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Title

Twelfth Annual UCLA Survey of Business School Computer Usage: Costs and Services Academic Year 1994-1995 - Questionnaire

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TWELFTH ANNUAL UCLA SURVEY OF BUSINESS SCHOOL COMPUTER USAGE:
Costs and Services
Academic Year 1994-95

Conducted by the
Anderson School of Management at UCLA
in Cooperation with the
American Assembly of Collegiate Schools of Business

What is the cost of supporting computer and information resources at our business schools?
What computer-related services do business schools provide to faculty, students, and staff?

With the increased use of information technology in our business schools, it is vital that we understand the resource implications, in terms of both services and expenses. Even though accurate financial data is extremely difficult to capture, an overall understanding of what business schools perceive they are spending and providing is useful information for benchmarking by individual business schools. This information may be used to suggest resource allocation and strategic planning guidelines.

In order to provide key decision makers in business schools with this information, you are invited to participate in this Twelfth Annual Survey. Please complete as many of the items as possible. Feel free to add, comment, or elaborate on any item. We have incorporated many past suggestions into the annual surveys.

A presentation based on the results of this survey will be made at the AACSB New Learning Technologies Workshop, being held at Wake Forest University May 21 - 23, 1995. In addition, a copy of the written report will be sent to all participating schools in June, 1995. To meet these deadlines:

Please return this questionnaire by Wednesday, March 1, 1995 to:

Jason L. Frand, Ph.D.
Assistant Dean, Computer and Information Services
Anderson School of Management
UCLA
Los Angeles, CA 90095-1481
FAX 310-825-4835

Thank you for your forthcoming support.

Mailing label here please	Telephone: (____)_____ E-mail address: _____

Your
name: _____
(please print)

Title:
(please circle
most appropriate)

1	Dean	5	Faculty member
2	Assoc. dean/chair	6	Admin. assist
3	Assist. dean	7	Computer staff
4	Comp. cent. director	8	Other:

BUSINESS SCHOOL DEMOGRAPHICS: 1994-1995

(Check one)
(1) Type: 1.____ Public: primarily government funded   2.____ Private: primarily student tuition funded

Demographics: At your business school, how many in each category (please use full-time equivalents, FTE)

		Fulltime FTE		Parttime FTE		Total FTE
	Students					
(2)	Undergraduates	_____	+	_____	=	_____
(3)	MBA	_____	+	_____	=	_____
(4)	Executives MBA	_____	+	_____	=	_____
(5)	Ph.D., DBA	_____	+	_____	=	_____
(6)	Faculty, Academic Staff	_____	+	_____	=	_____
(7)	Administrators, secretaries	_____	+	_____	=	_____
(8)	Computing Support Staff	_____	+	_____	=	_____

Number of <u>business school-owned</u> microcomputers available to:

		Student/ Public		Faculty		Staff		Network Server		Total
(9)	Apple Desktops	_____	+	_____	+	_____	+	_____	=	_____
(10)	Apple PowerBooks	_____	+	_____	+	_____	+	_____	=	_____
(11)	DOS **only** Desktops	_____	+	_____	+	_____	+	_____	=	_____
(12)	DOS **only** Laptops	_____	+	_____	+	_____	+	_____	=	_____
(13)	DOS/Window Desktops	_____	+	_____	+	_____	+	_____	=	_____
(14)	DOS/Window Laptops	_____	+	_____	+	_____	+	_____	=	_____
(15)	UNIX	_____	+	_____	+	_____	+	_____	=	_____
(16)	other	_____	+	_____	+	_____	+	_____	=	_____
	TOTAL	_____	+	_____	+	_____	+	_____	=	_____

Does your business school operate its own mini/mainframe computer apart from any campus wide systems?

(17)   _____no   _____yes, please specify make(s) and model(s): _____

Student Ownership: Does your business school recommend/require student to own a microcomputer?

(18)   UNDERGRADUATEs _____no   _____yes, recommend   _____yes, require

(19)   MBAs   _____no   _____yes, recommend   _____yes, require

(20)   Executive MBAs   _____no   _____yes, recommend   _____yes, require

For each of the following categories, please give your best estimates of the amount budgeted to be spent between July 1, 1994 and June 30, 1995. Please use US dollars rounded to the nearest thousand (000's).

