

Appendix B
Cross Tabulation and Frequency Tables
2006 Office of the CIO Technology Poll Questionnaire

(Time Series Section)

Q1 How many personal computers do you own or do you use at your local residence?

Fac	Staff	Grad	Undergrad	
5 (1.2%)	29 (7.1%)	15 (1.5%)	9 (1.1%)	None
133 (32.2%)	211 (52.0%)	511 (49.9%)	557 (66.5%)	One
144 (34.7%)	86 (21.2%)	371 (36.2%)	186 (22.2%)	Two
133 (32.0%)	80 (19.7%)	127 (12.4%)	86 (10.3%)	More than two
(415)	(406)	(1024)	(838)	

Q2A Is your primary computer at your local residence a . . .

Fac	Staff	Grad	Undergrad	
7 (1.7%)	5 (1.3%)	6 (0.6%)	3 (0.4%)	Macintosh using Mac OS 9 or lower
87 (21.2%)	31 (8.2%)	89 (8.8%)	36 (4.3%)	Macintosh using Mac OS X
301 (73.4%)	331 (87.8%)	897 (88.9%)	763 (92.0%)	PC primarily using Windows and Windows applications
8 (2.0%)	4 (1.1%)	9 (0.9%)	13 (1.6%)	PC or workstation primarily using UNIX or LINUX
4 (1.0%)	1 (0.3%)	6 (0.6%)	14 (1.7%)	Some other type of computer and operating system
3 (0.7%)	1 (0.3%)	2 (0.2%)	0 (0.0%)	NO RESPONSE
(410)	(377)	(1009)	(829)	

Q3A Sole or primary computer--Is this computer a laptop or other portable?

Fac	Staff	Grad	Undergrad	
186 (45.4%)	107 (28.4%)	589 (58.4%)	402 (48.5%)	Yes
224 (54.6%)	268 (71.1%)	418 (41.4%)	425 (51.3%)	No
0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (0.1%)	Don't know
0 (0.0%)	2 (0.5%)	2 (0.2%)	1 (0.1%)	NO RESPONSE
(410)	(377)	(1009)	(829)	

Q4A Sole or primary computer--Does this computer have an anti-virus program installed?

Fac	Staff	Grad	Undergrad	
373 (91.0%)	340 (90.2%)	904 (89.6%)	737 (88.9%)	Yes
27 (6.6%)	28 (7.4%)	81 (8.0%)	85 (10.3%)	No
8 (2.0%)	8 (2.1%)	23 (2.3%)	7 (0.8%)	Don't know
2 (0.5%)	1 (0.3%)	1 (0.1%)	0 (0.0%)	NO RESPONSE
(410)	(377)	(1009)	(829)	

Q5A Sole or primary computer--Does this computer have an anti-spyware program installed (e.g., Ad Ware™ or Spy Sweeper™)?

Fac	Staff	Grad	Undergrad	
232 (56.6%)	231 (61.3%)	662 (65.6%)	645 (77.8%)	Yes
132 (32.2%)	95 (25.2%)	266 (26.4%)	132 (15.9%)	No
45 (11.0%)	50 (13.3%)	80 (7.9%)	51 (6.2%)	Don't know
1 (0.2%)	1 (0.3%)	1 (0.1%)	1 (0.1%)	NO RESPONSE
(410)	(377)	(1009)	(829)	

Q6A Sole or primary computer--Does this computer have a wireless network connection or adapter?

Fac	Staff	Grad	Undergrad	
235 (57.3%)	158 (41.9%)	661 (65.5%)	527 (63.6%)	Yes
160 (39.0%)	198 (52.5%)	332 (32.9%)	276 (33.3%)	No
14 (3.4%)	19 (5.0%)	12 (1.2%)	25 (3.0%)	Don't know
1 (0.2%)	2 (0.5%)	4 (0.4%)	1 (0.1%)	NO RESPONSE
(410)	(377)	(1009)	(829)	

Q2B Is your secondary computer at your local residence a . . .

Fac	Staff	Grad	Undergrad	
8 (2.9%)	4 (2.4%)	5 (1.0%)	0 (0.0%)	Macintosh using Mac OS 9 or lower
48 (17.3%)	16 (9.6%)	35 (7.0%)	10 (3.7%)	Macintosh using Mac OS X
201 (72.6%)	141 (84.9%)	427 (85.7%)	243 (89.3%)	PC primarily using Windows and Windows applications
8 (2.9%)	4 (2.4%)	16 (3.2%)	8 (2.9%)	PC or workstation primarily using UNIX or LINUX
3 (1.1%)	0 (0.0%)	3 (0.6%)	8 (2.9%)	Other
9 (3.2%)	1 (0.6%)	12 (2.4%)	3 (1.1%)	NO RESPONSE
(277)	(166)	(498)	(272)	

Q3B Secondary computer--Is this computer a laptop or other portable?

Fac	Staff	Grad	Undergrad	
135 (48.7%)	61 (36.7%)	213 (42.8%)	113 (41.5%)	Yes
141 (50.9%)	103 (62.0%)	283 (56.8%)	155 (57.0%)	No
0 (0.0%)	1 (0.6%)	0 (0.0%)	1 (0.4%)	Don't know
1 (0.4%)	1 (0.6%)	2 (0.4%)	3 (1.1%)	NO RESPONSE
(277)	(166)	(498)	(272)	

Q4B Secondary computer--Does this computer have an anti-virus program installed?

