied*
- 3.7% *Not very satisfied*
- 27.9% *Neither unsatisfied nor satisfied*
- 51.9% *Very satisfied*
- 14.6% *Extremely satisfied*

9) How many classes have you taken over the past two years in which you were required to use the Internet?

98.4%

10) How would you rate your satisfaction with how the Internet requirement contributed to your learning?

0.5% *Not at all satisfied*

3.2% *Not very satisfied*

26.1% *Neither unsatisfied nor satisfied*

56.6% *Very satisfied*

11.4% *Extremely satisfied*

11) How many classes have you taken over the past two years in which you were required to use Blackboard?

98.1%

12) How would you rate your satisfaction with how the use of Blackboard contributed to your learning?

5.9% *Not at all satisfied*

15.7% *Not very satisfied*

37.8% *Neither unsatisfied nor satisfied*

31.1% *Very satisfied*

4.0% *Extremely satisfied*

13) How many classes have you taken over the past two years in which any instruction was conducted in a technology enhanced classroom?

97.6%

14) How would you rate your satisfaction with how instruction in a technology enhanced classroom contributed to your learning?

1.9% *Not at all satisfied*

7.7% *Not very satisfied*

39.4% *Neither unsatisfied nor satisfied*

36.2% *Very satisfied*

5.6% *Extremely satisfied*

15) How many classes have you taken over the past two years in which any instruction was conducted in a computer lab?

98.1%

16) How would you rate your satisfaction with how instruction in a computer lab contributed to your learning?

1.9% *Not at all satisfied*

7.2% *Not very satisfied*

45.2% *Neither unsatisfied nor satisfied*

20.5% *Very satisfied*

2.1% *Extremely satisfied*

17) How important do you believe it is for students to have access to course instruction online?

1.1% *Not at all important*

3.5% *Not very important*

21.5% *Somewhat important*

38.3% *Very important*

35.4% *Extremely important*

18) Would you say the amount of computer use that is required in your classes is too little, too much, or the right amount?

13.8% *Too little*

2.9% *Too much*

82.4% *The right amount*

19) Would you say the amount of Internet use that is required in your classes is too little, too much, or the right amount?

13.0% *Too little*

4.0% *Too much*

81.9% *The right amount*

Administrative Information Systems

20) Do you use the my.case Portal to get information and access technology such as email and calendaring?

84.3% *No*

15.4% *Yes*

21) How would you rate your overall satisfaction with the my.case. portal?

1.7% *Not at all satisfied*

13.6% *Not very satisfied*

30.5% *Neither unsatisfied nor satisfied*

47.5% *Very satisfied*

1.7% *Extremely satisfied*

22) Do you use campus online information systems (i.e., the Registrar's web pages) to get information about registration?

4.3% *No*

95.5% *Yes*

23) How would you rate your satisfaction with online access to get information about registration?

- 1.4% *Not at all satisfied*
- 13.3% *Not very satisfied*
- 24.2% *Neither unsatisfied nor satisfied*
- 50.0% *Very satisfied*
- 10.6% *Extremely satisfied*

24) Do you use campus online information systems to get information about grades?

- 6.6% *No*
- 92.6% *Yes*

25) Using a scale of zero to ten, how would you rate your satisfaction with online access to get information about grades?

- 2.0% *Not at all satisfied*
- 14.2% *Not very satisfied*
- 27.6% *Neither unsatisfied nor satisfied*
- 45.0% *Very satisfied*
- 10.5% *Extremely satisfied*

26) Do you use campus online information systems to get information about financial aid?

- 54.3% *No*
- 44.9% *Yes*

27) How would you rate your satisfaction with online access to get information about financial aid?

- 7.0% *Not at all satisfied*
- 23.3% *Not very satisfied*
- 32.0% *Neither unsatisfied nor satisfied*
- 29.7% *Very satisfied*
- 5.2% *Extremely satisfied*

28) Do you use your campus online information system to get information about billing?

- 39.6% *No*
- 59.3% *Yes*

29) How would you rate your satisfaction with online access to get information about billing?

