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Fifteenth Annual UCLA Survey of Business School Computer Usage: 1997-1998 Academic Year - Questionnaire

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**FIFTEENTH ANNUAL
UCLA SURVEY OF BUSINESS SCHOOL COMPUTER USAGE
1997-1998 Academic Year**

Conducted by
The John E. Anderson Graduate School of Management at UCLA
and SOM, California State University, Dominguez Hills
in cooperation with the
AACSB – The International Association for Management Education

***What are the uses of information technologies and distance learning resources
in our Business Schools?***

In order to provide key decision makers in business schools with an answer to this question, you are invited to participate in this Fifteenth Annual Survey. This questionnaire replicates major portions of the Tenth (1993), Eleventh (1994), and the Fourteenth (1997) surveys, thus also providing the opportunity to see trends - where we have been and where we may be going.

Even though you may not have all the information, please complete the questionnaire from the orientation of the individual(s) responsible for all computer, communication, and information resources for your business school. Use your general knowledge, assuming a school-wide perspective. Complete as many of the items as possible. If you do not know an exact response, an approximation is better than no answer. Feel free to add, comment, or elaborate on any item. Many past suggestions have been incorporated into these annual surveys.

A copy of the final report will be sent to all participating schools in September 1998. A presentation based on the preliminary results of this survey will be made at the AACSB Learning Technology Workshop in Berkeley in late May. Please return this questionnaire by Monday, May 4, 1998 to:

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Thank you for your continuing support.

Mailing Label Here Please

Telephone:

()

E-mail address:

Your
Name: _____
(please print)
or ATTACH YOUR BUSINESS CARD

Title: _____
(please circle most appropriate)

1 Dean	5 Admin assist
2 Assoc/assist dean	6 Other director
3 Comp cent director	7 Comp cent staff
4 Faculty member	Other _____

I. BUSINESS SCHOOL DEMOGRAPHICS: 1997-1998 ACADEMIC YEAR

- Type** of business school: (check one) Public (traditionally government funded)
 Private (traditionally student tuition funded)
- At your business school, how many in each category?
 Please **use full-time equivalents (FTE)**, not "head-counts."

Students	Fulltime FTE		Parttime FTE	=	Total FTE
Undergraduates/first degree	_____	+	_____	=	_____
MBA/other post graduate	_____	+	_____	=	_____
Executives MBA	_____	+	_____	=	_____
PhD, DBA	_____	+	_____	=	_____
Faculty, academic staff	_____	+	_____	=	_____
Administrators, secretaries	_____	+	_____	=	_____
Computing support staff	_____	+	_____	=	_____

II. BUSINESS SCHOOL OPERATIONS: 1997-1998 ACADEMIC YEAR

- US \$ _____ total annual **business school operating budget** for 1997-98 from all sources.
- US \$ _____ total annual business school **computer operating budget** for 1997-98 from all sources including:
 staff salaries, benefits, and support, software and data acquisition and licenses, supplies, operating overhead, and computer recharge funds
 excluding:
 capital expenditures where list value greater than \$2000 and depreciated 3 years or more (e.g., microcomputer purchases), lease payments, and faculty salaries
- Are **students** charged a **fee** for computer usage?

Fee charged	Undergraduate	MBA
No		
Some free usage, then must pay. Please specify:		
Yes, per course	\$ _____ for _____ units	\$ _____ for _____ units
Yes, per semester or quarter	\$ _____	\$ _____
Yes, per year	\$ _____	\$ _____
Yes, per page printed of output	\$ _____	\$ _____
Yes, other, please describe	\$ _____	\$ _____

- Business school/central campus integration:** Please indicate the degree to which your business school's information resources and services are integrated with the rest of your campus: (check one)
 our business school computing organization is **primarily separate** from that of the central campus – the business school provides **greater than 75%** of all computing staff, services, equipment, and local network infrastructure
 our business school computing organization is **partially separate** from that of the central campus – the business school provides **between 50% and 75%** of all computing staff, services, equipment, and local network infrastructure
 our business school computing organization is **partially integrated** with that of the central campus – the business school provides **less than 50%** of all computing staff, services, equipment, and local network infrastructure
 our business school computing organization is **fully integrated** with that of the central campus – the business school provides **less than 25%** of all computing staff, services, equipment, and local network infrastructure
 other: please describe

