

Appendix B
2007 Office of the CIOTechnology Poll
Cross Tabulations across all Groups
Completed Questionnaires

Overall Response Rate: 1817/8500 = 21.38%

Q1 How many personal computers do you own or do you use at your local residence?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
None	9 2.0%	37 5.8%	1 0.4%	3 0.7%	50 2.8%
One	150 32.3%	310 48.2%	112 43.4%	312 69.0%	884 48.7%
Two	175 37.7%	189 29.4%	103 39.9%	100 22.1%	567 31.2%
More than two	130 28.0%	100 15.6%	41 15.9%	37 8.2%	308 17.0%
Prefer not to answer	0 0.0%	4 0.6%	0 0.0%	0 0.0%	4 0.1%
Missing	0 0.0%	3 0.5%	1 0.4%	0 0.0%	4 0.2%
Total	464	643	258	452	1817

Q2A Is your primary computer at your local residence a . . .					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Macintosh using Mac OS 9 or lower	4 0.9%	2 0.3%	0 0.0%	2 0.4%	8 0.5%
Macintosh using Mac OS X	88 19.3%	26 4.3%	33 12.9%	41 9.1%	188 10.7%
PC or workstation primarily using UNIX or LINUX	5 1.1%	6 1.0%	4 1.6%	2 0.4%	17 1.0%
PC primarily using Windows and Windows applications	345 75.8%	554 92.5%	212 82.8%	391 87.2%	1502 85.4%
PC using both Windows and LINUX	8 1.8%	7 1.2%	7 2.7%	9 2.0%	31 1.7%
No Response	5 1.1%	4 0.7%	0 0.0%	4 0.9%	13 0.7%
Total	455	599	256	449	1759

Q3A Sole or primary computer--Is this computer a laptop or other portable?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	207 45.5%	193 32.2%	159 62.1%	277 61.7%	836 47.5%
No	247 54.3%	406 67.8%	97 37.9%	171 38.1%	921 52.4%
No Response	1 0.2%	0 0.0%	0 0.0%	1 0.2%	2 0.1%
Total	455	599	256	449	1759

Q4A Sole or primary computer--Does this computer have an anti-virus program installed?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	410 90.1%	555 92.7%	222 86.7%	379 84.5%	1566 89.0%
No	30 6.6%	31 5.2%	26 10.2%	54 12.0%	141 8.0%
Don't Know	12 2.6%	12 2.0%	7 2.7%	14 3.1%	45 2.6%
No Response	3 0.7%	1 0.2%	1 0.4%	2 0.4%	7 0.4%
Total	455	599	256	449	1759

Q5A Sole or primary computer--Does this computer have an anti-spyware program installed (e.g., Ad Ware™ or Spy Sweeper™)?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	292 64.2%	426 71.1%	172 67.2%	319 71.0%	1209 68.7%
No	109 24.0%	115 19.2%	59 23.0%	91 20.3%	374 21.3%
Don't Know	49 10.8%	57 9.5%	25 9.8%	35 7.8%	166 9.4%
No Response	5 1.1%	1 0.2%	0 0.0%	4 0.9%	10 0.6%
Total	455	599	256	449	1759

Q6A Sole or primary computer--Does this computer have a wireless network connection or adapter?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	307 67.5%	324 54.1%	197 77.0%	338 75.2%	1166 66.2%
No	135 29.7%	234 39.1%	51 19.9%	91 20.3%	511 29.1%
Don't Know	11 2.4%	39 6.5%	6 2.3%	17 3.8%	73 4.2%
No Response	2 0.4%	2 0.3%	2 0.8%	3 0.7%	9 0.5%
Total	455	599	256	449	1759

Q2B Is your secondary computer at your local residence a . . .					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Macintosh using Mac OS 9 or lower	9 3.0%	1 0.3%	1 0.7%	0 0.0%	11 1.3%
Macintosh using Mac OS X	47 15.4%	17 5.9%	8 5.6%	10 7.3%	82 9.4%
PC or workstation primarily using UNIX or LINUX	3 1.0%	11 3.8%	2 1.4%	4 2.9%	20 2.3%
PC primarily using Windows and Windows applications	232 76.1%	249 86.2%	129 89.6%	118 86.2%	728 83.1%
PC using both Windows and LINUX	5 1.6%	6 2.1%	4 2.8%	4 2.9%	19 2.2%
No Response	9 3.0%	5 1.7%	0 0.0%	1 0.7%	15 1.7%
Total	305	289	144	137	875

Q3B Secondary computer--Is this computer a laptop or other portable?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	181 59.3%	126 43.6%	68 47.2%	60 43.8%	435 49.7%
No	119 39.0%	161 55.7%	75 52.1%	77 56.2%	432 49.4%
No Response	5 1.6%	2 0.7%	1 0.7%	0 0.0%	8 0.9%
Total	305	289	144	137	875

Q4B Secondary computer--Does this computer have an anti-virus program installed?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	266 87.2%	249 86.2%	121 84.0%	107 78.1%	743 84.9%
No	31 10.2%	31 10.7%	18 12.5%	27 19.7%	107 12.3%
Don't Know	6 2.0%	8 2.8%	5 3.5%	3 2.2%	22 2.5%
No Response	2 0.7%	1 0.3%	0 0.0%	0 0.0%	3 0.3%
Total	305	289	144	137	875

