

# Staff Survey

## Background Information:

This section includes questions about your background and technology usage, needs, and preferences.

1. What is your employment status?

|        |                       |
|--------|-----------------------|
| 92.21% | Full-time             |
| 6.49%  | Part-time             |
| 0.43%  | Temporary – Full-time |
| 0.87%  | Temporary – Part-time |

2. In which organizational area do you work?

|        |   |
|--------|---|
| 13.42% | Finance and Administration  |
| 24.68% | Executive Vice President  |
| 5.63%  | University Advancement  |
| 20.53% | Student Affairs   |
| 0.87%  | President’s Office  |
| 35.06% | Provost’s Office and Academic Affairs (includes Firelands Campus) |

3. Which best describes your primary usage and access to a computer on campus?

|        |  |
|--------|--|
| 0.45%  | Do not use a computer  |
| 92.38% | Use an ITS provided computer in my office  |
| 6.28%  | Own a computer for use at work, but also use an ITS provided computer in my office |
| 0.90%  | Use my own computer from home at work  |

4. Approximately, when was the last upgrade of your office computer?

|        |                      |
|--------|----------------------|
| 10.96% | 4 or more years ago  |
| 9.13%  | 3 years ago          |
| 26.48% | 2 years ago          |
| 29.68% | 1 year ago           |
| 23.74% | Within the past year |

5. What desktop replacement would you prefer?

|        |                         |
|--------|-------------------------|
| 67.43% | Windows desktop         |
| 14.68% | Windows laptop          |
| 14.22% | Apple Macintosh desktop |
| 3.67%  | Apple Macintosh laptop  |

6. How would you rate the adequacy of your office hardware to complete your professional work?

|        |                   |
|--------|-------------------|
| 2.64%  | Not Adequate      |
| 12.78% | Somewhat Adequate |
| 42.29% | Adequate          |
| 42.29% | Highly Adequate   |

7. How would you rate the adequacy of your office software to complete your professional work?

|        |                   |
|--------|-------------------|
| 1.32%  | Not Adequate      |
| 13.22% | Somewhat Adequate |
| 50.22% | Adequate          |
| 35.24% | Highly Adequate   |

8. What percentage of your work-related computing is done at home?

|        |         |
|--------|---------|
| 48.70% | 0%      |
| 45.65% | 1-25%   |
| 3.91%  | 26-50%  |
| 1.30%  | 51-75%  |
| 0.43%  | 76-100% |

9. What kind of computer do you have at home for personal use?

|        |                               |
|--------|-------------------------------|
| 6.19%  | Have not purchased a computer |
| 7.52%  | Purchased a laptop computer   |
| 69.03% | Purchased a desktop computer  |
| 17.26% | Purchased more then on system |

10. How much have you personally spent on work-related hardware or software within the last 2 years?

|        |                       |
|--------|-----------------------|
| 62.17% | 0\$                   |
| 28.26% | between \$1-\$500     |
| 3.91%  | between \$501-\$1000  |
| 1.74%  | between \$1001-\$1500 |
| 3.91%  | between \$1500        |

11. What kind of Internet connection do you have at home?

|        |                        |
|--------|------------------------|
| 14.78% | None                   |
| 55.22% | Dial-up                |
| 30.00% | High-speed (DSL,cable) |

12. If the University arranged a contract for reduced - rate broadband service, would you be interested in subscribing to the service?

|        |                |
|--------|----------------|
| 3.95%  | Definitely No  |
| 3.95%  | Probably No    |
| 25.44% | Uncertain      |
| 44.30% | Probably Yes   |
| 22.37% | Definitely Yes |

13. Which best describes your purchase of a computer for university-related needs at home?

|        |                                     |
|--------|-------------------------------------|
| 52.75% | Have not purchased a computer       |
| 6.42%  | Have purchased a laptop computer    |
| 36.42% | Have purchased a desktop computer   |
| 4.59%  | Have purchased more then one system |

14. Which best describes your utilization of computer laboratories on campus?

|        |                                  |
|--------|----------------------------------|
| 57.02% | Never used                       |
| 29.39% | Use 1-2 times per semester       |
| 4.02%  | Use 3-4 times per semester       |
| 2.19%  | Use 5-6 times per semester       |
| 6.58%  | Use 7 or more times per semester |

**Technology Support, Training, and Competency:**

The questions in this section are related to the adequacy of technological support and training.