Next to each amount budgeted, please circle a number that indicates your degree of confidence in that figure, with

> 1 meaning very low (20% or less confidence in the amount)
> 2 meaning low (between 21 and 40% confidence)
> 3 meaning fair (between 41 and 60% confidence)
> 4 meaning good (between 61 and 80% confidence)
> 5 meaning very good (81% or more confidence in the amount)

Business school's **computing capital budget** (items with list value greater than $2000) from 7/1/94 to 6/30/95.

	Amount ($000's)	Confidence	
Complete microComputing systems (including CPU, monitor, disks)	$	1 2 3 4 5	(21)
Mini/mainframe systems	$	1 2 3 4 5	(22)
Communication equipment (PBX, network bridges, cabling)	$	1 2 3 4 5	(23)
Facility renovation (including power, A/C, etc. installation)	$	1 2 3 4 5	(24)

Business school's **computing operating budget** from 7/1/94 to 6/30/95:

	Amount ($000's)	Confidence	
Full-time computing staff salaries including benefits	$	1 2 3 4 5	(25)
Part-time computing staff salaries including benefits (students, others)	$	1 2 3 4 5	(26)
Software (purchase & licenses)	$	1 2 3 4 5	(27)
Hardware (peripherals, components, maintenance & repairs)	$	1 2 3 4 5	(28)
Networking & communications (telephones, modems, network service)	$	1 2 3 4 5	(29)
Supplies (consumables)	$	1 2 3 4 5	(30)
Databases & information services (including research databases and online services)	$	1 2 3 4 5	(31)
Travel/training	$	1 2 3 4 5	(32)

	Amount	Confidence	
Total <u>Business School</u> Operating Budget for 1994-95	$	1 2 3 4 5	(33)

BUSINESS SCHOOL COMPUTING SERVICES PROVIDED TO PROGRAMS: 1994 - 1995

For each of the services shown below (column 1), please estimate the computer support staff (FTE) used to provide this service (column 2). Please round all FTE to nearest quarter (0.25, 0.5, 0.75).

For each of the services provided, please allocate the computer staff (FTE) in column 2 across the different programs (columns 3 to 7) as a percentage. Please round all percentages to nearest quarter (25%, 50%, 75%) The sum of the percentages for each row should total 100%. The programs are defined as follows:

Instruction (columns 3 to 5): services provided to faculty members, instructors, TAs, etc., for class preparation, data and software assistance, cart delivery, etc.; direct services to students such as training, consulting, etc.; indirect services such as lab operations, documentation, etc.

Research (column 6): services provided to faculty, doctoral students, and other researchers (visiting scholars, research associates, etc.) to support their research and professional service responsibilities.

Administration (column 7): Services provided in support of the operation of the school such as admissions, enrollment, placement, budget management, alumni, etc.

column 1	column 2	column 3	column 4	column 5	column 6	column 7	
	Computer Staff FTE	Undergraduate - instruction (Instructors/ students)	MBA - instruction (Instructors/ students)	Exec. MBA instruction: (Instructors/ students)	Research (faculty/PhD students, RAs, etc.)	Admin. (staff and secretaries)	
34. Training (to groups of users): Structured sessions on using computers and software (e.g., spreadsheet, statistics), including preparation and development time.						100%	(34)
35. Consulting (to individual user): Lab, office, or telephone assistance on computer or software problems, purchase recommendations, etc.						100%	(35)
36. Support Services("back-office"): Preparation of documentation, handouts, newsletters, software library, etc.						100%	(36)
37. Microcomputer Maintenance Services: hardware trouble shooting, inventory management, installation, maintenance, repair, etc.						100%	(37)
38. Mini/mainframe Maintenance Services: Trouble shooting, daily operations, backup, maintenance, repair, SW installation, system programming, etc.						100%	(38)
39. Network Support Services: Maintenance, backup, trouble shooting, installation, software, cabling, etc.						100%	(39)
40. Video equipment, computer display capability: Delivery to classrooms, maintenance, repair, purchase recommendations, etc.						100%	(40)
41. Programming: Curriculum, research, administrative applications, database administration, etc.						100%	(41)
42. Data acquisition services: On-line databases, CD ROM, ABI Inform, etc.						100%	(42)
43. Total computer staff FTE		← should equal total in question 8.					(43)

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