

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

Overall response rate: 2182/8973 = 24.32%

| Q1. How many personal computers do you own or do you use at your local residence? | | | | | |
|---|--------------|--------------|--------------|---------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| None | 8 1.56 | 40 6.06 | 3 0.52 | 4 0.93 | 55 2.52 |
| One | 158 30.74 | 313 47.42 | 313 54.06 | 310 72.26 | 1094 50.14 |
| Two | 202 39.30 | 198 30.00 | 225 38.86 | 79 18.41 | 704 32.26 |
| More than two | 146 28.40 | 109 16.52 | 38 6.56 | 36 8.39 | 329 15.08 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q2A. Is your primary computer at your local residence a... | | | | | |
|--|--------------|--------------|--------------|---------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Macintosh using Mac OS 9 or lower | 3 0.59 | 3 0.48 | 0 0.00 | 0 0.00 | 6 0.28 |
| Macintosh using Mac OS X | 107 21.15 | 59 9.52 | 82 14.24 | 51 12.00 | 299 14.06 |
| PC or workstation primarily using UNIX or LINUX | 1 0.20 | 7 1.13 | 2 0.35 | 1 0.24 | 11 0.52 |
| PC primarily using Windows and Windows applications | 382 75.49 | 529 85.32 | 482 83.80 | 362 85.18 | 1755 82.51 |
| PC using both Windows and LINUX | 13 2.57 | 16 2.58 | 2 0.35 | 10 2.35 | 41 1.93 |
| Did not respond | 0 0.00 | 6 0.97 | 8 1.39 | 1 0.24 | 15 0.70 |
| Total | 506 | 620 | 576 | 425 | 2127 |

| Q3A. Is your sole or primary computer a laptop or other portable? | | | | | |
|--|--------------|--------------|--------------|---------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 234 46.25 | 212 34.19 | 445 77.26 | 311 73.18 | 1202 56.51 |
| No | 270 53.36 | 403 65.00 | 128 22.22 | 112 26.35 | 913 42.92 |
| Did not respond | 2 0.40 | 5 0.81 | 3 0.52 | 2 0.47 | 12 0.57 |
| Total | 506 | 620 | 576 | 425 | 2127 |

| Q4A. Does your sole or primary computer have a wireless network connection or adapter? | | | | | |
|---|--------------|--------------|--------------|---------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 366 72.33 | 374 60.32 | 523 90.80 | 372 87.53 | 1635 76.87 |
| No | 128 25.30 | 202 32.58 | 44 7.64 | 47 11.06 | 421 19.79 |
| Don't know | 12 2.37 | 40 6.45 | 7 1.22 | 5 1.18 | 64 3.01 |
| Did not respond | 0 0.00 | 4 0.65 | 2 0.35 | 1 0.24 | 7 0.33 |
| Total | 506 | 620 | 576 | 425 | 2127 |

| Q2B. Is your SECONDARY computer at your local residence a... | | | | | |
|---|--------------|--------------|--------------|---------------|--------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Macintosh using Mac OS 9 or lower | 3 0.86 | 8 2.61 | 2 0.76 | 0 0.00 | 13 1.26 |
| Macintosh using Mac OS X | 57 16.38 | 26 8.47 | 20 7.60 | 9 7.83 | 112 10.84 |
| PC or workstation primarily using UNIX or LINUX | 6 1.72 | 6 1.95 | 6 2.28 | 5 4.35 | 23 2.23 |
| PC primarily using Windows and Windows applications | 272 78.16 | 256 83.39 | 229 87.07 | 97 84.35 | 854 82.67 |
| PC using both Windows and LINUX | 8 2.30 | 6 1.95 | 1 0.38 | 1 0.87 | 16 1.55 |
| Did not respond | 2 0.57 | 5 1.63 | 5 1.90 | 3 2.61 | 15 1.45 |
| Total | 348 | 307 | 263 | 115 | 1033 |

| Q3B. Is your secondary computer a laptop or other portable? | | | | | |
|--|----------------|--------------|-----------------|----------------------|--------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 230 66.09 | 140 45.60 | 154 58.56 | 58 50.43 | 582 56.34 |
| No | 117 33.62 | 162 52.77 | 106 40.30 | 56 48.70 | 441 42.69 |
| Did not respond | 1 0.29 | 5 1.63 | 3 1.14 | 1 0.87 | 10 0.97 |
| Total | 348 | 307 | 263 | 115 | 1033 |

| Q4B. Does your secondary computer have a wireless network connection or adapter? | | | | | |
|---|----------------|--------------|-----------------|----------------------|--------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 270 77.59 | 207 67.43 | 215 81.75 | 83 72.17 | 775 75.24 |
| No | 69 19.83 | 86 28.01 | 44 16.73 | 28 24.35 | 227 22.04 |
| Don't know | 4 1.15 | 12 3.91 | 1 0.38 | 3 2.61 | 20 1.94 |
| Did not respond | 5 1.44 | 2 0.65 | 3 1.14 | 1 0.87 | 11 0.78 |
| Total | 348 | 307 | 263 | 115 | 1033 |

| Q5. Are you aware of the OSU Minimum Computer Security Standards (MCSS) to protect data and the university network? | | | | | |
|--|----------------|--------------|-----------------|----------------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 366 71.21 | 446 67.58 | 138 23.83 | 143 33.33 | 1093 50.11 |
| No | 117 22.76 | 151 22.88 | 399 68.91 | 232 54.08 | 899 41.22 |
| Don't know | 31 6.03 | 60 9.09 | 37 6.39 | 54 12.59 | 181 8.30 |
| Did not respond | 0 0.00 | 3 0.45 | 5 0.86 | 0 0.00 | 8 0.37 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q6. Is your computer firewall turned on and kept up-to-date? | | | | | |
|---|----------------|--------------|-----------------|----------------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 412 80.16 | 515 78.05 | 423 73.06 | 346 80.65 | 1696 77.73 |
| No | 33 6.42 | 32 4.84 | 57 9.84 | 31 7.23 | 153 7.01 |
| Don't know | 64 12.45 | 97 14.70 | 95 16.41 | 50 11.66 | 306 14.02 |
| Did not respond | 5 0.97 | 16 2.42 | 4 0.69 | 2 0.47 | 27 1.24 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q7. Do you use automatic update functions to keep your operating system and software current with security patches? | | | | | |
|--|----------------|--------------|-----------------|----------------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 447 86.96 | 549 83.18 | 506 87.39 | 374 87.18 | 1876 85.98 |
| No | 36 7.00 | 45 6.82 | 44 7.60 | 32 7.46 | 157 7.19 |
| Don't know | 26 5.06 | 49 7.42 | 25 4.32 | 21 4.90 | 121 5.55 |
| Did not respond | 5 0.97 | 17 2.58 | 4 0.69 | 2 0.47 | 28 1.28 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q8. Do you run software to protect your computer against viruses, spam, spyware, and adware? | | | | | |
|---|----------------|--------------|-----------------|----------------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 436 84.82 | 539 81.67 | 474 81.87 | 362 84.38 | 1811 83.00 |
| No | 59 11.48 | 72 10.91 | 85 14.68 | 57 13.29 | 273 12.51 |
| Don't know | 13 2.53 | 35 5.30 | 14 2.42 | 7 1.63 | 69 3.16 |
| Did not respond | 6 1.17 | 14 2.12 | 6 1.03 | 3 0.70 | 29 1.33 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q9. Does your computer require a password to login? | | | | | |
|--|----------------|--------------|-----------------|----------------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 325 63.23 | 416 63.03 | 282 48.70 | 270 62.94 | 1293 59.26 |
| No | 181 35.21 | 223 33.79 | 287 49.57 | 154 35.90 | 845 38.73 |
| Don't know | 3 0.58 | 8 1.21 | 4 0.69 | 1 0.23 | 16 0.73 |
| Did not respond | 5 0.98 | 13 1.97 | 6 1.04 | 4 0.93 | 28 1.28 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q10. Does your computer contain any sensitive data such as names and social security numbers? | | | | | |
|--|----------------|--------------|-----------------|----------------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 72 14.01 | 118 17.88 | 193 33.33 | 109 25.41 | 492 22.55 |
| No | 414 80.54 | 492 74.55 | 340 58.72 | 276 64.34 | 1522 69.75 |
| Don't know | 19 3.70 | 35 5.30 | 41 7.08 | 41 9.55 | 136 6.23 |
| Did not respond | 9 1.75 | 15 2.27 | 5 0.87 | 3 0.70 | 32 1.47 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q11. Are you aware of the OSU central system Anti-Spam Service on the central e-mail system? | | | | |
|---|----------------|--------------|--------------|--|
| Frequency Column Percent | Group | | Total | |
| | Faculty | Staff | | |
| Yes | 403 78.40 | 510 77.27 | 913 77.77 | |
| No | 97 18.88 | 121 18.33 | 218 18.57 | |
| Don't know | 13 2.53 | 20 3.03 | 33 2.81 | |
| Did not respond | 1 0.19 | 9 1.36 | 10 0.85 | |
| Total | 514 | 660 | 1174 | |