Fac	Staff	Grad	Undergrad	
239 (86.3%)	133 (80.1%)	417 (83.7%)	229 (84.2%)	Yes
31 (11.2%)	27 (16.3%)	67 (13.5%)	34 (12.5%)	No
5 (1.8%)	5 (3.0%)	12 (2.4%)	5 (1.8%)	Don't know
2 (0.7%)	1 (0.6%)	2 (0.4%)	4 (1.5%)	NO RESPONSE
(277)	(166)	(498)	(272)	

Q5B Secondary computer--Does this computer have an anti-spyware program installed (e.g., Ad Ware™ or Spy Sweeper™)?

Fac	Staff	Grad	Undergrad	
143 (51.6%)	94 (56.6%)	312 (62.7%)	197 (72.4%)	Yes
113 (40.8%)	56 (33.7%)	145 (29.1%)	53 (19.5%)	No
18 (6.5%)	15 (9.0%)	37 (7.4%)	17 (6.3%)	Don't know
3 (1.1%)	1 (0.6%)	4 (0.8%)	5 (1.8%)	NO RESPONSE
(277)	(166)	(498)	(272)	

Q6B Secondary computer--Does this computer have a wireless network connection or adapter?

Fac	Staff	Grad	Undergrad	
165 (59.6%)	75 (45.2%)	281 (56.4%)	168 (61.8%)	Yes
110 (39.7%)	85 (51.2%)	208 (41.8%)	94 (34.6%)	No
0 (0.0%)	5 (3.0%)	5 (1.0%)	6 (2.2%)	Don't know
2 (0.7%)	1 (0.6)	4 (0.8%)	4 (1.5%)	NO RESPONSE
(277)	(166)	(498)	(272)	

Q7 Are you aware of the OSU central system Anti Spam Service on the central Email system?

Fac	Staff	Grad	Undergrad	
253 (61.0%)	239 (58.9%)	350 (34.2%)	212 (25.3%)	Yes
157 (37.8%)	153 (37.7%)	642 (62.7%)	609 (72.7%)	No
3 (0.7%)	13 (3.2%)	25 (2.4%)	17 (2.0)	Don't know
2 (0.5%)	1 (0.2%)	7 (0.7%)	0 (0.0%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q8 Is the Anti-Spam Service helping reduce your unwanted Email?

Fac	Staff	Grad	Undergrad	
153 (36.9%)	150 (36.9%)	254 (24.8%)	178 (21.2%)	Yes
105 (25.3%)	108 (26.6%)	274 (26.8%)	288 (34.4%)	No
150 (36.1%)	142 (35.0%)	482 (47.1%)	366 (43.7%)	Don't know
7 (1.7%)	6 (1.5%)	14 (1.4%)	6 (0.7%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q9 Have you experienced a virus on any computer within the last year?

Fac	Staff	Grad	Undergrad	
48 (11.6%)	46 (11.3%)	259 (25.3%)	383 (45.7%)	Yes, on personally-owned computer
25 (6.0%)	29 (7.1%)	41 (4.0%)	16 (1.9%)	Yes, on university-owned computer
11 (2.7%)	19 (4.7%)	43 (4.2%)	25 (3.0%)	Yes, on both personally-owned and university-owned computers
311 (74.9%)	289 (71.2%)	626 (61.1%)	363 (43.3%)	No, I have not had a computer virus in the past year
20 (4.8%)	21 (5.2%)	54 (5.3%)	50 (6.0%)	Don't know
0 (0.0%)	2 (0.5%)	1 (0.1%)	1 (0.1%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q10 Which, if any, of these Personal Digital Assistants (PDA) or palmtop computers do you use?

Fac	Staff	Grad	Undergrad	
117 (28.2%)	73 (18.0%)	137 (13.4%)	53 (6.3%)	Palm OS Device (Palm, Visor, Treo, Sony Clio, etc)
33 (8.0%)	31 (7.6%)	55 (5.4%)	44 (5.3%)	Windows CE, Powered by Windows, or PocketPC Device (HP IPaq, Dell, etc.)
8 (1.9%)	12 (3.0%)	11 (1.1%)	13 (1.6%)	Some other PDA or palmtop computer (Specify)
257 (61.9%)	289 (71.2%)	820 (80.1%)	728 (86.9%)	Do not use Personal Digital Assistant (PDA) or palmtop computer
0 (0.0%)	1 (0.2%)	1 (0.1%)	0 (0.0%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q11 Does the Personal Digital Assistant (PDA) or palmtop computer that you use have a wireless network connection?