7. Does your business school have its own **computing support staff** autonomous from the campus facilities?
 ___ No ___ Yes If yes, please indicate number full-time equivalent paid from business school budget:

Computing Support Staff	fulltime	parttime & students (fte equivalents)	total fte
technical/hardware/network			
research support			
instructional support			
web support			
teleconference/distance learning			
audio/visual			
management			
other, please describe			

III. BUSINESS SCHOOL HARDWARE RESOURCES and USES: 1997-1998 ACADEMIC YEAR

8. **Number of business school owned/leased microcomputers** (NOT including servers) available to:

	Student/ Public	+	Faculty	+	Staff	=	Total
Apple desktops	_____	+	_____	+	_____	=	_____
Apple PowerBooks	_____	+	_____	+	_____	=	_____
DOS only desktops	_____	+	_____	+	_____	=	_____
DOS only laptops	_____	+	_____	+	_____	=	_____
Windows 3.X desktops	_____	+	_____	+	_____	=	_____
Windows 3.X laptops	_____	+	_____	+	_____	=	_____
Windows 95 desktops	_____	+	_____	+	_____	=	_____
Windows 95 laptops	_____	+	_____	+	_____	=	_____
UNIX	_____	+	_____	+	_____	=	_____
Net PC	_____	+	_____	+	_____	=	_____
Windows NT	_____	+	_____	+	_____	=	_____
Other	_____	+	_____	+	_____	=	_____
						Total	<u>_____</u>

9. Are there **generally sufficient** microcomputers at your business school to meet current demand (excluding exam time or end of term)?

Microcomputer sufficiency	Faculty	Undergraduates	MBA's
Yes, but occasional waiting	_____	_____	_____
Yes, never any waiting	_____	_____	_____
No, usually a wait for access	_____	_____	_____
No, always a wait for access	_____	_____	_____

10. Who **maintains** your business school owned microcomputers/laptops? (check all that apply)
- | | |
|---|---|
| <input type="checkbox"/> no definite policy | <input type="checkbox"/> contract with outside vendor |
| <input type="checkbox"/> business school staff | <input type="checkbox"/> other, please describe |
| <input type="checkbox"/> contract with university service | |

11. **Student ownership:** Does your business school recommend/require students to own a microcomputer?

- | | | | | |
|----------------|-----------------------------|--|-----------------------------------|----------------------------------|
| Undergraduates | <input type="checkbox"/> no | <input type="checkbox"/> yes, recommend: | <input type="checkbox"/> Desktops | <input type="checkbox"/> Laptops |
| | | <input type="checkbox"/> yes, require: | <input type="checkbox"/> Desktops | <input type="checkbox"/> Laptops |
| MBA's | <input type="checkbox"/> no | <input type="checkbox"/> yes, recommend: | <input type="checkbox"/> Desktops | <input type="checkbox"/> Laptops |
| | | <input type="checkbox"/> yes, require: | <input type="checkbox"/> Desktops | <input type="checkbox"/> Laptops |
| Executive MBAs | <input type="checkbox"/> no | <input type="checkbox"/> yes, recommend: | <input type="checkbox"/> Desktops | <input type="checkbox"/> Laptops |
| | | <input type="checkbox"/> yes, require: | <input type="checkbox"/> Desktops | <input type="checkbox"/> Laptops |

12. Number of business school owned/leased **servers**:

Processor	386/486	Pentium/ Pentium Pro	PowerPC	HP	Sun SPARC	IBM RS/6000	Dec Alpha	Other: Please identify	TOTAL
Number									