| Q12. Is the Anti-Spam Service helping reduce your unwanted e-mail? | | | |
|--|--------------|--------------|--------------|
| Frequency Column Percent | Group | | Total |
| | Faculty | Staff | |
| Yes | 285 55.45 | 411 62.27 | 696 58.93 |
| No | 69 13.42 | 102 15.46 | 171 14.48 |
| Don't know | 153 29.77 | 138 20.91 | 291 24.64 |
| Did not respond | 7 1.36 | 9 1.36 | 23 1.95 |
| Total | 514 | 660 | 1174 |

| Q13. Have you experienced a virus on <u>any</u> computer within the last year? | | | | | |
|--|--------------|--------------|--------------|---------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes, on personally-owned computer | 42 8.17 | 71 10.76 | 121 20.90 | 121 28.21 | 355 16.27 |
| Yes, on university-owned computer | 17 3.31 | 27 4.09 | 2 0.34 | 4 0.93 | 50 2.29 |
| Yes, on both personally-owned and university-owned computers | 14 2.72 | 17 2.58 | 6 1.04 | 8 1.86 | 45 2.06 |
| No, I have not had a computer virus in the past year | 420 81.71 | 495 75.00 | 412 71.16 | 278 64.80 | 1605 73.56 |
| Don't know | 21 4.09 | 44 6.67 | 34 5.87 | 17 3.96 | 116 5.32 |
| Did not respond | 0 0.00 | 6 0.90 | 4 0.69 | 1 0.23 | 11 0.50 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q14. Which, if any, of these Personal Digital Assistants (PDA) or Smartphones do you use? | | | | | |
|---|--------------|--------------|--------------|---------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Palm OS Device (Palm, Visor, Treo, Sony Clio, etc.) | 96 18.68 | 67 10.15 | 132 22.80 | 11 2.56 | 306 14.03 |
| Windows CE, Powered by Windows, or PocketPC Device (HP IPaq, Dell, etc.) | 31 6.03 | 33 5.00 | 16 2.76 | 22 5.13 | 102 4.67 |
| Blackberry | 13 2.53 | 25 3.79 | 11 1.90 | 6 1.40 | 55 2.52 |
| iPhone | 12 2.33 | 11 1.67 | 9 1.55 | 9 2.10 | 41 1.88 |
| Do not use Personal Digital Assistant (PDA) or Smartphone | 333 64.79 | 481 72.88 | 383 66.15 | 354 82.52 | 1551 71.08 |
| Some other device or smartphone, please specify | 8 1.56 | 9 1.36 | 9 1.55 | 14 3.26 | 40 1.83 |
| Did not respond | 21 4.09 | 34 5.15 | 19 3.28 | 13 3.03 | 87 3.99 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q15. Do you presently have a cellular phone? | | | | | |
|--|--------------|--------------|--------------|---------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 477 92.80 | 607 91.97 | 567 97.93 | 427 99.53 | 2078 95.23 |
| No | 35 6.81 | 48 7.27 | 9 1.55 | 2 0.47 | 94 4.31 |
| Did not respond | 2 0.39 | 5 0.76 | 3 0.52 | 0 0.00 | 10 0.46 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q16. Do you use OSU Wireless on campus? | | | | | |
|---|--------------|--------------|--------------|---------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 138 26.85 | 118 17.88 | 371 64.08 | 222 51.75 | 849 38.91 |
| No | 368 71.60 | 526 79.70 | 204 35.23 | 204 47.55 | 1302 59.67 |
| Don't know | 7 1.36 | 13 1.97 | 1 0.17 | 3 0.70 | 24 1.09 |
| Did not respond | 1 0.19 | 3 0.45 | 3 0.52 | 0 0.00 | 7 0.33 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q17. Are you aware of the OSU Office of Information Technology (OIT) System Status Webpage (monitoring e-mail, Carmen, authentication, PeopleSoft, college or departmental services)? | | | | | |
|--|----------------|--------------|-----------------|----------------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 284 55.25 | 370 56.06 | 269 46.46 | 272 63.40 | 1195 54.77 |
| No | 226 43.97 | 286 43.33 | 306 52.85 | 156 36.36 | 974 44.64 |
| Did not respond | 4 0.78 | 4 0.61 | 4 0.69 | 1 0.23 | 13 0.59 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q18. What steps do you take when electronic information systems are not operating or operating slowly? | | | | | |
|---|----------------|--------------|-----------------|----------------------|--------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Go to OIT's Systems Status Webpage | 76 14.79 | 68 10.30 | 101 17.44 | 113 26.34 | 358 16.41 |
| Contact your local technology support staff | 246 47.86 | 314 47.58 | 166 28.67 | 79 18.41 | 805 36.89 |
| Contact OIT's Support Center Help Desk (8-HELP) | 110 21.40 | 198 30.00 | 101 17.44 | 77 17.95 | 486 22.27 |
| Other, please specify | 73 14.20 | 69 10.45 | 178 30.74 | 142 33.10 | 462 21.17 |
| Did not respond | 9 1.75 | 11 1.67 | 33 5.71 | 18 4.20 | 71 3.26 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q19. Do you use telephone over the Internet (VoIP)? | | | | | |
|--|----------------|--------------|-----------------|----------------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Use wired VoIP | 54 10.51 | 31 4.70 | 15 2.59 | 11 2.56 | 111 5.09 |
| Use wireless VoIP | 10 1.95 | 5 0.76 | 18 3.11 | 18 4.20 | 51 2.34 |
| Use both wired and wireless VoIP | 19 3.70 | 12 1.82 | 11 1.90 | 9 2.10 | 51 2.34 |
| Do not use VoIP | 431 83.84 | 611 92.58 | 534 92.23 | 391 91.14 | 1967 90.14 |
| Did not respond | 0 0.00 | 1 0.14 | 1 0.17 | 0 0.00 | 2 0.09 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q20. Where do you use VoIP? | | | | | |
|-----------------------------|-------------|-------------|-------------|---------------|--------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Home | 56 67.47 | 37 77.08 | 38 86.36 | 28 73.68 | 159 74.65 |
| Work | 5 6.02 | 5 10.42 | 0 0.00 | 3 7.89 | 13 6.10 |
| Both home and work | 22 26.51 | 6 12.50 | 6 13.64 | 7 18.42 | 41 19.25 |
| Total | 83 | 48 | 44 | 38 | 213 |