Fac	Staff	Grad	Undergrad	
52 (32.9%)	31 (26.5%)	62 (30.4%)	48 (43.6%)	Yes
102 (64.6%)	76 (65.0%)	136 (66.7%)	52 (47.3%)	No
4 (2.5%)	7 (6.0%)	4 (2.0%)	10 (9.1%)	Don't know
0 (0.0%)	3 (2.6%)	2 (1.0%)	0 (0.0%)	NO RESPONSE
(158)	(117)	(204)	(110)	

Q12 Do you use the Web with any of the following wireless devices:

Fac	Staff	Grad	Undergrad	
271 (65.3%)	152 (37.4%)	666 (65.0%)	452 (53.9%)	Laptop computer
36 (8.7%)	25 (6.2%)	37 (3.6%)	36 (4.3%)	Personal Digital Assistant (PDA) or palmtop computer
42 (10.1%)	45 (11.1%)	130 (12.7%)	167 (19.9%)	Wireless telephone
132 (31.8%)	221 (54.4%)	311 (30.4%)	313 (37.4%)	Do not use the web with a wireless device
(415)	(406)	(1024)	(838)	

Note: Multiple responses possible

Q13 Are you aware of the OSU Wireless Network on campus?

Fac	Staff	Grad	Undergrad	
304 (73.3%)	264 (65.0%)	812 (79.3%)	688 (82.1%)	Yes
102 (24.6%)	123 (30.3%)	202 (19.7%)	138 (16.5%)	No
7 (1.7%)	15 (3.7%)	8 (0.8%)	11 (1.3%)	Don't know
2 (0.5%)	4 (1.0%)	2 (0.2%)	1 (0.1%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q14 Have you activated OSU Wireless Network account?

Fac	Staff	Grad	Undergrad	
98 (23.6%)	57 (14.0%)	311 (30.4%)	235 (28.0%)	Yes
305 (73.5%)	331 (81.5%)	684 (66.8%)	579 (69.1%)	No
9 (2.2%)	15 (3.7%)	25 (2.4%)	23 (2.7%)	Don't know
3 (0.7%)	3 (0.7%)	4 (0.4%)	1 (0.1%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q15 Do you use OSU Wireless on campus

Fac	Staff	Grad	Undergrad	
67 (16.1%)	46 (11.3%)	253 (24.7%)	164 (19.6%)	Yes
344 (82.9%)	346 (85.2%)	759 (74.1%)	660 (78.8%)	No
1 (0.2%)	10 (2.5%)	9 (0.9%)	12 (1.4%)	Don't know
3 (0.7%)	4 (1.0%)	3 (0.3%)	2 (0.2%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q16 Are you aware of the OSU Office of Information Technology (OIT) System Status Webpage?

Fac	Staff	Grad	Undergrad	
177 (42.7%)	178 (43.8%)	485 (47.4%)	428 (51.1%)	Yes
236 (56.9%)	226 (55.7%)	536 (52.3%)	407 (48.6%)	No
2 (0.5%)	2 (0.5%)	3 (0.3%)	3 (0.4%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q17 What steps do you take when electronic information systems are not operating or operating slowly?

Fac	Staff	Grad	Undergrad	
76 (18.3%)	72 (17.7%)	219 (21.4%)	185 (22.1%)	Contact OIT's Support Center Help Desk (8-HELP)
225 (54.2%)	242 (59.6%)	371 (36.2%)	206 (24.6%)	Contact your local technology support staff
39 (9.4%)	30 (7.4%)	120 (11.7%)	130 (15.5%)	Go to OIT's Systems Status Webpage
70 (16.9%)	53 (13.1%)	274 (26.8%)	265 (31.6%)	Other, please specify
5 (1.2%)	9 (2.2%)	40 (3.9%)	52 (6.2%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q18 Do you use telephone over the Internet (VOIP)?

Fac	Staff	Grad	Undergrad	
32 (7.7%)	28 (6.9%)	86 (8.4%)	41 (4.9%)	Use wired VoIP
16 (3.9%)	5 (1.2%)	33 (3.2%)	23 (2.7%)	Use wireless VoIP
375 (90.4%)	373 (91.9%)	913 (89.2%)	781 (93.2%)	Do not use VoIP
(415)	(406)	(1024)	(838)	

Note: Multiple responses possible

Q19 Where do you use VoIP?

Fac	Staff	Grad	Undergrad	
31 (75.6%)	24 (75.0%)	90 (81.1%)	50 (86.2%)	Home
2 (4.9%)	3 (9.4%)	5 (4.5%)	2 (3.4%)	Work
7 (17.1%)	4 (12.5%)	14 (12.6%)	5 (8.6%)	Both home and work
1 (2.4%)	1 (3.1%)	2 (1.8%)	1 (1.7%)	NO RESPONSE
(41)	(32)	(111)	(58)	

Q20 What Internet Service Provider (ISP) do you primarily use to connect to the university network from your local residence?