13. Does your business school/central campus have **mini/mainframe computers**:

- Business School no, never did
 not now, give year removed from service if known: _____
 yes, make(s)/model(s): _____
 purpose(s): _____
- Central Campus no, never did
 not now, give year removed from service if known: _____
 yes, make(s)/model(s): _____
 purpose(s): _____

14. Please estimate what percentage of your users **regularly use electronic mail** (at least 3 times per week).

_____ % faculty _____ % staff _____ % MBA _____ % Undergraduates

15. Please indicate **how effective current e-mail usage** is at facilitating business school communication:

Not effective 1 2 3 4 5 very effective

IV. NETWORK RESOURCES and USES: 1997-1998 ACADEMIC YEAR

16. Does your business school provide network access from? (check all that apply)

PCs

- faculty offices
- administrative offices
- classrooms
- group rooms
- computer labs
- dormitories
- library
- other, please describe

Laptops

- faculty offices
- administrative offices
- classrooms
- group rooms
- computer labs
- dormitories
- library
- other, please describe

17. Does your business school provide network access from off campus? no yes

If yes, what kind of access? (check all that apply)

- school modem pool, number of lines _____
- university modem pool, number of lines _____
- Internet service provider (ISP)
- other, please describe

18. What local area network technology is your business school using? (check all that apply)

- none
- ATM
- Ethernet
- Fast Ethernet
- FDDI
- Token ring
- wireless
- other, please specify

19. What local area network protocol(s) is your business school using? (check all that apply)

- none
- Appletalk
- IPX
- NetBEUI
- TCP/IP
- other, please specify

20. What remote access protocol(s) is your business school using? (check all that apply)

- none
- Telenet
- SLIP/PPP
- RAS
- other, please specify

21. Does your business school provide access to online services for general use? (check all that apply)

- no
- AOL
- CompuServe
- Prodigy
- MS Network
- other, please specify

22. What Network Operating System does your business school use? (check all that apply)

- none
- UNIX
- Novell
- Apple Share
- NT
- other, please specify

23. What network applications is your business school using? (check all that apply)

- electronic mail
- document management
- groupware
- meetings schedulers
- other, please specify
- Personal time scheduler
- browsers
- fax
- modem applications

V. DISTANCE LEARNING/TELECONFERENCING RESOURCES and USES: 1997-1998 ACADEMIC YEAR

24. Does your business school offer **distance learning programs**?

No. **Please describe future plans** your business school may have for distance learning and then skip to Question 35:

Yes. **Please attach your program brochure** and then answer the following questions. (Check all that apply)

	Undergraduate		Graduate	
	Regular curriculum	Extended Ed	Regular curriculum	Extended Ed
Separate courses offered by				
Degree programs offered by				
Certificate programs offered by				
Training programs offered by				
Other, please specify				

25. Are your business school's **distance learning programs**? synchronous asynchronous both

26. Do students in your business school's **distance learning programs** pay the same **fees** as those in your regular programs?
 Yes No If no, please explain.

27. Which of the following **user groups** are your business school's distance learning programs designed to serve?

- (check all that apply)
- full time students
 - part time students
 - students in close geographic proximity
 - students not in close geographic proximity, please describe
 - other, please describe

28. Are **students in your regular on-campus programs allowed to enroll** in distance learning courses offered by your business school? yes no

29. What is the role of your **full time business school faculty in your distance programs**? (check all that apply)

- governance and supervision of the programs
- teach all courses
- teach some courses
- curriculum development and revision
- selection of technology
- evaluation of technology
- training other colleagues
- other, please describe

30. What are the **barriers to developing distance learning programs** faced by your business school? (check all that apply)

- | | |
|--|--|
| <input type="checkbox"/> lack of funds | <input type="checkbox"/> lack of facility space |
| <input type="checkbox"/> lack of technical support | <input type="checkbox"/> lack of equipment |
| <input type="checkbox"/> lack of faculty interest | <input type="checkbox"/> lack of faculty training |
| <input type="checkbox"/> lack of support from central administration | <input type="checkbox"/> lack of vision/leadership |
| <input type="checkbox"/> beyond scope of our business school's current mission | <input type="checkbox"/> other, please describe |