| Q21. What Internet Service Provider (ISP) do you <i>primarily</i> use to connect to the university network from your local residence? | | | | | |
|---|--------------|--------------|--------------|---------------|--------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| OSU Homenet dial-up service | 20 3.89 | 16 2.42 | 2 0.35 | 2 0.46 | 40 1.83 |
| OSU ResNet high-speed service | 0 0.00 | 3 0.45 | 38 6.56 | 139 32.40 | 180 8.25 |
| OSUWeb.Net dial-up service | 5 0.97 | 13 1.97 | 1 0.17 | 2 0.46 | 21 0.96 |
| Other dial-up service | 9 1.75 | 16 2.42 | 2 0.35 | 4 0.93 | 31 1.42 |
| RoadRunner high-speed cable modem internet service from Time Warner | 260 50.58 | 196 29.70 | 298 51.47 | 144 33.57 | 898 41.15 |
| RoadRunner high-speed cable modem internet service from Insight | 25 4.86 | 57 8.64 | 16 2.76 | 15 3.50 | 113 5.18 |
| WOW high-speed cable modem internet service | 56 10.89 | 107 16.21 | 63 10.88 | 40 9.32 | 266 12.19 |
| Earthlink high-speed cable modem internet service from Time Warner | 9 1.75 | 6 0.91 | 5 0.86 | 2 0.47 | 22 1.01 |
| AT&T DSL service | 81 15.76 | 94 14.24 | 74 12.78 | 23 5.36 | 272 12.47 |
| Other DSL service | 14 2.72 | 26 3.94 | 19 3.28 | 16 3.73 | 75 3.44 |
| Other high-speed cable modem service | 10 1.95 | 10 1.52 | 15 2.59 | 15 3.50 | 50 2.29 |
| Other ISP service | 2 0.39 | 10 1.52 | 10 1.73 | 6 1.40 | 28 1.28 |
| I do not connect to the university network/No ISP | 21 4.09 | 99 15.00 | 31 5.35 | 18 4.20 | 169 7.75 |
| Did not respond | 2 0.39 | 7 1.06 | 5 0.86 | 3 0.70 | 17 0.78 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q22. Which program do you primarily use to display and view pages from the Web? | | | | | |
|---|--------------|--------------|--------------|---------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Firefox | 145 28.21 | 106 16.06 | 208 35.92 | 147 34.27 | 606 27.77 |
| Internet Explorer | 257 50.00 | 461 69.85 | 298 51.47 | 223 51.98 | 1239 56.78 |
| Netscape | 12 2.33 | 15 2.27 | 3 0.52 | 3 0.70 | 33 1.51 |
| Mozilla | 19 3.70 | 19 2.88 | 16 2.76 | 15 3.50 | 69 3.16 |
| Safari | 73 14.20 | 37 5.61 | 42 7.25 | 32 7.46 | 184 8.43 |
| Other, please specify | 7 1.36 | 15 2.27 | 9 1.56 | 7 1.63 | 38 1.75 |
| Did not respond | 1 0.19 | 7 1.06 | 3 0.52 | 2 0.47 | 13 0.60 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q23. On average, approximately how many hours per week do you use the Internet at home? | | | | | |
|---|--------------|--------------|--------------|---------------|--------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Less than 10 hours per week | 148 28.79 | 365 55.30 | 93 16.06 | 63 14.69 | 669 30.66 |
| Between 10 and 20 hours per week | 208 40.47 | 214 32.42 | 262 45.25 | 211 49.18 | 895 41.02 |
| Between 21 and 60 hours per week | 142 27.63 | 67 10.15 | 182 31.43 | 132 30.77 | 523 23.97 |
| More than 60 hours per week | 14 2.72 | 3 0.45 | 38 6.56 | 22 5.13 | 77 3.53 |
| Did not respond | 2 0.39 | 11 1.67 | 4 0.69 | 1 0.23 | 18 0.82 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q24. 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? | | | |
|--|-----------------|----------------------|--------------|
| Frequency Column Percent | Group | | Total |
| | Graduate | Undergraduate | |
| Less than 5 hours per week | 419 72.37 | 285 66.43 | 704 69.85 |
| Between 5 and 10 hours per week | 105 18.13 | 74 17.25 | 179 17.76 |
| Between 11 and 20 hours per week | 36 6.22 | 36 8.39 | 72 7.14 |
| Between 21 and 60 hours per week | 16 2.76 | 22 5.13 | 38 3.77 |
| More than 60 hours per week | 1 0.17 | 7 1.63 | 8 0.79 |
| Did not respond | 2 0.35 | 5 1.17 | 7 0.69 |
| Total | 579 | 429 | 1008 |

| Q25. Do you use social networking sites to explore the interests and activities of others? | | | | | |
|---|----------------|--------------|-----------------|----------------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 70 13.62 | 121 18.33 | 364 62.87 | 317 73.89 | 872 39.96 |
| No | 444 86.38 | 539 81.67 | 214 36.96 | 111 25.87 | 1308 59.95 |
| Did not respond | 0 0.00 | 0 0.00 | 1 0.17 | 1 0.23 | 2 0.09 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q26. Which social network sites do you use? (please check all that apply) | | | | | |
|--|----------------|--------------|-----------------|----------------------|--------------|
| Frequency Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Classmate | 2 3.23 | 11 9.09 | 2 0.55 | 3 0.95 | 18 2.08 |
| Facebook | 52 83.87 | 73 60.33 | 346 95.05 | 307 96.85 | 778 90.04 |
| LinkedIn | 22 35.48 | 23 19.01 | 18 4.95 | 5 1.58 | 68 7.87 |
| MySpace | 13 20.97 | 62 51.24 | 102 28.02 | 108 34.07 | 285 32.99 |
| Other, please specify | 7 11.29 | 10 8.26 | 10 2.75 | 5 1.58 | 32 3.70 |
| Number of respondents | 62 | 121 | 364 | 317 | 864 |

| Q27. How often do you use instructional technologies such as the Internet, visual simulations, MS PowerPoint presentations, discussion forums, Carmen, or another course management system, course website or distance learning technologies in your teaching? | | |
|---|----------------|--------------|
| Frequency Column Percent | Group | Total |
| | Faculty | |
| Nearly every class session during the quarter | 271 52.72 | 271 52.72 |
| Several class sessions a quarter | 77 14.98 | 77 14.98 |
| Only a few class sessions a quarter | 53 10.31 | 53 10.31 |
| Only use outside of scheduled class sessions | 29 5.64 | 29 5.64 |
| Never | 29 5.64 | 29 5.64 |
| I do not teach classes | 55 10.70 | 55 10.70 |
| Total | 514 | 514 |

| Q28. How important is each of the following considerations in your decision whether to implement instructional technology in your classes? | | | | | |
|---|-------------------------------------|--------------|--------------|--------------|---------------------------|
| Question | Group – Faculty Only | | | | |
| Frequency Row Percent | Not important at all | 2 | 3 | 4 | Very important |
| Q28A – Help and support available to use instructional technologies (e.g., technical help, instructional or visual design help, training workshops, copyright help) | 43 9.53 | 56 12.42 | 94 20.84 | 113 25.06 | 145 32.15 |
| Q28B – Rewards for using instructional technologies (e.g., promotion and tenure, supplemental salary, opportunity to publish related work, funding, positive feedback from students) | 132 29.20 | 104 23.01 | 108 23.89 | 55 12.17 | 55 11.73 |
| Q28C – Access to software, equipment and network (e.g., computer labs, updated software and hardware, Internet-ready classrooms, loaner computers, cameras, mobile devices) | 24 5.30 | 32 7.06 | 40 8.83 | 114 25.17 | 243 53.64 |
| Q28D – Maintaining ownership of intellectual property that you develop in the context of your instructional activities | 90 20.00 | 83 18.44 | 105 23.33 | 73 16.22 | 99 22.00 |
| Q28E – Ease of use, ability to troubleshoot and set-up without technical support | 10 2.22 | 10 2.22 | 37 8.20 | 108 23.95 | 286 63.41 |