Fac	Staff	Grad	Undergrad	
34 (8.2%)	24 (5.9%)	24 (2.3%)	8 (1.0%)	OSU Homenet dial-up service
1 (0.2%)	5 (1.2%)	72 (7.0%)	206 (24.6%)	OSU ResNet high-speed service
8 (1.9%)	10 (2.5%)	15 (1.5%)	2 (0.2%)	OSUWeb.Net dial-up service
5 (1.2%)	4 (1.0%)	6 (0.6%)	2 (0.2%)	AT&T Global dial-up service
174 (41.9%)	119 (29.3%)	403 (39.4%)	348 (41.5%)	RoadRunner High-speed Cable modem internet service from Time Warner
20 (4.8%)	20 (4.9%)	59 (5.8%)	36 (4.3%)	RoadRunner High-speed Cable modem internet service from Insight
43 (10.4%)	60 (14.8%)	81 (7.9%)	71 (8.5%)	WOW High-speed Cable modem internet service
7 (1.7%)	14 (3.4%)	26 (2.5%)	7 (0.8%)	AOL dial-up service
7 (1.7%)	3 (0.7%)	19 (1.9%)	9 (1.1%)	AOL High-speed Cable modem internet service on Time Warner Cable
2 (0.5%)	5 (1.2%)	3 (0.3%)	1 (0.1%)	Earthlink Dialup service
6 (1.4%)	3 (0.7%)	29 (2.8%)	15 (1.8%)	Earthlink High-speed Cable modem internet service on Time Warner Cable
4 (1.0%)	1 (0.2%)	4 (0.4%)	1 (0.1%)	MSN Dial-up service
0 (0.0%)	0 (0.0%)	1 (0.1%)	1 (0.1%)	CompuServe Dial-up service
68 (16.4%)	33 (8.1%)	137 (13.4%)	56 (6.7%)	SBC DSL service
8 (1.9%)	9 (2.2%)	2 (0.2%)	4 (0.5%)	Other DSL service
6 (1.4%)	1 (0.2%)	24 (2.3%)	9 (1.1%)	Other High-Speed Cable Modem Service
1 (0.2%)	18 (4.4%)	20 (2.0%)	16 (1.9%)	Other Dial-up service
1 (0.2%)	1 (0.2%)	16 (1.6%)	10 (1.2%)	Satellite High-speed service
4 (1.0%)	9 (2.2%)	11 (1.1%)	10 (1.2%)	Other ISP Service
16 (3.9%)	63 (15.5%)	70 (6.8%)	25 (3.0%)	I do not connect to the university network
0 (0.0%)	2 (0.5%)	2 (0.2%)	1 (0.1%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q21 Which of the following programs do you primarily use to display and view pages from the Web?

Fac	Staff	Grad	Undergrad	
75 (18.1%)	45 (11.1%)	192 (18.8%)	219 (26.1%)	Firefox
231 (55.7%)	283 (69.7%)	686 (67.0%)	514 (61.3%)	Internet Explorer
39 (9.4%)	32 (7.9%)	30 (2.9%)	14 (1.7%)	Netscape
18 (4.3%)	12 (3.0%)	29 (2.8%)	31 (3.7%)	Mozilla
2 (0.5%)	0 (0.0%)	8 (0.8%)	6 (0.7%)	Opera
48 (11.6%)	29 (7.1%)	71 (6.9%)	51 (6.1%)	Some other browser
2 (0.5%)	5 (1.2%)	8 (0.8%)	3 (0.4%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q22 On average, approximately how many hours per week do you use your primary home Internet Service Provider?

Fac	Staff	Grad	Undergrad	
90 (22.6%)	149 (43.4%)	151 (15.8%)	82 (10.1%)	Less than 10 hours per week
181 (45.4%)	105 (30.6%)	348 (36.5%)	326 (40.1%)	Between 10 and 20 hours per week
102 (25.6%)	70 (20.4%)	343 (36.0%)	294 (36.2%)	Between 21 and 60 hours per week
24 (6.0%)	9 (2.6%)	109 (11.4%)	109 (13.4%)	More than 60 hours per week
2 (0.5%)	10 (2.9%)	3 (0.3%)	2 (0.2%)	NO RESPONSE
(399)	(343)	(954)	(813)	

Q23 Did you have a primary home Internet Service Provider before you came to OSU?

Grad	Undergrad	
724 (75.9%)	729 (89.7%)	Yes
227 (23.8%)	82 (10.1%)	No
3 (0.3%)	2 (0.2%)	NO RESPONSE
(954)	(813)	

Q24 Did you use your current primary home Internet Service Provider before you came to OSU?

Grad	Undergrad	
498 (52.2%)	547 (67.3%)	Yes
453 (47.5%)	264 (32.5%)	No
3 (0.3%)	2 (0.2%)	NO RESPONSE
(954)	(813)	

Q25 Do you still use that Internet Service Provider?

Grad	Undergrad	
422 (84.7%)	364 (66.5%)	Yes
73 (14.7%)	182 (33.3%)	No
3 (0.6%)	1 (0.2%)	NO RESPONSE
(498)	(547)	

Q26 Do you use a personal firewall such as:

Fac	Staff	Grad	Undergrad	
25 (6.0%)	17 (4.2%)	71 (6.9%)	36 (4.3%)	Zone Alarm
0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (0.4%)	Black ICE
41 (9.9%)	56 (13.8%)	179 (17.5%)	201 (24.0%)	Norton Personal Firewall
90 (21.7%)	79 (19.5%)	278 (27.1%)	249 (29.7%)	Firewall built-in to Windows XP (must be activated)
46 (11.1%)	12 (3.0%)	32 (3.1%)	18 (2.1%)	Firewall built-in to MacOS X (must be activated)
41 (9.9%)	32 (7.9%)	43 (4.2%)	21 (2.5%)	Firewall built-in to a residence cable or DSL service router
26 (6.3%)	36 (8.9%)	70 (6.8%)	62 (7.4%)	Some other firewall
49 (11.8%)	58 (14.3%)	140 (13.7%)	96 (11.5%)	Do not use a firewall
95 (22.9%)	112 (27.6%)	201 (19.6%)	147 (17.5%)	Do not know if I have a personal firewall
2 (1.9%)	4 (1.0%)	10 (1.0%)	5 (0.6%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q27 Do you presently have a cellular phone?