31. How do your business school **students interact with their distant learning faculty**? (check all that apply)

- fax
- e-mail
- telephone based audio conferencing
- video conferencing
- other, please describe

32. What percentage of your business school's **distance learning classes require collaborative effort**, group projects, or a team approach? _____ % Please describe:

33. What **formats** are currently being employed by your business school to facilitate your **distance learning courses and/or programs**? (Check all that apply)

- off campus classroom sites with instructors
- video based courses:
 - video conferencing
 - live video broadcast
 - prerecorded lectures transmitted via satellite to extension classrooms or student's home
 - video tapes: rented, mailed to, and/or purchased by student to view at home
- correspondence: audio and/or text based materials sent and received by students and professors via
 - regular mail
- CD based courses
- internet based materials (WWW):
 - text-based instructional materials
 - student chat rooms on-line
 - lectures posted on-line
 - course outlines and assignment postings
 - e-mail correspondence networks for students, professors and tutors
 - on-line quizzes or tests
 - multimedia - please describe: _____
 - file sharing, please specify: _____
 - on-line conferencing
 - other, please describe

34. Does your business school offer **interactive Web-based courses**? No Yes

If yes, what tool(s) are used to **develop your interactive Web courses**?

- WebCT
- WebFuse
- LearningSpace
- Topclass
- ToolBook
- others, please specify

35. Do you have **video teleconference equipment** available:
- | | |
|--|--|
| at your business school: | through central campus: |
| <input type="checkbox"/> no | <input type="checkbox"/> no |
| <input type="checkbox"/> yes, portable system | <input type="checkbox"/> yes, portable system |
| <input type="checkbox"/> yes, faculty offices | <input type="checkbox"/> yes, faculty offices |
| <input type="checkbox"/> yes, classroom/studio | <input type="checkbox"/> yes, classroom/studio |
| equipment make: _____ | equipment make: _____ |

If yes, how is your business school using video teleconferencing? (check all that apply)

- occasionally for teleconferences, guest speakers to classes, etc.
- regularly for teleconferences, guest speakers to classes, etc.
- occasionally for class instruction offered at distance location
- regularly for class instruction offered at distance location
- other, please describe

36. Does your business school have **permanent partners** to whom you are providing video conference courses?
 no yes: please describe

37. What percentage of your business school's **video conferences are multi-point**? _____ %
 What is the average number of sites participating in your multi-point conferences? _____

38. What **groupware and on-line software**, if any, does your business school use? (check all that apply)

- | | | |
|---|---|--|
| <input type="checkbox"/> Microsoft Exchange | <input type="checkbox"/> Lotus Domino | <input type="checkbox"/> Microsoft NetMeeting |
| <input type="checkbox"/> SoftArc FirstClass | <input type="checkbox"/> Netscape Suite Spot | <input type="checkbox"/> VocalTec Internet Phone |
| <input type="checkbox"/> Alta Vista Forum | <input type="checkbox"/> InTandem | <input type="checkbox"/> Netscape Communicator |
| <input type="checkbox"/> Groupwise | <input type="checkbox"/> Oracle InterOffice | <input type="checkbox"/> Whiteoine CUSeeMe |
| <input type="checkbox"/> Livelink | <input type="checkbox"/> ConnectixCine Video/Director | <input type="checkbox"/> other, please sepcify |

VI. BUSINESS SCHOOL WEB SITE RESOURCES and USES: 1997-1998 ACADEMIC YEAR

39. Does your business school have a **Web site**? yes no
 If yes, what is your URL?

40. What **media** do you have on your business school's **Web site**? (check all that apply)
 graphics text animation video sound/audio

41. Does your business school have a **Web team**?

No Yes If yes, please indicate the number of full-time equivalents for each of these functions:

Web team	Fulltime	Parttime (fte equivalent)	Total fte
Programmer			
Web designer/layout			
Traffic manager/coordinator			
Site manager, responsible for content, policies, design standards			
Other, please describe			

42. Are these content areas available on your business school's Web site? (check one column per item)

Web site content areas	No	No decision yet	Yes: Access	
			internal only	unrestricted
teaching materials (e.g., syllabi, assignments, old exams)				
on-line courses				
student resume pages				
student personal pages				
faculty resume pages				
faculty personal pages				
faculty current research				
staff resume pages				
staff personal pages				
student club materials				
catalog materials				
job postings				
alumni news				
student newspapers, class schedules				
other, please specify				

43. What percent your business school faculty are using the Web for classroom support? _____ %
Please give an example:

44. Who is responsible for your business school's Web site?

Web site responsibility	External/Public Web site			Intranet only		
	Development getting started	Updating content-keeping current	Use and site analysis	Development getting started	Updating content-keeping current	Use and site analysis
B-school						
computing services	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %
external affairs	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %
faculty members	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %
Students	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %
Administrative staff	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %
Central campus	_____ %	_____ %	_____ %	_____ %	_____ %	_____ %
Outsourced	100%	100%	100%	100%	100%	100%

45. Are these **Web-related services** provided?

Web-related services	Business school		Central campus	
	Yes	No	Yes	No
Page development training				
Access/surfing training				
On-line admissions form				
Commercial server/payments				
User guide/documentation				
Chat groups				
Class registration				
Bookstore purchases				
Other, please specify				

46. Does your business school have its own **Web server**? no yes If yes, please complete the following:

Platform		Server Name (check all that apply)										
Qty	Platform	Netscape	IIS	NCS	Website	Apache	Domino	Webforce	Secure Server	Novell	Webstar	Other
	NT											
	UNIX											
	MacOS											
	Netware											
	OS/2 Warp											
	other, please specify											

47. What **Web site development tools** are being used at your business school?

- | | | |
|--|--|--|
| <p>Editors</p> <p><input type="checkbox"/> MS Frontpage</p> <p><input type="checkbox"/> Netscape Gold</p> <p><input type="checkbox"/> Hotdog Pro</p> <p><input type="checkbox"/> MS Word/Internet Assistants</p> <p><input type="checkbox"/> Adobe PageMill</p> <p><input type="checkbox"/> BBEdit</p> <p><input type="checkbox"/> Hotmetal</p> <p><input type="checkbox"/> Claris HomePage</p> <p><input type="checkbox"/> WordPerfect</p> <p><input type="checkbox"/> other, please specify</p> | <p>Graphic tools</p> <p><input type="checkbox"/> Adobe PhotoShop</p> <p><input type="checkbox"/> Corel Draw Suites</p> <p><input type="checkbox"/> Harvard Graphics</p> <p><input type="checkbox"/> MS Photo Editor</p> <p><input type="checkbox"/> Paint Shop Pro</p> <p><input type="checkbox"/> Picture Man</p> <p><input type="checkbox"/> Vidvue</p> <p><input type="checkbox"/> other, please specify</p> | <p>Programming/database tools</p> <p><input type="checkbox"/> Allaire ColdFusion</p> <p><input type="checkbox"/> Java</p> <p><input type="checkbox"/> PERL</p> <p><input type="checkbox"/> MS Internet Studio</p> <p><input type="checkbox"/> Visual Basic</p> <p><input type="checkbox"/> C/C++</p> <p><input type="checkbox"/> Dynamic HTML</p> <p><input type="checkbox"/> other, please specify</p> |
|--|--|--|

VII. EXAMPLES of BUSINESS SCHOOL INFORMATION TECHNOLOGIES and DISTANCE LEARNING USES: 1997-1998 ACADEMIC YEAR

48. We have been asked to suggest business schools where innovative and/or exciting uses of information technology and distance learning could be seen. Does your business school have any projects, programs, labs, or other features that you would care to share? If yes, please describe briefly or attach information, and give a contact name, telephone number, and E-mail address.