| Q28. How important is each of the following considerations in your decision whether to implement instructional technology in your classes? | | |
|---|-----------------------------|-------------------------------|
| Question | Group – Faculty Only | |
| Frequency Row Percent | Mean | Standard Deviation |
| Q28A – Help and support available to use instructional technologies (e.g., technical help, instructional or visual design help, training workshops, copyright help) | 3.58 | 1.31 |
| Q28B – Rewards for using instructional technologies (e.g., promotion and tenure, supplemental salary, opportunity to publish related work, funding, positive feedback from students) | 2.54 | 1.34 |
| Q28C – Access to software, equipment and network (e.g., computer labs, updated software and hardware, Internet-ready classrooms, loaner computers, cameras, mobile devices) | 4.15 | 1.17 |
| Q28D – Maintaining ownership of intellectual property that you develop in the context of your instructional activities | 3.02 | 1.43 |
| Q28E – Ease of use, ability to troubleshoot and set-up without technical support | 4.44 | .90 |

| Q29. Would you be interested in offering a fully online, distance learning course? | | |
|---|----------------|--------------|
| Frequency Column Percent | Group | |
| | Faculty | Total |
| Yes | 54 11.76 | 54 11.76 |
| No | 188 40.96 | 188 40.96 |
| Possibly | 190 41.39 | 190 41.39 |
| Already offer a fully online course | 24 5.23 | 24 5.23 |
| Did not respond | 3 0.66 | 3 0.66 |
| Total | 459 | 459 |

| Q30. Which, if any, of the following technology-supported teaching strategies do you use in teaching or support of your courses? (Please check all that apply) | |
|--|--------------|
| Frequency Percent | Faculty |
| Online syllabus and other handouts | 379 82.57 |
| Web-based materials that support course content (e.g., syllabus, readings, images, simulations or activities) | 345 75.16 |
| Interactive multimedia | 80 17.43 |
| Electronic course packs | 93 20.26 |
| Electronic Portfolios (ePortfolios) | 4 0.87 |
| Self-paced tutorials or learning modules | 37 8.06 |
| Ungraded online self-assessments, or student surveys | 53 11.55 |
| Graded online quizzes and tests | 71 15.47 |
| Online discussion forums | 125 27.23 |
| Online chat rooms and/or instant messaging | 29 6.32 |
| Blogs or other journaling applications | 15 3.27 |
| Digital desktop audio/video conferencing | 10 2.18 |
| Audio/video streaming | 58 12.64 |
| Podcasting/Vodcasting | 14 3.05 |
| E-mail | 408 88.89 |
| Computer-projected materials (e.g., MS PowerPoint, graphics, video) | 311 67.76 |
| Wireless use of computers or personal digital assistants (PDAs) during class sessions | 39 8.50 |
| Use of student response systems (Clickers) during class sessions | 33 7.19 |
| Use of computer labs during class sessions | 106 23.09 |
| Automated grade books/student online grade checking | 160 34.86 |
| Fully online delivery | 27 5.88 |
| Other, please specify | 20 4.36 |

| | |
|---|--------------|
| Training classes and workshops on instructional technology skills | 206 44.88 |
| Q31 - Which, if any, of the following central services would be useful to you in incorporating instructional technology into instruction? (Please check all that apply) | 199 43.14 |
| Individual customized instructional technology consultation services | 197 42.92 |
| Instructional technology consultation services customized for department or discipline cohorts | 113 24.36 |
| Training classes and workshops on instructional technology skills | 206 44.88 |

| | |
|--|--------------|
| Training classes and workshops on graphical interface and graphic design skills | 95 20.70 |
| Web-accessible examples of successful faculty elearning solutions and "how to" tips | 195 42.48 |
| Professional assessment of online course materials | 78 16.99 |
| Help seeking grants to support use of instructional technology | 99 21.57 |
| Trained students to assist with courseware design and development | 160 34.86 |
| Graphic design services (e.g., professional design and production of graphics, multimedia, illustrations, photography, graphical user interface design, and animations) | 112 24.40 |
| Digital video production and delivery | 80 17.43 |
| Business services for fully online course delivery (e.g., financial forecasting, marketing, business planning) | 22 4.79 |
| Web design and programming services | 134 29.19 |
| Help with web accessibility compliance | 69 15.03 |
| Central repository to store and access learning content | 97 21.13 |
| Central file storage space accessible from on and off campus | 133 28.98 |
| Support for electronic portfolio construction, storage, and use | 50 10.89 |
| Wireless connectivity in classrooms and labs | 210 45.75 |
| Other, please specify | 26 5.66 |

| Q32. How satisfied are you with the services provided through TELR (Technology Enhanced Learning and Research)? | | |
|--|----------------|--------------|
| Frequency Column Percent | Faculty | Total |
| Very satisfied | 52 11.33 | 52 11.33 |
| Somewhat satisfied | 155 33.77 | 155 33.77 |
| Somewhat dissatisfied | 28 6.10 | 28 6.10 |
| Very dissatisfied | 13 2.83 | 13 2.83 |
| Don't use the services | 179 39.00 | 179 39.00 |
| Did not respond | 32 6.97 | 32 6.97 |
| Total | 459 | 459 |

| Q33. In the classes you took 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? | | | |
|--|-----------------|----------------------|--------------|
| Frequency Column Percent | Group | | Total |
| | Graduate | Undergraduate | |
| Nearly every class session during quarter | 346 59.76 | 186 43.36 | 532 52.77 |
| Several class sessions during quarter | 119 20.55 | 165 38.46 | 284 28.17 |
| Only a few class sessions during quarter | 59 10.19 | 57 13.29 | 116 11.51 |
| Never | 26 4.49 | 8 1.86 | 34 3.37 |
| I did not take any classes last quarter | 23 3.97 | 8 1.86 | 31 3.07 |
| Did not respond | 6 1.04 | 5 1.17 | 1 0.1 |
| Total | 579 | 429 | 1008 |

| Q34. Please check all that apply: | | | |
|---|--------------|---------------|--------------|
| Frequency Percent | Group | | Total |
| | Graduate | Undergraduate | |
| I am interested in taking courses that occasionally meet “face-to-face” and the rest of the time online | 197 34.02 | 190 44.29 | 387 38.39 |
| I am interested in taking courses that are instructor led, but only meet online | 124 21.42 | 136 31.70 | 260 25.79 |
| I am interested in taking courses that are self-paced and are fully delivered online | 152 26.25 | 151 35.20 | 303 30.06 |
| I am primarily interested in taking courses that meet “face-to-face” | 389 67.18 | 276 64.34 | 665 65.97 |

| Q35. Please indicate all the ways that you would be interested in learning about instructional technology (please check all that apply) | | |
|--|--------------|--------------|
| Frequency Percent | Faculty | Total |
| Conference seminars | 114 24.84 | 114 24.84 |
| Cohort workshops (with your discipline colleagues in the proximity of your offices) | 169 36.82 | 169 36.82 |
| Non-credit courses | 73 15.90 | 73 15.90 |
| For-credit courses | 16 3.49 | 16 3.49 |
| General workshops (hands-on with an instructor) | 210 45.75 | 210 45.75 |
| Online workshops/Webinars | 182 39.65 | 182 39.65 |
| Self-instruction (manuals, trial-and-error, etc.) | 234 50.98 | 234 50.98 |
| Tutorials (structured, print-based, self-paced learning without an instructor) | 219 47.71 | 219 47.71 |
| Podcasts/Vodcasts | 46 10.02 | 46 10.02 |
| One-on-one mentoring | 159 34.64 | 159 34.64 |
| Prefer not to learn, but that instructional technology professionals develop my course content | 19 4.14 | 19 4.14 |
| Not interested in learning about instructional technology | 29 6.32 | 29 6.32 |
| Other, please specify | 8 1.74 | 8 1.74 |

| Q36. Are you aware of Carmen, the university's course management system? | | | | |
|---|----------------|-----------------|----------------------|---------------|
| Frequency Column Percent | Group | | | Total |
| | Faculty | Graduate | Undergraduate | |
| Yes | 440 95.86 | 504 87.05 | 419 97.67 | 1363 92.91 |
| No | 19 4.14 | 73 12.61 | 9 2.10 | 101 6.88 |
| Did not respond | 0 0.00 | 2 0.34 | 1 0.23 | 3 0.20 |
| Total | 459 | 579 | 429 | 1467 |