Fac	Staff	Grad	Undergrad	
345 (83.1%)	351 (86.5%)	907 (88.6%)	809 (96.5%)	Yes
69 (16.6%)	53 (13.1%)	110 (10.7%)	27 (3.2%)	No
1 (0.2%)	2 (0.5%)	7 (0.7%)	2 (0.2%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q28 During the last academic quarter, approximately how many hours per week did you use a computer located in one of the campus computing laboratories or Student Computing Centers?

Grad	Undergrad	
741 (72.4%)	643 (76.7%)	Less than 10 hours per week
176 (17.2%)	147 (17.5%)	Between 10 and 20 hours per week
81 (7.9%)	41 (4.9%)	Between 21 and 60 hours per week
19 (1.9%)	5 (0.6%)	More than 60 hours per week
7 (0.7%)	2 (0.2%)	NO RESPONSE
(1024)	(838)	

Q36 In the classes you took during last quarter, how often did your instructors incorporate instructional technologies such as the Web, visual simulations, MS PowerPoint presentations, or distance learning technologies in their teaching?

Grad	Undergrad	
350 (34.2%)	345 (41.2%)	Nearly every class session during the quarter
230 (22.5%)	275 (32.8%)	Several class sessions a quarter
176 (17.2%)	142 (16.9%)	Only a few class sessions a quarter
134 (13.1%)	49 (5.8%)	Never
128 (12.5%)	21 (3.8%)	I did not take any classes in Winter quarter 2005
6 (0.6%)	6 (0.7%)	NO REPONSE
(1024)	(838)	

Q37 Please check all that apply:

Grad	Undergrad	
347 (33.9%)	369 (44.0%)	I am interested in taking courses that occasionally meet "face-to-face" and the rest of the time online.
194 (18.9%)	266 (31.7%)	I am interested in taking courses that are instructor led, but only meet online.
212 (20.7%)	290 (34.6%)	I am interested in taking courses that are self-paced and are fully delivered online.
685 (66.9%)	521 (62.2%)	I am primarily interested in taking courses that meet "face-to-face."
(1024)	(838)	

Note: Multiple responses possible

Q39 Are you aware of Carmen, Ohio State's new course management system?

Fac	Grad	Undergrad	
296 (81.3%)	752 (73.4%)	723 (86.3%)	Yes
68 (18.7%)	270 (26.4%)	114 (13.6%)	No
0 (0.0%)	2 (0.2%)	1 (0.1%)	NO RESPONSE
(364)	(1024)	(838)	

Q39a-j How did you learn about Carmen?

Fac	Grad	Undergrad	
137 (37.6%)	258 (25.2%)	103 (14.2%)	Colleagues
81 (22.3%)	39 (3.8%)	12 (1.7%)	Local IT support staff
17 (4.7%)	182 (17.8%)	317 (43.8%)	Students
83 (22.8%)	229 (22.4%)	241 (33.3%)	Formal college or departmental communication
45 (12.4%)	35 (3.4%)	26 (3.6%)	OnCampus articles
26 (7.1%)	32 (3.1%)	9 (1.2%)	OnCampus advertisements
12 (3.3%)	17 (1.7%)	28 (3.9%)	Lantern articles
2 (0.5%)	9 (0.9%)	7 (1.0%)	Lantern advertisements
45 (12.4%)	19 (1.9%)	6 (0.8%)	Office of the CIO communications
60 (16.5%)	18 (1.8%)	6 (0.8%)	TELR staff
28 (6.7%)	214 (20.9%)	228 (27.2%)	Other
(364)	(1024)	(723)	

Note: Multiple responses possible

Q40 Are you using either of the university-supported course management systems, Carmen or WebCT?

Fac	Grad	
143 (39.3%)	511 (49.9%)	Yes, Carmen
50 (13.7%)	152 (14.8%)	Yes, WebCT
171 (47.0%)	353 (34.5%)	Don't use Carmen or WebCT
0 (0.0%)	8 (0.8%)	NO RESPONSE
(364)	(1024)	

Q45 Have you heard of Ohio State's Digital Union?

Fac	Grad	Undergrad	
125 (30.1%)	153 (14.9%)	146 (17.4%)	Yes
289 (69.6%)	864 (84.4%)	687 (82.0%)	No
1 (0.2%)	7 (0.7%)	5 (0.6%)	NO RESPONSE
(415)	(1024)	(838)	

Q46 The Digital Union offers a variety of services to the Ohio State community. Which, if any, of the following services would you be likely to use to support your instruction and/or research?