Q5B Secondary computer--Does this computer have an anti-spyware program installed (e.g., Ad Ware™ or Spy Sweeper™)?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	182 59.7%	187 64.7%	102 70.8%	94 68.6%	565 64.6%
No	92 30.2%	78 27.0%	32 22.2%	31 22.6%	233 26.6%
Don't Know	24 7.9%	24 8.3%	10 6.9%	12 8.8%	70 8.0%
No Response	7 2.3%	0 0.0%	0 0.0%	0 0.0%	7 0.8%
Total	305	289	144	137	875

Q6B Secondary computer--Does this computer have a wireless network connection or adapter?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	214 70.2%	176 60.9%	91 63.2%	99 72.3%	580 66.3%
No	86 28.2%	103 35.6%	51 35.4%	33 24.1%	273 31.2%
Don't Know	3 1.0%	10 3.5%	2 1.4%	5 3.6%	20 2.3%
No Response	2 0.7%	0 0.0%	0 0.0%	0 0.0%	2 0.2%
Total	305	289	144	137	875

Q7 Are you aware of the OSU central system Anti Spam Service on the central Email system?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	374 80.6%	502 78.1%	141 54.7%	234 51.8%	1251 68.8%
No	79 17.0%	122 19.0%	113 43.8%	203 44.9%	517 28.5%
Don't Know	11 2.4%	17 2.6%	3 1.2%	10 2.2%	41 2.3%
No Response	0 0.0%	2 0.3%	1 0.4%	5 1.1%	8 0.4%
Total	464	643	258	452	1817

Q8 Is the Anti-Spam Service helping reduce your unwanted Email?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	238 51.3%	376 58.5%	95 36.8%	181 40.0%	890 49.0%
No	89 19.2%	98 15.2%	60 23.3%	117 25.9%	364 20.0%
Don't Know	134 28.9%	163 25.3%	103 39.9%	149 33.0%	549 30.2%
No Response	3 0.6%	6 0.9%	0 0.0%	5 1.1%	14 0.8%
Total	464	643	258	452	1817

Q9 Have you experienced a virus on any computer within the last year?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes, on personally-owned computer	43 9.3%	79 12.3%	61 23.6%	140 31.0%	323 17.8%
Yes, on university-owned computer	15 3.2%	41 6.4%	8 3.1%	8 1.8%	72 4.0%
Yes, on both personally-owned and university-owned computers	14 3.0%	20 3.1%	5 1.9%	4 0.9%	43 2.4%
No, I have not had a computer virus in the past year	370 79.7%	461 71.7%	169 65.5%	265 58.6%	1265 69.6%
Don't know	20 4.3%	38 5.9%	15 5.8%	32 7.1%	105 5.8%
No Response	2 0.4%	4 0.6%	0 0.0%	3 0.7%	9 0.5%
Total	464	643	258	452	1817

Q10 Which, if any, of these Personal Digital Assistants (PDA) or palmtop computers do you use?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Palm OS Device (Palm, Visor, Treo, Sony Clio, etc.)	116 25.0%	78 12.1%	35 13.6%	25 5.5%	254 14.0%
Windows CE, Powered by Windows, or PocketPC Device (HP IPaq, Dell, etc.)	32 6.9%	50 7.8%	14 5.4%	37 8.2%	133 7.2%
Do not use Personal Digital Assistant (PDA) or palmtop computer	299 64.4%	467 72.6%	192 74.4%	370 81.9%	1328 73.1%
Prefer not to answer	4 0.9%	11 1.7%	3 1.2%	16 3.5%	34 1.9%
Some other PDA or palmtop computer, please specify	8 1.7%	21 3.3%	5 1.9%	4 0.9%	38 2.1%
No Response	5 1.1%	16 2.5%	9 3.5%	0 0.0%	30 1.7%
Total	464	643	258	452	1817

Q11 Does the Personal Digital Assistant (PDA) or palmtop computer that you use have a wireless network connection?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	64 41.0%	85 54.8%	25 43.1%	37 56.1%	211 48.5%
No	85 54.5%	61 39.4%	31 53.4%	23 34.8%	200 46.0%
Don't Know	7 4.5%	9 5.8%	2 3.4%	6 9.1%	24 5.5%
No Response	2 1.3%	0 0.0%	0 0.0%	0 0.0%	2 0.5%
Total	158	155	58	66	437

Q12 Which of the following wireless devices to you use the Web? Multiple Responses Possible					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Laptop computer	328 70.7%	278 43.2%	206 80.5%	305 68.7%	1117 61.5%
PDA	43 9.3%	61 9.5%	22 8.6%	25 5.6%	151 8.3%
Wireless telephone	52 11.2%	96 14.9%	34 13.3%	92 20.7%	274 15.1%
Do not use wireless device with Web	126 27.2%	314 48.8%	46 18.0%	111 25.0%	597 32.9%
Number Responded	463	633	256	444	1817

Q13 Are you aware of the OSU Wireless Network on campus?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	366 78.9%	405 63.0%	219 84.9%	404 89.4%	1394 76.7%
No	80 17.2%	209 32.5%	35 13.6%	47 10.4%	371 20.4%
Don't Know	16 3.4%	24 3.7%	4 1.6%	1 0.2%	45 2.5%
No Response	2 0.4%	5 0.8%	0 0.0%	0 0.0%	7 0.4%
Total	464	643	258	452	1817