- 6.6% *Not at all satisfied*
- 18.9% *Not very satisfied*
- 37.0% *Neither unsatisfied nor satisfied*
- 33.5% *Very satisfied*
- 3.5% *Extremely satisfied*

Connectivity

This next set of questions is about your use of, and satisfaction with the quality of access to online information services in the past two years. These first questions refer to your campus access to the university information technology .

30) While on campus, have you used the campus network to access the Internet?

1.9% *No*
97.6% *Yes*

31) How would you rate your satisfaction with the campus information technology to access the Internet while on campus?

5.1% *Not at all satisfied*
15.4% *Not very satisfied*
20.9% *Neither unsatisfied nor satisfied*
45.3% *Very satisfied*
12.7% *Extremely satisfied*

32) Have you used wireless on campus?

47.3% *No*
52.4% *Yes*

33) How would you rate your satisfaction with the wireless technology while on campus?

7.6% *Not at all satisfied*
24.2% *Not very satisfied*
24.7% *Neither unsatisfied nor satisfied*
35.9% *Very satisfied*
7.1% *Extremely satisfied*

34) In the past two years, have you used a campus-provided e-mail account?

0.8% *No*
98.7% *Yes*

35) How would you rate your satisfaction with your access to campus e-mail services?

0.8% *Not at all satisfied*
6.4% *Not very satisfied*
16.9% *Neither unsatisfied nor satisfied*
56.6% *Very satisfied*
19.0% *Extremely satisfied*

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

25.5% *No*
75.5% *Yes*

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

0.7% *Not at all satisfied*
5.4% *Not very satisfied*
26.4% *Neither unsatisfied nor satisfied*
60.7% *Very satisfied*
9.3% *Extremely satisfied*

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

0.4% *Not at all satisfied*
10.7% *Not very satisfied*
24.3% *Neither unsatisfied nor satisfied*
54.6% *Very satisfied*
11.8% *Extremely satisfied*

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

3.2% *Not at all satisfied*
15.7% *Not very satisfied*
27.1% *Neither unsatisfied nor satisfied*
44.6% *Very satisfied*
9.6% *Extremely satisfied*

The next set of questions is about access to campus information technology from off-campus.

40) Have you used campus information technology from off-campus, using a dial-in modem?

60.9% *No*
38.6% *Yes*

41) Have you used your campus information technology from off-campus, using a cable modem?

60.1% *No*
39.6% *Yes*

42) Have you used your campus information technology from off-campus, using DSL?

- 69.1% *No*
- 30.3% *Yes*

43) How would you rate your satisfaction with the use of campus information technology from off-campus, using a dial-in modem?

- 8.8% *Not at all satisfied*
- 26.5% *Not very satisfied*
- 43.5% *Neither unsatisfied nor satisfied*
- 17.7% *Very satisfied*
- 2.7% *Extremely satisfied*

44) Using a scale of zero to ten, how would you rate your satisfaction with the use of your campus information technology from off-campus, using a cable modem?

- 8.0% *Not at all satisfied*
- 12.0% *Not very satisfied*
- 27.3% *Neither unsatisfied nor satisfied*
- 45.3% *Very satisfied*
- 6.7% *Extremely satisfied*

45) How would you rate your satisfaction with the use of your campus information technology from off-campus, using DSL?

- 3.4% *Not at all satisfied*
- 12.9% *Not very satisfied*
- 30.2% *Neither unsatisfied nor satisfied*
- 44.8% *Very satisfied*
- 7.8% *Extremely satisfied*

General Computer Use

Now I would like to ask you a series of questions about your general computer use over the past two years.

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

- 98.4% *More than once per day*
- 1.1% *Once per day*
- 0.3% *Weekly*
- 0.0% *Monthly*
- 0.0% *At least once a semester or quarter*
- 0.0% *Almost never*
- 0.0% *Never*

47) How many hours per week do you use a computer?

98.1%

48) How often do you use a computer on campus?