Fac	Grad	
93 (22.4%)	254 (24.8%)	Remote collaboration via videoconferencing and shared online tools
87 (21.0%)	312 (30.5%)	Presentation and discussion in a wireless, flexible venue
60 (14.5%)	181 (17.7%)	Find partners to provide technology foundations for interdisciplinary grants and research
21 (5.1%)	86 (8.4%)	Find partners to develop open-source software initiatives for higher education
91 (21.9%)	283 (27.6%)	Learn about cost-effective hardware and software to enhance academic work practices
36 (8.7%)	138 (13.5%)	Develop partnerships with university and external vendors, institutions and consortia
102 (24.6%)	276 (27.0%)	One-on-one tutoring to learn multimedia production software as iMovie, Dreamweaver or Photoshop
95 (22.9%)	316 (30.9%)	Workshops to learn multimedia production software such as iMovie, Dreamweaver or Photoshop
54 (13.0%)	197 (19.2%)	Use a multimedia production station
138 (33.3%)	272 (26.6%)	Attend a presentation about new media technology
157 (37.8%)	471 (46.0%)	Have hands-on access to new and emerging technologies
(415)	(1024)	

Note: Multiple responses possible

Q47 The Digital Union offers a variety of services to the Ohio State community. Which, if any, of the following services would you be likely to use for your learning?

Grad	Undergrad	
294 (28.7%)	243 (29.0%)	One-on-one tutoring to learn multimedia production software as iMovie, Dreamweaver or Photoshop
284 (27.7%)	130 (15.5%)	One-on-one tutoring to learn how to add digital functionality to electronic these or dissertations
325 (31.7%)	236 (28.2%)	Workshops to learn multimedia production software such as iMovie, Dreamweaver or Photoshop
222 (21.7%)	165 (19.7%)	Use a multimedia production station
287 (28.0%)	139 (16.6%)	Attend a presentation about new media technology
413 (40.3%)	304 (36.3%)	Hands on access to new and emerging technologies
331 (32.3%)	173 (20.6%)	A place to work with faculty mentors on research ideas
346 (33.8%)	255 (30.4%)	A place to develop and practice making computer-assisted presentations (MS PowerPoint, etc.)
(1024)	(838)	

Note: Multiple responses possible

Q48 What role do you feel information technology (computers, Internet, etc.) plays in your education?

Grad	Undergrad	
787 (76.9%)	623 (74.3%)	Very important role
213 (20.8%)	192 (22.9%)	Somewhat important role
12 (1.2%)	13 (1.6%)	Negligible role
1 (0.1%)	1 (0.1%)	No role at all
11 (1.1%)	9 (1.1%)	NO RESPONSE
(1024)	(838)	

Q49 If you had to re-apply to a university, how important would campus information technology resources be in your decision?

Grad	Undergrad	
369 (36.0%)	281 (33.5%)	Very important
466 (45.5%)	402 (48.0%)	Somewhat important
149 (14.6%)	130 (15.5%)	Not very important
27 (2.6%)	14 (1.7%)	Not important at all
13 (1.3%)	11 (1.3%)	NO RESPONSE
(1024)	(838)	

Q50 My use of information technology as a student at Ohio State will help to make me more marketable to future employers.

Grad	Undergrad	
375 (36.6%)	332 (39.6%)	Strongly agree
474 (46.3%)	385 (45.9%)	Agree
83 (8.1%)	51 (6.1%)	Disagree
17 (1.7%)	8 (1.0%)	Strongly disagree
63 (6.2%)	53 (6.3%)	Don't know
12 (1.2%)	9 (1.1%)	NO RESPONSE
(1024)	(838)	

Q51 My use of information technology as a student at Ohio State has helped to make me more likely to succeed in future academic work.

Grad	Undergrad	
360 (35.2%)	315 (37.6%)	Strongly agree
486 (47.5%)	412 (49.2%)	Agree
89 (8.7%)	53 (6.3%)	Disagree
21 (2.1%)	13 (1.6%)	Strongly disagree
52 (5.1%)	38 (4.5%)	Don't know
16 (1.6%)	7 (0.8%)	NO RESPONSE
(1024)	(838)	

Q52 How does OSU's current information technology environment support your teaching and instruction?

Fac	Grad	
58 (14.0%)	230 (22.5%)	Very well
185 (44.6%)	483 (47.2%)	Somewhat well
54 (13.0%)	72 (7.0%)	Somewhat poorly
21 (5.1%)	12 (1.2%)	Very poorly
48 (11.6%)	33 (3.2%)	Don't know
45 (10.8%)	174 (17.0%)	Not teaching
4 (1.0%)	20 (2.0%)	NO RESPONSE
(415)	(1024)	

Q53 Would you strongly agree, agree, disagree or strongly disagree with the statement: Communications produced by the Chief Information Officer such as the Guide to Services, Orientation handouts, and CIO, TELR, and OIT Web Sites help to keep me informed about technology-related events and services on campus.

Fac	Staff	Grad	Undergrad	
18 (4.3%)	14 (3.4%)	63 (6.2%)	48 (5.7%)	Strongly agree
192 (46.3%)	175 (43.1%)	422 (41.2%)	319 (38.1%)	Agree
79 (19.0%)	95 (23.4%)	201 (19.6%)	182 (21.7%)	Disagree
22 (5.3%)	34 (8.4%)	45 (4.4%)	49 (5.8%)	Strongly disagree
101 (24.3%)	86 (21.2%)	273 (26.7%)	228 (27.2%)	Don't know
3 (0.7%)	2 (0.5%)	20 (2.0%)	12 (1.4%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q54 Are you aware of the Office of the CIO's CommuniTy electronic newsletter?