Q14 Have you activated OSU Wireless Network account?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	136 29.3%	100 15.6%	113 43.8%	200 44.2%	549 30.2%
No	317 68.3%	518 80.6%	135 52.3%	236 52.2%	1206 66.4%
Don't Know	9 1.9%	21 3.3%	8 3.1%	14 3.1%	52 2.9%
No Response	2 0.4%	4 0.6%	2 0.8%	2 0.4%	10 0.5%
Total	464	643	258	452	1817

Q15 Do you use OSU Wireless on campus?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	102 22.0%	80 12.4%	101 39.1%	170 37.6%	453 24.9%
No	353 76.1%	543 84.4%	154 59.7%	278 61.5%	1328 73.1%
Don't Know	7 1.5%	15 2.3%	3 1.2%	3 0.7%	28 1.5%
No Response	2 0.4%	5 0.8%	0 0.0%	1 0.2%	8 0.5%
Total	464	643	258	452	1817

Q16 Are you aware of the OSU Office of Information Technology (OIT) System Status Webpage (monitoring Email, Carmen, authentication, People Soft, college or department services)?

	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	266 57.3%	341 53.0%	150 58.1%	273 60.4%	1030 56.7%
No	196 42.2%	295 45.9%	108 41.9%	177 39.2%	776 42.7%
No Response	2 0.4%	7 1.1%	0 0.0%	2 0.4%	11 0.6%
Total	464	643	258	452	1817

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

	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Go to OIT's Systems Status Webpage	39 8.4%	41 6.4%	43 16.7%	101 22.3%	224 12.3%
Contact your local technology support staff	241 51.9%	340 52.9%	73 28.3%	95 21.0%	749 41.2%
Contact OIT's Support Center Help Desk (8-HELP)	98 21.1%	190 29.5%	55 21.3%	97 21.5%	440 24.2%
Other, please specify	74 15.9%	60 9.3%	73 28.3%	138 30.5%	345 19.0%
No Response	12 2.6%	12 1.9%	14 5.4%	21 4.6%	59 3.3%
Total	464	643	258	452	1817

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

	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Use wired VoIP	46 9.9%	41 6.4%	19 7.4%	23 5.1%	129 7.1%
Use wireless VoIP	16 3.4%	16 2.5%	8 3.1%	6 1.3%	46 2.5%
Do not use VoIP	396 85.3%	556 86.5%	222 86.0%	407 90.1%	1581 87.0%
Prefer not to answer	4 0.9%	16 2.5%	7 2.7%	15 3.3%	42 2.4%
No Response	2 0.4%	14 2.2%	2 0.8%	1 0.2%	19 1.0%
Total	464	643	258	452	1817

Q19 Where do you use VoIP?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Home	50 80.6%	41 67.2%	25 92.6%	25 89.3%	141 79.2%
Work	4 6.5%	6 9.8%	0 0.0%	1 3.6%	11 6.2%
Both home and work	8 12.9%	14 23.0%	2 7.4%	2 7.1%	26 14.6%
Total	62	61	27	28	178

Q20 What Internet Service Provider (ISP) do you primarily use to connect to the university network from your local residence?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
OSU Homenet dial-up service	19 4.1%	19 3.0%	0 0.0%	6 1.3%	44 2.4%
OSU ResNet high-speed service	2 0.4%	4 0.6%	10 3.9%	123 27.2%	139 7.6%
OSUWeb.Net dial-up service	8 1.7%	9 1.4%	2 0.8%	2 0.4%	21 1.2%
AT&T Global dial-up service	6 1.3%	6 0.9%	1 0.4%	1 0.2%	14 0.8%
RoadRunner High-speed Cable modem internet service from Insight	25 5.4%	49 7.6%	17 6.6%	17 3.8%	108 5.9%
RoadRunner High-speed Cable modem internet service from Time Warner	204 44.0%	221 34.4%	118 45.7%	174 38.5%	717 39.5%
WOW High-speed Cable modem internet service	53 11.4%	73 11.4%	30 11.6%	41 9.1%	197 10.8%
AOL dial-up service	6 1.3%	17 2.6%	1 0.4%	2 0.4%	26 1.4%
AOL High-speed Cable modem internet service on Time Warner Cable	2 0.4%	12 1.9%	0 0.0%	2 0.4%	16 0.9%
Earthlink Dialup service	2 0.4%	7 1.1%	0 0.0%	0 0.0%	9 0.5%
Earthlink High-speed Cable modem internet service on Time Warner Cable	7 1.5%	9 1.4%	3 1.2%	4 0.9%	23 1.3%
AT&T DSL service	62 13.4%	63 9.8%	39 15.1%	16 3.5%	180 9.9%
Other DSL service	13 2.8%	14 2.2%	4 1.6%	16 3.5%	47 2.6%
Other High-Speed Cable Modem Service	10 2.2%	13 2.0%	3 1.2%	13 2.9%	39 2.1%
Other Dial-up service	8 1.7%	17 2.6%	4 1.6%	2 0.4%	31 1.7%
Other ISP Service	5	8	5	7	25

	1.1%	1.2%	1.9%	1.5%	1.4%
I do not connect to the university network/No ISP	27 5.8%	88 13.7%	15 5.8%	14 3.1%	144 7.9%
Prefer not to answer	3 0.6%	10 1.6%	6 2.3%	12 2.7%	31 1.7%
No Response	2 0.4%	4 0.6%	0 0.0%	0 0.0%	6 0.3%
Total	464	643	258	452	1817