**Technology Support**

Rate your overall satisfaction with the following services:

|     |   | Do Not Use | Highly Dissatisfied | Moderately Dissatisfied | Neither Satisfied nor Dissatisfied | Moderately Satisfied | Highly Satisfied |
|-----|---|------------|---------------------|-------------------------|------------------------------------|----------------------|------------------|
| 15. | Webmail system for email on campus:   | 16.59%     | 4.80%               | 19.21%                  | 13.10%                             | 34.50%               | 11.79%           |
| 16. | Phone service on campus:  | 0.87%      | 0.43%               | 3.48%                   | 10.43%                             | 39.31%               | 45.65%           |
| 17. | Computer laboratories on campus:  | 58.87%     | 0.87%               | 1.73%                   | 10.39%                             | 19.05%               | 9.09%            |
| 18. | Student Technology Center:  | 85.28%     | 0.00%               | 0.43%                   | 3.90%                              | 5.63%                | 4.76%            |
| 19. | Help Desk – Technology Support Center – ITS:                                    | 9.65%      | 1.32%               | 3.95%                   | 9.21%                              | 27.19%               | 48.68%           |
| 20. | Continuing and Extended Education Computer Training:                            | 24.78%     | 0.87%               | 6.09%                   | 13.91%                             | 32.17%               | 32.17%           |
| 21. | Interactive Distance Education for All Learners (IDEAL):                        | 88.70%     | 0.43%               | 1.30%                   | 2.17%                              | 6.09%                | 1.30%            |
| 22. | Instructional Media Services:   | 51.08%     | 0.41%               | 2.16%                   | 9.96%                              | 21.21%               | 15.15%           |
| 23. | Residence Hall network support:   | 93.51%     | 0.43%               | 0.43%                   | 1.30%                              | 1.30%                | 3.03%            |
| 24. | Classroom technology support services:  | 78.79%     | 0.43%               | 1.30%                   | 4.76%                              | 10.82%               | 3.90%            |
| 25. | MyBGSU (Blackboard) Portal:   | 27.39%     | 1.74%               | 5.65%                   | 19.13%                             | 31.30%               | 14.78%           |
| 26. | Blackboard Courseware:  | 74.03%     | 1.30%               | 3.03%                   | 5.63%                              | 13.42%               | 2.60%            |
| 27. | Building technology representative support (TSS) in your college or department: | 15.28%     | 3.06%               | 6.99%                   | 7.86%                              | 24.45%               | 42.36%           |

## Technology Training and Competencies of Staff

How effective are the following modes of learning in helping you learn new technology skills?

|     |  | Not effective | Slightly effective | Uncertain | Moderately effective | Highly effective |
|-----|--|---------------|--------------------|-----------|----------------------|------------------|
| 28. | Informal 1-on-1 personal tutoring/assistance:                      | 1.37%         | 3.65%              | 17.35%    | 29.22%               | 48.40%           |
| 29. | Hands-on workshop:   | 2.29%         | 6.42%              | 9.17%     | 44.95%               | 37.16%           |
| 30. | Online tutorial for independent learning and access:               | 5.19%         | 11.16%             | 36.74%    | 38.14%               | 9.77%            |
| 31. | Tutorial/manual (including CD) for independent reading and access: | 6.51%         | 14.88%             | 38.60%    | 30.70%               | 9.30%            |

**Rate the importance of developing the listed skills for your own work:**

|     |   | Not important | Slightly important | Uncertain | Moderately important | Highly important |
|-----|---|---------------|--------------------|-----------|----------------------|------------------|
| 32. | Word processing documents (Word, Appleworks, etc.):   | 3.07%         | 5.26%              | 1.32%     | 26.75%               | 63.60%           |
| 33. | Presentations (Power Point, etc.):  | 13.97%        | 13.97%             | 10.48%    | 38.86%               | 22.71%           |
| 34. | Spreadsheets and graphs (Excel, etc.):  | 3.91%         | 5.22%              | 3.04%     | 38.70%               | 49.13%           |
| 35. | Graphics (Photoshop, Illustrator, etc.):  | 16.37%        | 15.49%             | 15.49%    | 36.28%               | 16.37%           |
| 36. | Databases (Access, Oracle, etc.):   | 7.02%         | 13.16%             | 14.04%    | 32.02%               | 33.77%           |
| 37. | Desktop publishing (Appleworks, Pagemaker, InDesign, etc.):   | 23.79%        | 16.30%             | 18.50%    | 28.19%               | 13.22%           |
| 38. | Web design (Dreamweaver, Front Page, Flash, etc.):  | 25.88%        | 12.72%             | 23.68%    | 17.98%               | 19.74%           |
| 39. | Statistical packages (SAS, SPSS, etc.):   | 52.40%        | 8.73%              | 25.33%    | 8.30%                | 5.24%            |
| 40. | Electronic portfolio development:   | 45.18%        | 5.26%              | 36.40%    | 10.09%               | 3.07%            |
| 41. | Digital video (videotaping and/or editing) (iMovie, Final Cut Pro/Express, Premiere, iDVD, DVD Studio Pro, etc.): | 51.54%        | 7.49%              | 19.82%    | 12.78%               | 8.37%            |
| 42. | Creating QuickTime movies and/or streaming video:   | 51.98%        | 8.81%              | 22.03%    | 10.57%               | 6.61%            |
| 43. | DVD preparation (iDVD, DVD Studio Pro, etc.):   | 50.22%        | 9.33%              | 21.78%    | 12.00%               | 6.67%            |
| 44. | Programming languages (JAVA, Visual Basic, C++):  | 61.55%        | 7.11%              | 20.00%    | 8.00%                | 3.56%            |