65.7% *More than once per day*
10.4% *Once per day*
13.0% *Weekly*
3.5% *Monthly*
2.4% *At least once a semester or quarter*
2.9% *Almost never*
0.8% *Never*

49) How many hours per day do you use a computer on campus?

97.6%

50) How would you rate your overall skill level in using a computer? Would you say you have no skills, minimal skills, good skills, or excellent skills?

0.0% *No skills*
5.9% *Minimal skills*
47.9% *Good skills*
45.7% *Excellent skills*

51) How would you rate the importance of computer literacy for your future employment goals?

0.0% *Not at all important*
0.8% *Not very important*
9.0% *Somewhat important*
33.2% *Very important*
56.6% *Extremely important*

52) How well do you believe the University has equipped you with the technology skills you will need after graduating?

3.7% *Not at all well*
12.8% *Not very well*
47.1% *Somewhat*
29.5% *Very well*
6.4% *Extremely well*

Workstation/Laptop

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

53) Do you have access to a university-provided computer workstation, like in a computer lab, to complete your school work?

- 18.4% No
- 81.1% Yes

54) How would you rate your satisfaction with the university-provided computer workstations available to you?

- 3.9% *Not at all satisfied*
- 9.4% *Not very satisfied*
- 34.5% *Neither unsatisfied nor satisfied*
- 43.6% *Very satisfied*
- 7.5% *Extremely satisfied*

55) Do you have access to university-provided computer software you need to complete your school work?

- 11.4% No
- 87.2% Yes

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

- 0.9% *Not at all satisfied*
- 7.2% *Not very satisfied*
- 23.1% *Neither unsatisfied nor satisfied*
- 51.1% *Very satisfied*
- 17.1% *Extremely satisfied*

Help/Technical Support

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

57) When you need help with a university-provided computer, software, or information technology connection, which of the following do you use for getting assistance? (Check all that apply.)

- 60.6% *The campus help desk at 368-HELP, help@case.edu, or http://help.case.edu*
- 20.2% *The campus walk-in help desk in Kelvin Smith Library*
- 15.4% *A school-based or department-based help desk via phone, email, or web*
- 19.1% *Computer lab staff*
- 72.3% *Other students, friends, family*

5.1% *Other*

If other, please specify:

5.3%

58) How would you rate your satisfaction with the campus help desk services?

22.1% *Do not use/not applicable*

5.3% *Not at all satisfied*

10.9% *Not very satisfied*

26.6% *Neither unsatisfied nor satisfied*

27.1% *Very satisfied*

6.1% *Extremely satisfied*

59) How would you rate your satisfaction with the campus walk-in help desk services?

56.1% *Do not use/not applicable*

2.4% *Not at all satisfied*

4.0% *Not very satisfied*

17.0% *Neither unsatisfied nor satisfied*

12.8% *Very satisfied*

4.8% *Extremely satisfied*

60) If you have used a school-based or department based help desk, please rate your overall satisfaction

57.2% *Do not use/not applicable*

2.9% *Not at all satisfied*

4.5% *Not very satisfied*

15.7% *Neither unsatisfied nor satisfied*

10.1% *Very satisfied*

3.2% *Extremely satisfied*

61) How would you rate your satisfaction with other students, friends, or family helping you?

11.7% *Do not use/not applicable*

0.8% *Not at all satisfied*

4.5% *Not very satisfied*

23.1% *Neither unsatisfied nor satisfied*

46.5% *Very satisfied*

10.9% *Extremely satisfied*

Private Computer

62) Do you currently own a computer that is operational?

1.3% *No*
98.1% *Yes*

63) How old is your primary (if more than one) computer?

30.9% *Less than one year*
49.7% *One to three years*
18.4% *More than three years*
0.3% *Don't know/not sure*

64) Do you own a laptop computer?

44.1% *No*
54.8% *Yes*

65) Do you have wireless information technology capability on your laptop computer?

45.5% *No*
48.1% *Yes*

66) Can you get technical assistance on campus if you have trouble with your laptop computer?

44.9% *No*
42.3% *Yes*

Demographics

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

98.9%

What is your gender?

36.2% *Female*
63.8% *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?

37.8%