Q21 Which of the following programs do you primarily use to display and view pages from the Web?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Firefox	110 23.7%	79 12.3%	72 27.9%	140 31.0%	401 22.1%
Internet Explorer	226 48.7%	397 61.7%	131 50.8%	215 47.6%	969 53.3%
Netscape	24 5.2%	26 4.0%	3 1.2%	4 0.9%	57 3.1%
Mozilla	13 2.8%	19 3.0%	13 5.0%	26 5.8%	71 3.9%
Apple Safari	55 11.9%	13 2.0%	12 4.7%	25 5.5%	105 5.8%
Opera	0 0.0%	0 0.0%	2 0.8%	5 1.1%	7 0.4%
Other, please specify	5 1.1%	10 1.6%	4 1.6%	11 2.4%	30 1.7%
No Response	31 6.7%	99 15.4%	21 8.1%	26 5.8%	177 9.7%
Total	464	643	258	452	1817

Q22 On average, approximately how many hours per week do you use your primary home Internet Service Provider?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Less than 10 hours per week	91 19.6%	208 32.3%	30 11.6%	55 12.2%	384 21.1%
Between 10 and 20 hours per week	185 39.9%	220 34.2%	104 40.3%	182 40.3%	691 38.0%
Between 21 and 60 hours per week	126 27.2%	93 14.5%	81 31.4%	157 34.7%	457 25.2%
More than 60 hours per week	31 6.7%	22 3.4%	22 8.5%	31 6.9%	106 5.8%
No Response	31 6.7%	100 15.6%	21 8.1%	27 6.0%	179 9.9%
Total	464	643	258	452	1817

Q23 Did you have a primary home Internet Service Provider before you came to OSU?			
	Group		Total
	Graduate	Undergraduate	
Yes	190 73.6%	375 83.0%	565 79.6%
No	47 18.2%	49 10.8%	96 13.5%
No Response	21 8.1%	28 6.2%	49 6.9%
Total	258	452	710

Q25 Do you still use that Internet Service Provider?			
	Group		Total
	Graduate	Undergraduate	
Yes	109 42.2%	206 45.6%	315 44.4%
No	121 46.9%	214 47.3%	335 47.2%
No Response	28 10.9%	32 7.1%	60 8.4%
Total	258	452	710

Q26 Do you use a personal firewall such as:					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Zone Alarm	20 4.3%	25 3.9%	21 8.1%	25 5.5%	91 5.0%
Black Ice	0 0.0%	2 0.3%	1 0.4%	1 0.2%	4 0.2%
Norton Personal Firewall	61 13.1%	114 17.7%	36 14.0%	118 26.1%	329 18.1%
Firewall built-in to Windows XP (must be activated)	128 27.6%	141 21.9%	78 30.2%	130 28.9%	477 26.4%
Firewall built-in to MacOS X (must be activated)	34 7.3%	16 2.5%	10 3.9%	19 4.2%	79 4.3%
Firewall built-in to a residence cable or DSL service router	33 7.1%	63 9.8%	13 5.0%	7 1.5%	116 6.4%
Do not use a firewall	61 13.1%	83 12.9%	32 12.4%	52 11.5%	228 12.5%
Do not know if I have a personal firewall	96 20.7%	151 23.5%	51 19.8%	76 16.8%	374 20.6%
Some other firewall, please specify	22 4.7%	36 5.6%	14 5.4%	23 5.1%	95 5.2%
No Response	9 1.9%	12 1.9%	2 0.8%	1 0.2%	24 1.3%
Total	464	643	258	452	1817

Q27 Do you presently have a cellular phone?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	406 87.5%	595 92.5%	243 94.2%	442 97.8%	1686 92.8%
No	52 11.2%	44 6.8%	13 5.0%	6 1.3%	115 6.3%
No Response	6 1.3%	4 0.6%	2 0.8%	4 0.9%	16 0.9%
Total	464	643	258	452	1817

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?			
	Group		Total
	Graduate	Undergraduate	
Less than 10 hours per week	192 74.4%	335 74.1%	527 74.2%
Between 10 and 20 hours per week	36 14.0%	86 19.0%	122 17.2%
Between 21 and 60 hours per week	24 9.3%	25 5.5%	49 6.9%
More than 60 hours per week	5 1.9%	3 0.7%	8 1.1%
No Response	1 0.4%	3 0.7%	4 0.6%
Total	258	452	710

Q35 In the classes you took during last quarter, how often did your instructors incorporate instructional technologies such as Carmen, the Web, visual simulations, MS PowerPoint presentations, or distance learning technologies in their teaching?			
	Group		Total
	Graduate	Undergraduate	
Nearly every class session during quarter	123 47.7%	202 44.7%	325 45.8%
Several class sessions during quarter	42 16.3%	163 36.1%	205 28.9%
Only a few class sessions during quarter	34 13.2%	63 13.9%	97 13.7%
Never	20 7.8%	12 2.7%	32 4.5%
I did not take any classes last quarter	37 14.3%	10 2.2%	47 6.6%
No Response	2 0.8%	2 0.4%	4 0.5%
Total	258	452	710

Q36 Please check all that apply (Multiple Responses Possible)				
	Group			Total
	Graduate	Undergraduate		
I am interested in taking courses that occasionally meet "face-to-face" and the rest of the time online.	82 32.9%	185 41.2%		267 38.3%
I am interested in taking courses that are instructor led, but only meet online.	58 23.3%	136 30.3%		194 27.8%
I am interested in taking courses that are self-paced and are fully delivered online.	70 28.1%	147 32.7%		217 31.1%
I am primarily interested in taking courses that meet "face-to-face."	183 73.5%	304 67.7%		487 69.8%
Number Responded	249	449		698