**Rate your competency in the listed skills:**

|     |   | No<br>competence | Limited<br>competence | Competent | Highly<br>competent |
|-----|---|------------------|-----------------------|-----------|---------------------|
| 45. | Word processing documents (Word, Appleworks, etc.):   | 1.32%            | 8.77%                 | 47.37%    | 42.54%              |
| 46. | Presentations (Power Point, etc.):  | 24.12%           | 28.51%                | 34.21%    | 13.16%              |
| 47. | Spreadsheets and graphs (Excel, etc.):  | 5.24%            | 32.75%                | 39.30%    | 22.71%              |
| 48. | Graphics (Photoshop, Illustrator, etc.):  | 39.56%           | 40.89%                | 14.67%    | 4.89%               |
| 49. | Databases (Access, Oracle, etc.):   | 30.40%           | 40.97%                | 20.26%    | 8.37%               |
| 50. | Desktop publishing (Appleworks, Pagemaker, InDesign, etc.):   | 47.14%           | 32.60%                | 14.10%    | 6.17%               |
| 51. | Web design (Dreamweaver, Front Page, Flash, etc.):  | 61.06%           | 22.57%                | 11.50%    | 4.87%               |
| 52. | Statistical packages (SAS, SPSS, etc.):   | 81.06%           | 14.54%                | 3.08%     | 1.32%               |
| 53. | Electronic portfolio development:   | 86.16%           | 11.16%                | 1.34%     | 1.34%               |
| 54. | Digital video (videotaping and/or editing) (iMovie, Final Cut Pro/Express, Premiere, iDVD, DVD Studio Pro, etc.): | 80.00%           | 13.33%                | 3.11%     | 3.56%               |
| 55. | Creating QuickTime movies and/or streaming video:   | 81.86%           | 12.39%                | 3.54%     | 2.21%               |
| 56. | DVD preparation (iDVD, DVD Studio Pro, etc.):   | 82.22%           | 11.11%                | 3.56%     | 3.11%               |
| 57. | Programming languages (JAVA, Visual Basic, C++):  | 82.30%           | 12.83%                | 3.54%     | 1.33%               |

58. Rate your overall expertise in the use of technology (computer hardware and software):

|        |                    |
|--------|--------------------|
| 2.21%  | No Competence      |
| 34.07% | Limited Competence |
| 48.23% | Competent          |
| 15.49% | Highly Competent   |

59. How have you primarily learned your skills in technology?

|        |   |
|--------|---|
| 2.20%  | Have not developed skills                           |
| 31.72% | Workshops or classes                                |
| 29.52% | Personal tutoring/assistance by friend or colleague |
| 8.81%  | On my own – using online tutorials                  |
| 27.75% | On my own – using copies of tutorials or manuals    |

60. How many times in the 2002-2003 academic year did you attend a workshop on technology?

|        |           |
|--------|-----------|
| 26.20% | 0         |
| 56.33% | 1-2       |
| 14.85% | 3-4       |
| 2.62%  | 5 or more |

**Rate the factors that have prevented you from gaining more technology literacy:**

|            |   | Not a factor | A small factor | Moderate factor | Important factor | Highly important factor |
|------------|---|--------------|----------------|-----------------|------------------|-------------------------|
| <b>61.</b> | No training in workshops:                         | 56.16%       | 19.18%         | 15.53%          | 7.31%            | 1.83%                   |
| <b>62.</b> | No time to fit workshops into schedule:           | 19.38%       | 18.06%         | 21.15%          | 25.11%           | 16.30%                  |
| <b>63.</b> | No access to online tutorials at BGSU:            | 55.05%       | 17.89%         | 15.60%          | 8.72%            | 2.75%                   |
| <b>64.</b> | No access to manuals or CD-ROM tutorials at BGSU: | 52.72%       | 15.14%         | 18.81%          | 7.80%            | 5.50%                   |