| Q37. Are you using the university supported course management system, Carmen? | | |
|--|----------------|--------------|
| Frequency Column Percent | Group | Total |
| | Faculty | |
| Yes | 330 75.00 | 330 75.00 |
| No | 107 24.32 | 107 24.32 |
| Dont' know | 3 0.68 | 3 0.68 |
| Total | 440 | 440 |

| Q38. Which of these potential Carmen functions would you be interested in using? (please check all that apply) | | |
|---|----------------|--------------|
| Frequency Percent | Group | Total |
| | Faculty | |
| Rubric-based assessment | 63 13.73 | 63 13.73 |
| ePortfolios | 59 12.85 | 59 12.85 |
| eReserves | 126 27.45 | 126 27.45 |
| Blogs | 56 12.20 | 56 12.20 |
| Wikis | 71 15.47 | 71 15.47 |
| Webcasting or webconferencing | 64 13.94 | 64 13.94 |
| None of these | 94 20.48 | 94 20.48 |
| Other, please specify | 20 4.36 | 20 4.36 |

| Q39. What is the main reason you <u>are not</u> using Carmen? | | |
|--|-------------|-------------|
| Frequency Column Percent | Group | |
| | Faculty | Total |
| I am not currently teaching | 10 9.43 | 10 9.43 |
| No time for development | 12 11.32 | 12 11.32 |
| Worried about intellectual property issues | 0 0.00 | 0 0.00 |
| Worried about security issues (grades, cheating) | 0 0.00 | 0 0.00 |
| Don't know how to get started | 12 11.32 | 12 11.32 |
| It doesn't count towards my promotion and tenure review | 1 0.94 | 1 0.94 |
| Don't have adequate computer hardware, software or connectivity to the network | 2 1.89 | 2 1.89 |
| Doesn't suit my course's needs | 15 14.15 | 15 14.15 |
| Tried Carmen and found it too difficult to use | 6 5.66 | 6 5.66 |
| Using my own course Website | 24 22.64 | 24 22.64 |
| Don't know what a course management system is | 1 0.94 | 1 0.94 |
| Using a different course management system | 6 5.66 | 6 5.66 |
| Other, please specify | 17 16.04 | 17 16.04 |
| Total | 106 | 106 |

| Q40. Do you have a class website on a departmental, college, or other server? | | |
|--|--------------|--------------|
| Frequency Column Percent | Group | |
| | Faculty | Total |
| Yes | 183 39.87 | 183 39.87 |
| No | 251 54.68 | 251 54.68 |
| Did not respond | 25 5.45 | 25 5.45 |
| Total | 459 | 459 |

| Q41. Who creates your course materials (e.g., syllabus, handouts, web components)? | | |
|---|----------------|--------------|
| Frequency | Group | |
| Column Percent | Faculty | Total |
| I create my own | 413 89.98 | 413 89.98 |
| Department staff | 19 4.14 | 19 4.14 |
| College staff | 2 0.43 | 2 0.43 |
| University central staff | 0 0.00 | 0 0.00 |
| Contractor external to the University | 0 0.00 | 0 0.00 |
| Another faculty member | 6 1.31 | 6 1.31 |
| Graduate teaching or research assistants | 9 1.96 | 9 1.96 |
| Undergraduate students | 1 0.22 | 1 0.22 |
| Someone else, please specify | 2 0.43 | 2 0.43 |
| Did not respond | 7 1.53 | 7 1.53 |
| Total | 459 | 459 |

| Q42. Are you familiar with the Ohio Learning Network (www.olin.org) and its services for online courses, faculty development, and grants opportunities? | | |
|--|----------------|--------------|
| Frequency Column Percent | Group | |
| | Faculty | Total |
| Yes | 98 19.07 | 98 19.07 |
| No | 415 80.74 | 415 80.74 |
| Did not respond | 1 0.19 | 1 0.19 |
| Total | 514 | 514 |

| Q43. Are you aware of Ohio State's Digital Union located in the Science and Engineering Library? | | | | |
|---|----------------|-----------------|----------------------|---------------|
| Frequency Column Percent | Group | | | Total |
| | Faculty | Graduate | Undergraduate | |
| Yes | 223 43.39 | 68 11.74 | 179 41.72 | 470 30.88 |
| No | 289 56.23 | 509 87.91 | 249 58.05 | 1047 68.79 |
| Did not respond | 2 0.38 | 2 0.35 | 1 0.23 | 5 0.33 |
| Total | 514 | 579 | 429 | 1522 |

| Q44. The Digital Union offers a variety of services to the Ohio State community. Which, if any, of the following services would you likely to use to support your instruction and/or research? (please check all that apply) | | | |
|---|----------------|-----------------|--------------|
| Frequency Percent | Group | | Total |
| | Faculty | Graduate | |
| Remote collaboration via videoconferencing and shared online tools | 111 21.60 | 74 12.78 | 185 16.93 |
| Presentation and discussion with colleagues and students in a wireless, flexible venue | 111 21.60 | 140 24.18 | 251 22.96 |
| Find partners to provide technology foundations for interdisciplinary grants and research | 72 14.01 | 28 4.84 | 100 9.15 |
| Find partners to develop open-source software initiatives for higher education | 20 3.89 | 18 3.11 | 38 3.48 |
| Learn about cost-effective hardware and software to enhance academic work practices | 131 25.49 | 96 16.58 | 227 20.77 |
| Develop partnerships with university and external vendors, institutions and consortia | 45 8.75 | 36 6.22 | 81 7.41 |
| One-on-one tutoring to learn multimedia production software | 123 23.93 | 93 16.06 | 216 19.76 |
| Workshops to learn multimedia production software | 130 25.29 | 106 18.31 | 236 21.59 |
| Use a multimedia production station | 65 12.65 | 86 14.85 | 151 13.82 |
| Attend a presentation about new and emerging media technologies | 163 31.71 | 67 11.57 | 230 21.04 |
| Have hands-on access to use or borrow new and emerging technologies | 156 30.35 | 172 29.71 | 328 30.01 |
| A place to experiment teaching within cutting-edge, technology-enhanced learning environments | 118 22.96 | 100 17.27 | 218 19.95 |

| Q45. 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? (please check all that apply) | | | |
|---|----------------|-----------------|----------------------|
| Frequency | Group | | |
| | Percent | Graduate | Undergraduate |
| One-on-one tutoring to learn multimedia production software | 106 18.31 | 101 23.54 | 207 20.54 |
| One-on-one tutoring to learn how to add digital functionality to electronic theses or dissertations | 50 8.64 | 53 12.35 | 103 10.22 |
| Workshops to learn multimedia production software | 125 21.59 | 104 24.24 | 229 22.72 |
| Use a multimedia production station | 99 17.10 | 101 23.54 | 200 19.84 |
| Attend a presentation about new and emerging media technologies | 80 13.82 | 81 18.88 | 161 15.97 |
| Have hands-on access to use or borrow new and emerging technologies | 143 24.70 | 182 42.42 | 325 32.24 |
| A place to work with faculty mentors on research ideas | 103 17.79 | 87 20.28 | 190 18.85 |
| A place to develop and practice making computer-assisted presentations (MS PowerPoint, etc.) | 142 24.53 | 139 32.40 | 281 27.88 |

| Q46. Which, if any, of the following have you experienced while using technology classrooms on campus? (please check all that apply) | | | |
|---|----------------|-----------------|--------------|
| Frequency | Group | | Total |
| | Faculty | Graduate | |
| Difficulty in reserving rooms | 123 23.93 | 56 9.67 | 179 16.38 |
| Difficulty in reserving equipment | 61 11.87 | 36 6.22 | 97 8.87 |
| Difficulty using equipment | 144 28.02 | 75 12.95 | 219 20.04 |
| Broken or malfunctioning equipment | 178 34.63 | 124 21.42 | 302 27.63 |
| Lack of on-site technical support | 131 25.49 | 84 14.51 | 215 19.67 |
| Problems with physical environment (cleanliness, furniture, etc) | 127 24.71 | 78 13.47 | 205 18.76 |