Q38 Are you aware of Carmen, the university's course management system?				
	Group			Total
	Faculty	Graduate	Undergraduate	
Yes	382 91.8%	244 94.6%	443 98.0%	1069 94.9%
No	32 7.7%	13 5.0%	7 1.5%	52 4.6%
Prefer Not to Answer	0 0.0%	1 0.4%	2 0.4%	3 0.3%
No Response	2 0.5%	0 0.0%	0 0.0%	2 0.2%
Total	416	258	452	1126

Q39 How did you learn about Carmen? (Check all that apply - Multiple Responses Possible)				
	Group			Total
	Faculty	Graduate	Undergraduate	
Colleagues	232 61.7%	96 39.8%	90 20.5%	418 39.6%
Local IT support staff	87 23.1%	21 8.7%	17 3.9%	125 11.8%
Students	53 14.1%	82 34.0%	261 59.6%	396 37.5%
Formal college or departmental communication	120 31.9%	101 41.9%	158 36.1%	379 35.9%
OnCampus articles	67 17.8%	10 4.1%	20 4.6%	97 9.2%
OnCampus advertisements	18 4.8%	6 2.5%	14 3.2%	38 3.6%
Lantern articles	10 2.7%	4 1.7%	19 4.3%	33 3.1%
Lantern advertisements	7 1.9%	2 0.8%	6 1.4%	15 1.4%
Office of the CIO communications	58 15.4%	8 3.3%	8 1.8%	74 7.0%

Carmen marketing (postcards, bus placards, pens, etc.)	85 22.6%	15 6.2%	13 3.0%	113 10.7%
Carmen newsletter	26 6.9%	1 0.4%	10 2.3%	37 3.5%
TELR staff	67 17.8%	7 2.9%	10 2.3%	84 8.0%
Number Responded	376	241	438	1055

Q47 Are you aware of Ohio State's Digital Union located in the Science and Engineering Library?				
	Group			Total
	Faculty	Graduate	Undergraduate	
Yes	203 43.8%	73 28.3%	154 34.1%	430 23.7%
No	260 56.0%	185 71.7%	298 65.9%	743 40.9%
No Response	1 0.2%	0 0.0%	0 0.0%	644 35.4%
Total	464	258	452	1817

Q48 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? Multiple Responses Possible			
	Group		Total
	Faculty	Graduate	
Remote collaboration via videoconferencing and shared online tools	107 34.9%	40 23.4%	147 30.8%
Presentation and discussion with colleagues and students in a wireless, flexible venue	93 30.3%	63 36.8%	156 32.6%
Find partners to provide technology foundations for interdisciplinary grants and research	57 18.6%	32 18.7%	89 18.6%
Find partners to develop open-source software initiatives for higher education	25 8.1%	18 10.5%	43 9.0%
Learn about cost-effective hardware and software to enhance academic work practices	119 38.8%	61 35.7%	180 37.7%
Develop partnerships with university and external vendors, institutions and consortia	35 11.4%	24 14.0%	59 12.3%
One-on-one tutoring to learn multimedia production software	110 35.8%	70 40.9%	180 37.7%
Workshops to learn multimedia production software	132 43.0%	72 42.1%	204 42.7%
Use a multimedia production station	74 24.1%	58 33.9%	132 27.6%
Attend a presentation about new and emerging media technologies	147 47.9%	55 32.2%	202 42.3%
Have hands-on access to use or borrow new and emerging technologies	153 49.8%	91 53.2%	244 51.0%

A place to experiment teaching within cutting-edge, technology-enhanced learning environments	110 35.8%	79 46.2%	189 39.5%
Number Responded	307	171	478

Q49 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 learning? Multiple Responses Possible			
	Group		Total
	Graduate	Undergraduate	
One-on-one tutoring to learn multimedia production software	70 37.0%	95 26.5%	165 30.1%
One-on-one tutoring to learn how to add digital functionality to electronic theses or dissertations	60 31.7%	60 16.7%	120 21.9%
Workshops to learn multimedia production software	78 41.3%	111 30.9%	189 34.5%
Use a multimedia production station	62 32.8%	90 25.1%	152 27.7%
Attend a presentation about new and emerging media technologies	62 32.8%	65 18.1%	127 23.2%
Have hands-on access to use or borrow new and emerging technologies	96 50.8%	167 46.5%	263 48.0%
A place to work with faculty mentors on research ideas	58 30.7%	103 28.7%	161 29.4%
A place to develop and practice making computer-assisted presentations (MS PowerPoint, etc.)	77 40.7%	124 34.5%	201 36.7%
Number Responded	189	359	548

Q50 Which, if any, of the following have you experienced while using technology classrooms on campus? Multiple Responses Possible			
	Group		Total
	Faculty	Graduate	
Difficulty in reserving rooms	120 41.2%	33 23.1%	153 35.3%
Difficulty in reserving equipment	60 20.6%	33 23.1%	93 21.4%
Difficulty using equipment	141 48.5%	56 39.2%	197 45.4%
Broken or malfunctioning equipment	177 60.8%	62 43.4%	239 55.1%
Lack of on-site technical support	123 42.3%	50 35.0%	173 39.9%
Physical environment (cleanliness, furniture, etc)	114 39.2%	44 30.8%	158 36.4%
Number Responded	291	143	434