Fac	Staff	
21 (5.1%)	41 (10.1%)	Yes
392 (94.5%)	364 (89.7%)	No
2 (0.5%)	1 (0.2%)	NO RESPONSE
(415)	(406)	

Q55 Are you aware of the OSU PlanIT Information Technology strategic plan?

Fac	Staff	Grad	Undergrad	
35 (8.4%)	48 (11.8%)	52 (5.1%)	34 (4.1%)	Yes
376 (90.6%)	356 (87.7%)	950 (92.8%)	795 (94.9%)	No
4 (1.0%)	2 (0.5%)	22 (2.1%)	9 (1.1%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q56 How satisfied are you with the assistance and service you have received from 8-HELP call-in and web user support?

Fac	Staff	Grad	Undergrad	
133 (32.0%)	129 (31.8%)	265 (25.9%)	137 (16.3%)	Very satisfied
152 (36.6%)	145 (35.7%)	293 (28.6%)	217 (25.9%)	Somewhat satisfied
30 (7.2%)	30 (7.4%)	58 (5.7%)	54 (6.4%)	Somewhat dissatisfied
14 (3.4%)	6 (1.5%)	18 (1.8%)	12 (1.4%)	Very dissatisfied
85 (20.5%)	93 (22.9%)	366 (35.7%)	405 (48.3%)	Don't know / Haven't used
1 (0.2%)	3 (0.7%)	24 (2.3%)	13 (1.6%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q57 How do you feel about the helpfulness and responsiveness of other Information Technology support resources at OSU?

Fac	Staff	Grad	Undergrad	
107 (25.8%)	123 (30.3%)	261 (25.5%)	133 (15.9%)	Very satisfied
169 (40.7%)	154 (37.9%)	350 (34.2%)	259 (30.9%)	Somewhat satisfied
29 (7.0%)	37 (9.1%)	48 (4.7%)	59 (7.0%)	Somewhat dissatisfied
22 (5.3%)	10 (2.5%)	14 (1.4%)	15 (1.8%)	Very dissatisfied
79 (19.0%)	79 (19.5%)	323 (31.5%)	353 (42.1%)	Don't know / Haven't used
9 (2.2%)	3 (0.7%)	28 (2.7%)	19 (2.3%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q58 I am able to access all OSU computing and electronic information resources I need from my office or lab.

Fac	Staff	Grad	
121 (29.2%)	154 (37.9%)	329 (32.1%)	Strongly agree
196 (47.2%)	190 (46.8%)	452 (44.1%)	Agree
32 (7.7%)	26 (6.4%)	90 (8.8%)	Disagree
10 (2.4%)	8 (2.0%)	20 (2.0%)	Strongly disagree
53 (12.8%)	23 (5.7%)	113 (11.0%)	Don't know
3 (0.7%)	5 (1.2%)	20 (2.0%)	NO RESPONSE
(415)	(406)	(1024)	

Q59 I am able to access all OSU computing and electronic information resources while I'm on campus.

Grad	Undergrad	
371 (36.2%)	331 (39.5%)	Strongly agree
453 (44.2%)	386 (46.1%)	Agree
76 (7.4%)	44 (5.3%)	Disagree
20 (2.0%)	11 (1.3%)	Strongly disagree
83 (8.1%)	53 (6.3%)	Don't know
21 (2.1%)	13 (1.6%)	NO RESPONSE
(1024)	(838)	

Q60 I am able to access all OSU computing and electronic information resources I need from home.

Fac	Staff	Grad	Undergrad	
77 (18.6%)	60 (14.8%)	286 (27.9%)	259 (30.9%)	Strongly agree
168 (40.5%)	158 (38.9%)	442 (43.2%)	389 (46.4%)	Agree
79 (19.0%)	67 (16.5%)	151 (14.7%)	86 (10.3%)	Disagree
24 (5.8%)	28 (6.9%)	53 (5.2%)	19 (2.3%)	Strongly disagree
62 (14.9%)	89 (21.9%)	71 (6.9%)	73 (8.7%)	Don't know
5 (1.2%)	4 (1.0%)	21 (2.1)	12 (1.4%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q61 I am able to use Information Technology to contribute to my professional development.

Fac	Staff	Grad	
78 (18.8%)	78 (19.2%)	285 (27.8%)	Strongly agree
206 (49.6%)	172 (42.4%)	538 (52.5%)	Agree
54 (13.0%)	49 (12.1%)	60 (5.9%)	Disagree
7 (1.7%)	14 (3.4%)	12 (1.2%)	Strongly disagree
64 (15.4%)	87 (21.4%)	103 (10.1%)	Don't know
6 (1.4%)	6 (1.5%)	26 (2.5%)	NO RESPONSE
(415)	(406)	(1024)	

Q62 Which, if any, of the following have you experienced while using technology classrooms on campus?

Fac	Grad	
102 (24.6%)	111 (10.8%)	Difficulty in reserving rooms
49 (11.8%)	115 (11.2%)	Difficulty in reserving equipment
111 (26.7%)	210 (20.5%)	Difficulty using equipment
140 (33.7%)	250 (24.4%)	Broken or malfunctioning equipment
87 (21.0%)	219 (21.4%)	Lack of on-site technical support
105 (25.3%)	173 (16.9%)	Physical environment (cleanliness, furniture, etc)
39 (9.4%)	0 (0.0%)	Other
(415)	(1024)	

Note: Multiple responses possible

Q73 How familiar are you with Information Technology resources at the university?