| Q47. What role do you feel information technology (computers, Internet, etc.) plays in your education? | | | |
|---|-----------------|----------------------|--------------|
| Frequency Column Percent | Group | | Total |
| | Graduate | Undergraduate | |
| Very important role | 446 77.03 | 331 77.16 | 777 11.09 |
| Somewhat important role | 118 20.38 | 85 19.81 | 203 20.14 |
| Negligible role | 8 1.38 | 8 1.86 | 16 1.59 |
| No role at all | 3 0.52 | 0 0.00 | 3 0.30 |
| Did not respond | 4 0.69 | 5 1.17 | 9 0.88 |
| Total | 579 | 429 | 1008 |

| Q48. If you had to re-apply to a university, how important would campus information technology resources be in your decision? | | | |
|--|-----------------|----------------------|--------------|
| Frequency Column Percent | Group | | Total |
| | Graduate | Undergraduate | |
| Very important | 170 29.36 | 128 29.84 | 298 29.56 |
| Somewhat important | 290 50.09 | 195 45.45 | 485 48.12 |
| Not very important | 96 16.58 | 86 20.05 | 182 18.06 |
| Not important at all | 19 3.28 | 14 3.26 | 33 3.27 |
| Did not respond | 4 0.69 | 6 1.40 | 10 0.99 |
| Total | 579 | 429 | 1008 |

How much do you agree or disagree with the next following two statements?

| Q49. My use of information technology as a student at Ohio State will help to make me more marketable to future employees. | | | |
|---|--------------|---------------|--------------|
| Frequency Column Percent | Group | | Total |
| | Graduate | Undergraduate | |
| Strongly agree | 154 26.78 | 149 35.14 | 303 30.33 |
| Agree | 274 47.65 | 198 46.70 | 472 47.25 |
| Disagree | 62 10.78 | 32 7.55 | 94 9.41 |
| Strongly disagree | 27 4.70 | 15 3.54 | 42 4.20 |
| Don't know | 58 10.09 | 30 7.08 | 88 8.81 |
| Total | 575 | 424 | 999 |

| Q50. My use of information technology as a student at Ohio State has helped to make me more likely to succeed in future academic work. | | | |
|---|--------------|---------------|--------------|
| Frequency Column Percent | Group | | Total |
| | Graduate | Undergraduate | |
| Strongly agree | 154 27.07 | 152 35.93 | 306 30.85 |
| Agree | 286 50.26 | 203 47.99 | 489 49.29 |
| Disagree | 54 9.49 | 31 7.33 | 85 8.57 |
| Strongly disagree | 19 3.34 | 14 3.31 | 33 3.33 |
| Don't know | 56 9.84 | 23 5.44 | 79 7.96 |
| Total | 569 | 423 | 992 |

| Q51. How does OSU's current information technology environment support your teaching and instruction? | | | |
|--|----------------|-----------------|--------------|
| Frequency Column Percent | Group | | Total |
| | Faculty | Graduate | |
| Very well | 74 14.40 | 136 23.49 | 210 19.21 |
| Somewhat well | 266 51.75 | 305 52.68 | 571 52.24 |
| Somewhat poorly | 69 13.42 | 32 5.53 | 101 9.24 |
| Very poorly | 16 3.11 | 7 1.21 | 23 2.10 |
| Don't know | 37 7.20 | 10 1.73 | 47 4.30 |
| Not teaching | 52 10.12 | 83 14.33 | 135 12.35 |
| Did not respond | 0 0.00 | 6 1.03 | 6 0.56 |
| Total | 514 | 579 | 1093 |

| Q52. Would you strongly agree, agree, disagree, or strongly disagree with the statement: Communications produced by the Chief Information Officer such as IT Resources, Orientation handouts, and CIO, TELR, and OIT Web Sites help to keep me informed about technology-related events and services on campus? | | | | | |
|--|----------------|--------------|-----------------|----------------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Strongly agree | 26 5.06 | 51 7.73 | 32 5.53 | 38 8.86 | 147 6.74 |
| Agree | 264 51.36 | 387 58.64 | 232 40.06 | 181 42.19 | 1064 48.76 |
| Disagree | 98 19.07 | 71 10.76 | 106 18.31 | 77 17.95 | 352 16.13 |
| Strongly disagree | 23 4.47 | 21 3.18 | 21 3.63 | 19 4.43 | 84 3.85 |
| Don't know | 87 16.93 | 123 18.64 | 178 30.74 | 105 24.48 | 493 22.59 |
| Did not respond | 16 3.11 | 7 1.06 | 10 1.73 | 9 2.10 | 42 1.92 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q53. Are you aware of the Office of the CIO's electronic "CommuniTy" newsletter? | | | |
|---|----------------|--------------|--------------|
| Frequency Column Percent | Group | | |
| | Faculty | Staff | Total |
| Yes | 72 14.01 | 157 23.79 | 229 19.51 |
| No | 434 84.44 | 498 75.45 | 932 79.39 |
| Did not respond | 8 1.56 | 5 0.76 | 13 1.10 |
| Total | 514 | 660 | 1174 |

| Q54. Are you aware of the Office of the CIO's mailed "CommuniTy" newsletter? | | | |
|---|----------------|--------------|--------------|
| Frequency Column Percent | Group | | |
| | Faculty | Staff | Total |
| Yes | 105 20.43 | 167 25.30 | 272 23.17 |
| No | 400 77.82 | 490 74.24 | 890 75.81 |
| Did not respond | 9 1.75 | 3 0.46 | 12 1.02 |
| Total | 514 | 660 | 1174 |

| Q55. How satisfied are you with the assistance and service you have received from 8-HELP call-in and web user support? | | | | | |
|---|----------------|--------------|-----------------|----------------------|--------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Very satisfied | 145 28.21 | 226 34.24 | 72 12.44 | 71 16.55 | 514 23.56 |
| Somewhat satisfied | 212 41.25 | 244 36.97 | 157 27.12 | 116 27.04 | 729 33.41 |
| Somewhat dissatisfied | 45 8.75 | 40 6.06 | 30 5.18 | 29 6.76 | 144 6.60 |
| Very dissatisfied | 9 1.75 | 17 2.58 | 10 1.73 | 8 1.86 | 44 2.02 |
| Don't know/Haven't used | 95 18.48 | 124 18.79 | 304 52.50 | 196 45.69 | 719 32.95 |
| Did not respond | 8 1.56 | 9 1.36 | 6 1.04 | 9 2.10 | 32 1.47 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q56. Are you aware of the new BuckeyeBar technology support service? | | | |
|---|-----------------|----------------------|--------------|
| Frequency Column Percent | Group | | Total |
| | Graduate | Undergraduate | |
| Yes | 10 1.73 | 31 7.23 | 41 4.07 |
| No | 569 98.27 | 398 92.77 | 967 95.93 |
| Total | 579 | 429 | 1008 |

| Q57. How satisfied are you with the BuckeyeBar service? | | | |
|--|-----------------|----------------------|--------------|
| Frequency Column Percent | Group | | Total |
| | Graduate | Undergraduate | |
| Very satisfied | 1 10.00 | 9 29.03 | 10 24.39 |
| Somewhat satisfied | 5 50.00 | 8 25.81 | 13 31.71 |
| Somewhat dissatisfied | 0 0.00 | 2 6.45 | 2 4.88 |
| Very dissatisfied | 0 0.00 | 0 0.00 | 0 0.00 |
| Don't know/Haven't used | 4 40.00 | 11 35.48 | 15 36.59 |
| Did not respond | 0 0.00 | 1 3.23 | 1 2.43 |
| Total | 10 | 31 | 41 |

Q58. How do you feel about the helpfulness and responsiveness of other Information Technology support resources at OSU?