Q51 What role do you feel information technology (computers, Internet, etc.) plays in your education?			
	Group		Total
	Graduate	Undergraduate	
Very Important Role	210 81.4%	356 78.8%	566 79.7%
Somewhat Important Role	41 15.9%	88 19.5%	129 18.2%
Negligible Role	4 1.6%	5 1.1%	9 1.3%
No Role At All	1 0.4%	1 0.2%	2 0.3%
No Response	2 0.8%	2 0.4%	4 0.6%
Total	258	452	710

Q52 If you had to re-apply to a university, how important would campus information technology resources be in your decision?			
	Group		Total
	Graduate	Undergraduate	
Very Important	89 34.5%	148 32.7%	237 33.4%
Somewhat Important	119 46.1%	226 50.0%	345 48.6%
Not Very Important	40 15.5%	69 15.3%	109 15.4%
Not Important At All	7 2.7%	7 1.5%	14 2.0%
No Response	3 1.2%	2 0.4%	5 0.7%
Total	258	452	710

Q53 My use of information technology as a student at Ohio State will help to make me more marketable to future employers.			
	Group		Total
	Graduate	Undergraduate	
Strongly Agree	85 32.9%	170 37.6%	255 35.9%
Agree	119 46.1%	212 46.9%	331 46.6%
Disagree	24 9.3%	29 6.4%	53 7.5%
Strongly Disagree	2 0.8%	4 0.9%	6 0.8%
Don't Know	25 9.7%	34 7.5%	59 8.3%
No Response	3 1.2%	3 0.7%	6 0.8%
Total	258	452	710

Q54 My use of information technology as a student at Ohio State has helped to make me more likely to succeed in future academic work.			
	Group		Total
	Graduate	Undergraduate	
Strongly Agree	83 32.2%	152 33.6%	235 33.1%
Agree	125 48.4%	231 51.1%	356 50.1%
Disagree	21 8.1%	33 7.3%	54 7.6%
Strongly Disagree	1 0.4%	3 0.7%	4 0.6%
Don't Know	25 9.7%	29 6.4%	54 7.6%
No Response	3 1.2%	4 0.9%	7 1.0%
Total	258	452	710

Q55 How does OSU's current information technology environment support your teaching and instruction?			
	Group		Total
	Faculty	Graduate	
Very Well	62 13.4%	57 22.1%	119 16.5%
Somewhat Well	233 50.2%	118 45.7%	351 48.6%
Somewhat Poorly	63 13.6%	28 10.9%	91 12.6%
Very Poorly	15 3.2%	5 1.9%	20 2.8%
Don't Know	46 9.9%	7 2.7%	53 7.3%
Not Teaching	35 7.5%	41 15.9%	76 10.5%
No Response	10 2.2%	2 0.8%	12 1.7%
Total	464	258	722

Q56 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.

	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Strongly Agree	27 5.8%	27 4.2%	18 7.0%	24 5.3%	96 5.3%
Agree	232 50.0%	304 47.3%	86 33.3%	235 52.0%	857 47.2%
Disagree	60 12.9%	107 16.6%	58 22.5%	83 18.4%	308 17.0%
Strongly Disagree	20 4.3%	33 5.1%	15 5.8%	23 5.1%	91 5.0%
Don't Know	117 25.2%	164 25.5%	80 31.0%	84 18.6%	445 24.5%
No Response	8 1.7%	8 1.2%	1 0.4%	3 0.7%	20 1.1%
Total	464	643	258	452	1817

Q57 Are you aware of the Office of the CIO's CommuniTY electronic newsletter?

	Group		Total
	Faculty	Staff	
Yes	70 15.1%	154 24.0%	224 20.2%
No	391 84.3%	485 75.4%	876 79.1%
No Response	3 0.6%	4 0.6%	7 0.6%
Total	464	643	1107

Q58 How satisfied are you with the assistance and service you have received from 8-HELP call-in and web user support?

	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Very Satisfied	149 32.1%	234 36.4%	57 22.1%	73 16.2%	513 28.2%
Somewhat Satisfied	171 36.9%	225 35.0%	78 30.2%	131 29.0%	605 33.3%
Somewhat Dissatisfied	38 8.2%	33 5.1%	20 7.8%	29 6.4%	120 6.6%
Very Dissatisfied	11 2.4%	19 3.0%	6 2.3%	7 1.5%	43 2.4%
Don't Know/Haven't Used	89 19.2%	130 20.2%	93 36.0%	207 45.8%	519 28.6%
No Response	6 1.3%	2 0.3%	4 1.6%	5 1.1%	17 0.9%
Total	464	643	258	452	1817

Q59 How do you feel about the helpfulness and responsiveness of other Information Technology support resources at OSU?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Very Satisfied	112 24.1%	212 33.0%	51 19.8%	76 16.8%	451 24.8%
Somewhat Satisfied	203 43.8%	269 41.8%	87 33.7%	142 31.4%	701 38.6%
Somewhat Dissatisfied	48 10.3%	43 6.7%	28 10.9%	31 6.9%	150 8.3%
Very Dissatisfied	11 2.4%	19 3.0%	7 2.7%	4 0.9%	41 2.3%
Don't Know/Haven't Used	81 17.5%	96 14.9%	82 31.8%	194 42.9%	453 24.9%
No Response	9 1.9%	4 0.6%	3 1.2%	5 1.1%	21 1.2%
Total	464	643	258	452	1817