Fac	Staff	Grad	Undergrad	
8 (1.9%)	29 (7.1%)	37 (3.6%)	57 (6.8%)	Very familiar
96 (23.1%)	82 (20.2%)	255 (24.9%)	279 (33.3%)	Familiar
233 (56.1%)	196 (48.3%)	458 (44.7%)	350 (41.8%)	Somewhat familiar
67 (16.1%)	94 (23.2%)	228 (22.3%)	110 (13.1%)	Not familiar
11 (2.7%)	4 (1.0%)	45 (4.4%)	42 (5.0%)	Do not use
0 (0.0%)	1 (0.2%)	1 (0.1%)	0 (0.0%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q75 Do the Information Technology resources at the university meet your technology needs?

Fac	Staff	Grad	Undergrad	
209 (62.0%)	215 (70.0%)	554 (73.9%)	544 (79.3%)	Yes
43 (12.8%)	25 (8.1%)	53 (7.1%)	36 (5.2%)	No
78 (23.1%)	67 (21.8%)	122 (16.3%)	92 (13.4%)	No opinion
7 (2.1%)	0 (0.0%)	21 (2.8%)	14 (2.0%)	NO RESPONSE
(337)	(307)	(750)	(686)	

Q76 How satisfied are you with Information Technology services at OSU?

Fac	Staff	Grad	Undergrad	
60 (17.8%)	89 (29.0%)	238 (31.7%)	235 (34.3%)	Very satisfied
202 (59.9%)	172 (56.0%)	424 (56.5%)	349 (50.9%)	Somewhat satisfied
36 (10.7%)	18 (5.9%)	33 (4.4%)	25 (3.6%)	Somewhat dissatisfied
4 (1.2%)	6 (2.0%)	4 (0.5%)	7 (1.0%)	Very dissatisfied
29 (8.6%)	20 (6.5%)	38 (5.1%)	58 (8.5%)	Don't know
6 (1.8%)	2 (0.7%)	13 (1.7%)	12 (1.7%)	NO RESPONSE
(337)	(307)	(750)	(686)	

Q77 How satisfied are you with the central OSU email service, in other words not the email service provided by your college, department or office, but the main osu.edu email service?

Fac	Staff	Grad	Undergrad	
102 (24.6%)	107 (26.4%)	277 (27.1%)	302 (36.0%)	Very satisfied
187 (45.1%)	184 (45.3%)	452 (44.1%)	379 (45.2%)	Somewhat satisfied
60 (14.5%)	42 (10.3%)	142 (13.9%)	88 (10.5%)	Somewhat dissatisfied
17 (4.1%)	12 (3.0%)	53 (5.2%)	19 (2.3%)	Very dissatisfied
40 (9.6%)	56 (13.8%)	71 (6.9%)	28 (3.3%)	Don't know
9 (2.2%)	5 (1.2%)	29 (2.8%)	22 (2.6%)	NO RESPONSE
(415)	(406)	(1024)	(838)	

Q78 For which of the following purposes do you use the OSU libraries:

Fac	Staff	Grad	Undergrad	
344 (82.9%)	166 (40.9%)	827 (80.8%)	625 (74.6%)	Individual research/study
74 (17.8%)	36 (8.9%)	375 (36.6%)	430 (51.3%)	Group research/study
45 (10.8%)	39 (9.6%)	364 (35.5%)	448 (53.5%)	Use computers
244 (58.8%)	109 (26.8%)	610 (59.6%)	297 (35.4%)	Pickup/return materials
122 (29.4%)	34 (8.4%)	140 (13.7%)	49 (5.8%)	Confer with a librarian
67 (16.1%)	52 (12.8%)	113 (11.0%)	56 (6.7%)	Attend a class or function
24 (5.8%)	27 (6.7%)	159 (15.5%)	208 (24.8%)	Meet with friends or colleagues
21 (5.1%)	63 (15.5%)	25 (2.4%)	27 (3.3%)	Other
(415)	(406)	(1024)	(838)	

Note: Multiple responses possible

Q79 For which of the following purposes would you like to use the OSU libraries in the future:

Fac	Staff	Grad	Undergrad	
288 (69.4%)	169 (41.6%)	742 (72.5%)	568 (67.8%)	Individual research/study
103 (24.8%)	51 (12.6%)	421 (41.1%)	449 (53.6%)	Group research/study
61 (14.7%)	55 (13.5%)	391 (38.2%)	433 (51.7%)	Use computers
209 (50.4%)	114 (28.1%)	559 (54.6%)	323 (38.5%)	Pickup/return materials
136 (32.8%)	60 (14.8%)	235 (22.9%)	109 (13.0%)	Confer with a librarian
88 (21.2%)	77 (19.0%)	207 (20.2%)	190 (22.7%)	Attend a class or function
44 (10.6%)	53 (13.1%)	210 (20.5%)	275 (32.8%)	Meet with friends or colleagues
17 (4.1%)	26 (6.4%)	19 (1.9%)	12 (1.4%)	Other
(415)	(406)	(1024)	(838)	

Note: Multiple responses possible