| Frequency Column Percent | Group | | | | Total |
|--------------------------------|--------------|--------------|--------------|---------------|--------------|
| | Faculty | Staff | Graduate | Undergraduate | |
| Very satisfied | 101 19.65 | 201 30.45 | 72 12.44 | 61 14.22 | 435 19.94 |
| Somewhat satisfied | 237 46.11 | 292 44.24 | 199 34.37 | 153 35.66 | 881 40.38 |
| Somewhat dissatisfied | 55 10.70 | 42 6.36 | 39 6.74 | 26 6.06 | 162 7.42 |
| Very dissatisfied | 14 2.72 | 11 1.67 | 8 1.38 | 4 .93 | 37 1.70 |
| Don't know/Haven't used | 97 18.87 | 106 16.06 | 249 43.01 | 173 40.33 | 625 28.64 |
| Did not respond | 10 1.95 | 8 1.21 | 12 2.07 | 12 2.80 | 42 1.92 |
| Total | 514 | 660 | 579 | 429 | 2182 |

How much do you agree or disagree with the following four statements?

| Q59. I am able to access all OSU computing and electronic information resources I need from my office or lab. | | | | |
|--|----------------|--------------|-----------------|--------------|
| Frequency Column Percent | Group | | | Total |
| | Faculty | Staff | Graduate | |
| Strongly agree | 125 24.65 | 261 39.91 | 135 23.68 | 521 30.10 |
| Agree | 263 51.87 | 307 46.94 | 255 44.74 | 825 47.66 |
| Disagree | 41 8.09 | 32 4.89 | 37 6.49 | 110 6.35 |
| Strongly disagree | 24 4.73 | 13 1.99 | 9 1.58 | 46 2.66 |
| Don't know/Doesn't apply | 54 10.66 | 41 6.27 | 134 23.51 | 229 13.23 |
| Total | 507 | 654 | 570 | 1731 |

| Q60. I am able to access all OSU computing and electronic information resources while I'm on campus. | | | |
|---|-----------------|----------------------|--------------|
| Frequency Column Percent | Group | | Total |
| | Graduate | Undergraduate | |
| Strongly agree | 191 33.57 | 128 30.40 | 319 32.22 |
| Agree | 295 51.85 | 203 48.22 | 498 50.30 |
| Disagree | 29 5.10 | 46 10.93 | 75 7.58 |
| Strongly disagree | 13 2.28 | 10 2.38 | 23 2.32 |
| Don't know/Doesn't apply | 41 7.20 | 34 8.08 | 75 7.58 |
| Total | 569 | 421 | 990 |

| Q61. I am able to access all OSU computing and electronic information resources I need from home. | | | | | |
|--|----------------|--------------|-----------------|----------------------|--------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Strongly agree | 73 14.63 | 110 17.00 | 128 22.50 | 109 25.95 | 420 19.67 |
| Agree | 237 47.49 | 257 39.72 | 285 50.08 | 209 49.76 | 988 46.28 |
| Disagree | 94 18.84 | 100 15.46 | 95 16.70 | 62 14.76 | 351 16.44 |
| Strongly disagree | 39 7.82 | 36 5.56 | 13 2.28 | 10 2.38 | 98 4.59 |
| Don't know/Doesn't apply | 56 11.22 | 144 22.26 | 48 8.44 | 30 7.14 | 278 13.02 |
| Total | 499 | 647 | 569 | 420 | 2135 |

| Q62. I am able to use information technology to contribute to my professional development. | | | | |
|---|----------------|--------------|-----------------|--------------|
| Frequency Column Percent | Group | | | Total |
| | Faculty | Staff | Graduate | |
| Strongly agree | 83 16.57 | 123 19.13 | 126 22.22 | 332 19.40 |
| Agree | 270 53.89 | 334 51.94 | 323 56.97 | 927 54.18 |
| Disagree | 61 12.18 | 65 10.11 | 33 5.82 | 159 9.29 |
| Strongly disagree | 18 3.59 | 12 1.87 | 5 0.88 | 35 2.05 |
| Don't know/Doesn't apply | 69 13.77 | 109 16.95 | 80 14.11 | 258 15.08 |
| Total | 501 | 643 | 567 | 1711 |

| How much do you agree or disagree with the following statements? Faculty Only | | | | | |
|--|-----------------------|--------------|-----------------|--------------------------|---|
| <small>Top number is the count of respondents selecting the option. Bottom % is Percent of the total respondents selecting the option.</small> | Strongly agree | Agree | Disagree | Strongly disagree | Don't know / Doesn't apply to me |
| Q63 - OSU Information Technology is a factor in my remaining at OSU. | 18 3.58 | 73 14.51 | 163 32.41 | 143 28.43 | 106 21.07 |
| Q64 - OSU Information Technology helps increase my impact or productivity. | 57 11.30 | 268 53.39 | 87 17.33 | 37 7.37 | 53 10.56 |
| Q65 - OSU Information Technology is important to my students' success. | 99 19.88 | 251 50.40 | 54 10.84 | 23 4.62 | 71 14.26 |

| Q66 - In terms of the technical support you need to learn and use technology would you say: | | |
|--|----------------|--------------|
| Frequency Column Percent | Faculty | Total |
| You have everything you need | 44 8.56 | 44 8.56 |
| You have much of what you need | 237 46.11 | 237 46.11 |
| A few things you need are lacking | 131 25.49 | 131 25.49 |
| You do not have what you need | 48 9.34 | 48 9.34 |
| No opinion | 43 8.37 | 43 8.37 |
| Did not respond | 11 2.14 | 11 2.14 |
| Total | 514 | 514 |

| How concerned are you with the following? Faculty Only | | | | | |
|---|-----------------------|---------------------------|--|-----------------------------|--------------------|
| Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option. | Very Concerned | Somewhat Concerned | Neither concerned nor unconcerned | Somewhat unconcerned | Unconcerned |
| Q67 - The security of your electronic data | 141 27.70 | 202 39.69 | 93 18.27 | 38 7.47 | 35 6.88 |
| Q68 - The privacy of your communications | 159 31.67 | 200 39.84 | 79 15.74 | 34 6.77 | 30 5.98 |

| Q69. How much do you agree or disagree with the following statement: Majors in my discipline should be required to demonstrate a certain level of knowledge regarding computer applications in my field. | | |
|---|--------------|--------------|
| Frequency Column Percent | Group | |
| | Faculty | Total |
| Strongly agree | 145 28.71 | 145 28.71 |
| Agree | 251 49.70 | 251 49.70 |
| Disagree | 57 11.29 | 57 11.29 |
| Strongly disagree | 3.76 | 3.76 |
| Don't know | 33 6.53 | 33 6.53 |
| Total | 505 | 505 |

| Q70. How familiar are you with Information Technology resources at the university? | | | | | |
|---|--------------|--------------|--------------|---------------|--------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Very familiar | 10 1.95 | 41 6.21 | 19 3.28 | 31 7.23 | 101 4.63 |
| Familiar | 151 29.38 | 178 26.97 | 144 24.87 | 126 29.37 | 599 27.45 |
| Somewhat familiar | 263 51.17 | 326 49.39 | 226 39.03 | 181 42.19 | 996 45.65 |
| Not familiar | 77 14.98 | 97 14.70 | 142 24.53 | 68 15.85 | 384 17.60 |
| Do not use | 13 2.53 | 18 2.73 | 48 8.29 | 23 5.36 | 102 4.67 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q71. If familiar with Information Technology resources at the university, do they meet your technology needs? | | | | | |
|--|--------------|--------------|--------------|---------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 273 65.94 | 358 65.93 | 307 80.16 | 260 77.84 | 1198 71.57 |
| No | 57 13.77 | 37 6.81 | 25 6.53 | 20 5.99 | 139 8.30 |
| No opinion | 84 20.29 | 148 27.26 | 51 13.31 | 54 16.17 | 337 20.13 |
| Total | 414 | 543 | 383 | 334 | 1674 |