Q60 I am able to access all OSU computing and electronic information resources I need from my office or lab.				
	Group			Total
	Faculty	Staff	Graduate	
Strongly Agree	138 29.7%	228 35.5%	57 22.1%	423 31.0%
Agree	199 42.9%	299 46.5%	120 46.5%	618 45.3%
Disagree	48 10.3%	43 6.7%	22 8.5%	113 8.3%
Strongly Disagree	17 3.7%	10 1.6%	14 5.4%	41 3.0%
Don't Know	55 11.9%	59 9.2%	42 16.3%	156 11.4%
No Response	7 1.5%	4 0.6%	3 1.2%	14 1.0%
Total	464	643	258	1365

Q61 I am able to access all OSU computing and electronic information resources while I'm on campus.			
	Group		Total
	Graduate	Undergraduate	
Strongly Agree	61 23.6%	135 29.9%	196 27.6%
Agree	128 49.6%	226 50.0%	354 49.9%
Disagree	35 13.6%	40 8.8%	75 10.6%
Strongly Disagree	8 3.1%	13 2.9%	21 3.0%

Don't Know	22 8.5%	33 7.3%	55 7.7%
No Response	4 1.6%	5 1.1%	9 1.3%
Total	258	452	710

Q62 I am able to access all OSU computing and electronic information resources I need from home.					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Strongly Agree	93 20.0%	111 17.3%	48 18.6%	129 28.5%	381 21.0%
Agree	175 37.7%	237 36.9%	118 45.7%	230 50.9%	760 41.8%
Disagree	76 16.4%	115 17.9%	41 15.9%	53 11.7%	285 15.7%
Strongly Disagree	43 9.3%	43 6.7%	23 8.9%	14 3.1%	123 6.8%
Don't Know/Doesn't Apply	69 14.9%	132 20.5%	24 9.3%	23 5.1%	248 13.6%
No Response	8 1.7%	5 0.8%	4 1.6%	3 0.7%	20 1.1%
Total	464	643	258	452	1817

Q63 I am able to use Information Technology to contribute to my professional development.				
	Group			Total
	Faculty	Staff	Graduate	
Strongly Agree	100 21.6%	123 19.1%	51 19.8%	274 20.1%
Agree	219 47.2%	301 46.8%	147 57.0%	667 48.9%
Disagree	49 10.6%	66 10.3%	20 7.8%	135 9.9%
Strongly Disagree	16 3.4%	17 2.6%	5 1.9%	38 2.8%
Don't Know/Doesn't Apply	69 14.9%	129 20.1%	32 12.4%	230 16.8%
No Response	11 2.4%	7 1.1%	3 1.2%	21 1.5%
Total	464	643	258	1365

Q74 How familiar are you with Information Technology resources at the university?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Very Familiar	14 3.0%	40 6.2%	14 5.4%	26 5.8%	94 5.2%
Familiar	95 20.5%	122 19.0%	72 27.9%	125 27.7%	414 22.8%
Somewhat Familiar	247 53.2%	307 47.7%	111 43.0%	192 42.5%	857 47.2%
Not Familiar	78 16.8%	151 23.5%	49 19.0%	78 17.3%	356 19.6%
Do Not Use	17 3.7%	21 3.3%	9 3.5%	23 5.1%	70 3.9%
Prefer Not To Answer	2 0.4%	2 0.3%	0 0.0%	4 0.9%	8 0.4%
No Response	11 2.4%	0 0.0%	3 1.2%	4 0.9%	18 1.0%
Total	464	643	258	452	1817

Q76 Do the Information Technology resources at the university meet your technology needs?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	247 69.4%	399 62.1%	140 71.1%	278 81.0%	1064 69.1%
No	43 12.1%	46 7.2%	26 13.2%	22 6.4%	137 8.9%
Don't Know	62 17.4%	167 26.0%	31 15.7%	41 12.0%	301 19.6%
No Response	4 1.1%	31 4.8%	0 0.0%	2 0.6%	37 2.4%
Total	356	643	197	343	1539

Q77 How satisfied are you with Information Technology services at OSU?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Very Satisfied	81 22.8%	154 24.0%	45 22.8%	117 34.1%	397 25.8%
Somewhat Satisfied	223 62.6%	326 50.7%	122 61.9%	180 52.5%	851 55.3%
Somewhat Dissatisfied	25 7.0%	40 6.2%	15 7.6%	13 3.8%	93 6.0%
Very Dissatisfied	3 0.8%	7 1.1%	1 0.5%	3 0.9%	14 0.9%
Don't Know	21 5.9%	82 12.8%	14 7.1%	26 7.6%	143 9.3%

No Response	3 0.8%	34 5.3%	0 0.0%	4 1.2%	41 2.7%
Total	356	643	197	343	1539

Q78 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?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Very Satisfied	126 27.2%	184 28.6%	51 19.8%	177 39.2%	538 29.6%
Somewhat Satisfied	190 40.9%	292 45.4%	116 45.0%	189 41.8%	787 43.3%
Somewhat Dissatisfied	60 12.9%	54 8.4%	50 19.4%	54 11.9%	218 12.0%
Very Dissatisfied	20 4.3%	28 4.4%	22 8.5%	18 4.0%	88 4.8%
Don't Know	57 12.3%	77 12.0%	14 5.4%	10 2.2%	158 8.7%
No Response	11 2.4%	8 1.2%	5 1.9%	4 0.9%	28 1.5%
Total	464	643	258	452	1817

Q79 For which of the following purposes do you use one or more of the OSU libraries? Multiple Responses Possible					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Individual research/study	366 78.9%	201 31.3%	206 79.8%	330 73.0%	1103 60.7%
Group research/study	84 18.1%	52 8.1%	89 34.5%	209 46.2%	434 23.9%
Use computers	59 12.7%	53 8.2%	116 45.0%	226 50.0%	454 25.0%
Pickup/return materials	286 61.6%	118 18.4%	159 61.6%	188 41.6%	751 41.3%
Confer with a librarian	140 30.2%	35 5.4%	34 13.2%	26 5.8%	235 12.9%
Attend a class or function	68 14.7%	53 8.2%	37 14.3%	53 11.7%	211 11.6%
Meet friend and or colleagues	37 8.0%	30 4.7%	45 17.4%	130 28.8%	242 13.3%
Do not use the library	48 10.3%	375 58.3%	19 7.4%	56 12.4%	498 27.4%
Number Responded	464	643	258	452	1817

Q80 For which of the following would you like to use the OSU libraries in the future? Multiple Responses Possible					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Individual research/study	347 74.8%	267 41.5%	198 76.7%	318 70.4%	1130 62.2%
Group research/study	125 26.9%	96 14.9%	123 47.7%	257 56.9%	601 33.1%
Use computers	72 15.5%	100 15.6%	122 47.3%	249 55.1%	543 29.9%
Pickup/return materials	260 56.0%	155 24.1%	158 61.2%	213 47.1%	786 43.3%
Confer with a librarian	160 34.5%	70 10.9%	74 28.7%	69 15.3%	373 20.5%
Attend a class or function	89 19.2%	129 20.1%	55 21.3%	118 26.1%	391 21.5%
Meet friends and or colleagues	67 14.4%	74 11.5%	71 27.5%	178 39.4%	390 21.5%
Do not plan to use the library	36 7.8%	233 36.2%	9 3.5%	39 8.6%	317 17.4%
Total	464	643	258	452	1817

Q81 Are you aware that OIT offers non-credit short courses at no charge on Information Technology?					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Yes	256 55.2%	286 44.5%	53 20.5%	69 15.3%	664 36.5%
No	196 42.2%	348 54.1%	200 77.5%	377 83.4%	1121 61.7%
No Response	12 2.6%	9 1.4%	5 1.9%	6 1.3%	32 1.8%
Total	464	643	258	452	1817

Please select the non-credit training Information Technology courses you would find most useful

Q82A - Operating Systems (Multiple Responses Possible)					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Windows XP	154 50.2%	360 67.7%	94 45.0%	248 59.3%	856 58.4%
Windows Vista	103 33.6%	168 31.6%	94 45.0%	148 35.4%	513 35.0%
Macintosh OS X	81 26.4%	50 9.4%	47 22.5%	105 25.1%	283 19.3%
Other	23 7.5%	36 6.8%	23 11.0%	23 5.5%	0.0%
Number Responded	307	532	209	418	1466

Q82B - Microsoft Office Applications (Multiple Responses Possible)					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Access	114 35.7%	270 48.0%	102 48.1%	165 39.3%	651 43.0%
Excel	175 54.9%	321 57.1%	106 50.0%	274 65.2%	876 57.9%
PowerPoint	185 58.0%	258 45.9%	85 40.1%	209 49.8%	737 48.7%
Publisher	105 32.9%	151 26.9%	90 42.5%	159 37.9%	505 33.4%
Word	88 27.6%	178 31.7%	45 21.2%	138 32.9%	449 29.7%
Visio	46 14.4%	126 22.4%	67 31.6%	118 28.1%	357 23.6%
Project	59 18.5%	135 24.0%	79 37.3%	116 27.6%	389 25.7%
Number Responded	319	562	212	420	1513

Q82C - Web-related Applications (Multiple Responses Possible)					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Acrobat	145 42.5%	239 45.3%	93 42.7%	205 49.2%	682 45.3%
Dreamweaver	125 36.7%	144 27.3%	99 45.4%	144 34.5%	512 34.0%
Front Page	104 30.5%	133 25.2%	79 36.2%	102 24.5%	418 27.8%
Flash	82 24.0%	107 20.3%	71 32.6%	166 39.8%	426 28.3%
Photoshop	184 54.0%	316 59.8%	123 56.4%	292 70.0%	915 60.8%
Cascading Style Sheets (CSS)	43 12.6%	68 12.9%	33 15.1%	86 20.6%	230 15.3%
JavaScript	75 22.0%	128 24.2%	74 33.9%	172 41.2%	449 29.9%
Other	18 5.3%	20 3.8%	4 1.8%	8 1.9%	50 3.3%
Number Responded	341	528	218	417	1504

Q82D - Statistical and Mathematical Applications (Multiple Responses Possible)					
	Group				Total
	Faculty	Staff	Graduate	Undergraduate	
Mathematica	45 18.0%	84 34.6%	42 26.3%	125 41.1%	296 30.9%
MATLAB	64 25.6%	47 19.3%	57 35.6%	158 52.0%	326 34.1%
MINITAB	22 8.8%	37 15.2%	36 22.5%	96 31.6%	191 20.0%
SAS	101 40.4%	68 28.0%	53 33.1%	59 19.4%	281 29.4%
SPSS	117 46.8%	81 33.3%	101 63.1%	81 26.6%	380 39.7%
Other	31 12.4%	38 15.6%	11 6.9%	26 8.6%	106 11.1%
Number Responded	250	243	160	304	957