| Q73. How satisfied are you with Information Technology services at OSU? | | | | | |
|--|----------------|--------------|-----------------|----------------------|---------------|
| Frequency Column Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Very satisfied | 79 15.37 | 175 26.52 | 126 21.76 | 97 22.61 | 477 21.86 |
| Somewhat satisfied | 302 58.75 | 362 54.85 | 272 46.98 | 225 52.45 | 1161 53.21 |
| Somewhat dissatisfied | 53 10.31 | 30 4.55 | 39 6.74 | 25 5.83 | 147 6.74 |
| Very dissatisfied | 10 1.95 | 6 0.91 | 12 2.07 | 5 1.17 | 33 1.51 |
| Don't know | 69 13.42 | 87 13.18 | 130 22.45 | 77 17.95 | 363 16.64 |
| Did not respond | 1 0.19 | 0 0.00 | 0 0.00 | 0 0.00 | 1 0.05 |
| Total | 514 | 660 | 579 | 429 | 2182 |

| Q74. For which of the following purposes do you use one or more of the OSU libraries? (please check all that apply) | | | | | |
|--|----------------|--------------|-----------------|----------------------|---------------|
| Frequency Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Individual research/study | 393 76.46 | 213 32.27 | 503 86.87 | 307 71.56 | 1416 64.89 |
| Group research/study | 83 16.15 | 62 9.39 | 354 61.14 | 209 48.72 | 708 32.45 |
| Use computers | 46 8.95 | 54 8.18 | 405 69.95 | 204 47.55 | 709 32.49 |
| Pickup/return materials | 295 57.39 | 142 21.52 | 247 42.66 | 162 37.76 | 846 38.77 |
| Confer with a librarian | 127 24.71 | 38 5.76 | 101 17.44 | 17 3.96 | 283 12.97 |
| Attend a class or function | 66 12.84 | 58 8.79 | 129 22.28 | 39 9.09 | 292 13.38 |
| Meet friend and/or colleagues | 30 5.84 | 27 4.09 | 210 36.27 | 133 31.00 | 400 18.33 |
| Do not use the library | 51 9.92 | 369 55.91 | 22 3.80 | 44 10.26 | 486 22.27 |
| Other, please specify | 30 5.84 | 22 3.33 | 18 3.11 | 10 2.33 | 80 3.67 |

Q75. For which of the following purposes would you like to use one or more of the OSU libraries in the future? (please check all that apply).

| Frequency Percent | Group | | | | Total |
|--------------------------------|--------------|--------------|--------------|---------------|---------------|
| | Faculty | Staff | Graduate | Undergraduate | |
| Individual research/study | 360 70.04 | 292 44.24 | 435 75.13 | 305 71.10 | 1392 63.79 |
| Group research/study | 117 22.76 | 99 15.00 | 350 60.45 | 266 62.00 | 832 38.13 |
| Use computers | 75 14.59 | 95 14.39 | 347 59.93 | 215 50.12 | 732 33.55 |
| Pickup/return materials | 258 50.19 | 193 29.24 | 244 42.14 | 190 44.29 | 885 40.56 |
| Confer with a librarian | 170 33.07 | 83 12.58 | 133 22.97 | 66 15.38 | 452 20.71 |
| Attend a class or function | 91 17.70 | 144 21.82 | 154 26.60 | 112 26.11 | 501 22.96 |
| Meet friend and/or colleagues | 60 11.67 | 75 11.36 | 218 37.65 | 166 38.69 | 519 23.79 |
| Do not plan to use the library | 40 7.78 | 231 35.00 | 25 4.32 | 22 5.13 | 318 14.57 |
| Other, please specify | 22 4.28 | 17 2.58 | 9 1.55 | 5 1.17 | 53 2.43 |

Q76. Are you aware that OIT offers non-credit short courses at no charge on Information Technology?

| Frequency Column Percent | Group | | | | Total |
|-----------------------------|--------------|--------------|--------------|---------------|---------------|
| | Faculty | Staff | Graduate | Undergraduate | |
| Yes | 295 57.39 | 321 48.64 | 52 8.98 | 65 15.15 | 733 33.59 |
| No | 200 38.91 | 333 50.45 | 518 89.46 | 355 82.75 | 1406 64.44 |
| Did not respond | 19 3.70 | 6 0.91 | 9 1.55 | 9 2.10 | 43 1.97 |
| Total | 514 | 660 | 579 | 429 | 2182 |

For the last four questions, please select what non credit training Information Technology courses you would find most useful.

| Q77A. Operating Systems (please check all that apply) | | | | | |
|--|----------------|--------------|-----------------|----------------------|--------------|
| Frequency Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Windows XP | 152 29.57 | 325 49.24 | 219 37.82 | 174 40.56 | 870 39.87 |
| Windows Vista | 119 23.15 | 239 36.21 | 227 39.21 | 213 49.65 | 798 36.57 |
| Macintosh OS X | 96 18.68 | 97 14.70 | 152 26.25 | 125 29.14 | 470 21.54 |
| Other, please specify | 18 3.50 | 40 6.06 | 22 3.80 | 17 3.96 | 97 4.49 |

| Q77B. Microsoft Office Applications (please check all that apply) | | | | | |
|--|----------------|--------------|-----------------|----------------------|---------------|
| Frequency Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Access | 102 19.84 | 284 43.03 | 192 33.16 | 184 42.89 | 762 34.92 |
| Excel | 197 38.33 | 392 59.39 | 344 59.41 | 292 68.07 | 1225 56.14 |
| PowerPoint | 215 41.83 | 327 49.55 | 285 49.22 | 221 51.52 | 1048 48.03 |
| Publisher | 97 18.87 | 192 29.09 | 164 28.32 | 148 34.50 | 601 27.54 |
| Word | 126 24.51 | 229 34.70 | 162 27.98 | 169 39.39 | 686 31.44 |
| Visio | 50 9.73 | 143 21.67 | 92 15.89 | 115 26.81 | 400 18.33 |
| Project | 74 14.40 | 154 23.33 | 114 19.69 | 107 24.94 | 449 20.58 |

| Q77C. Web-related Applications (please check all that apply) | | | | | |
|---|----------------|--------------|-----------------|----------------------|---------------|
| Frequency Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Acrobat | 163 31.71 | 282 42.73 | 275 47.50 | 206 48.02 | 926 42.44 |
| Dreamweaver | 147 28.60 | 171 25.91 | 116 20.03 | 131 30.54 | 565 25.89 |
| FrontPage | 93 18.09 | 132 20.00 | 101 17.44 | 75 17.48 | 401 18.38 |
| Flash | 82 15.95 | 139 21.06 | 151 26.08 | 168 39.16 | 540 24.75 |
| Photoshop | 204 39.69 | 372 56.36 | 294 50.78 | 279 65.03 | 1149 52.66 |
| Cascading Style Sheets (CSS) | 42 8.17 | 90 13.64 | 50 8.64 | 62 14.45 | 244 11.18 |
| JavaScript | 73 14.20 | 176 26.67 | 141 24.35 | 179 41.72 | 569 26.08 |
| Other, please specify | 11 2.14 | 26 3.94 | 7 1.21 | 6 1.40 | 50 2.29 |

| Q77D. Statistical and Mathematical Applications (please check all that apply) | | | | | |
|--|----------------|--------------|-----------------|----------------------|--------------|
| Frequency Percent | Group | | | | Total |
| | Faculty | Staff | Graduate | Undergraduate | |
| Mathematica | 39 7.59 | 80 12.12 | 62 10.71 | 104 24.24 | 285 13.06 |
| MATLAB | 79 15.37 | 53 8.03 | 84 14.51 | 135 31.47 | 351 16.09 |
| Minitab | 31 6.03 | 37 5.61 | 47 8.12 | 73 17.02 | 188 8.62 |
| SAS | 85 16.54 | 66 10.00 | 57 9.84 | 53 12.35 | 261 11.96 |
| SPSS | 127 24.71 | 91 13.79 | 81 13.99 | 63 14.69 | 362 16.59 |
| Other, please specify | 31 6.03 | 35 5.30 | 12 2.07 | 11 2.56 | 89 4.08 |