

# **UCLA**

## **Information and Technology**

### **Title**

Ninth Annual UCLA Survey of Business School Computer Usage: Academic Year 1991-92 -  
Questionnaire

### **Permalink**

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### **Publication Date**

1992-09-01

**FIRST INTERNATIONAL  
NINTH ANNUAL UCLA SURVEY OF BUSINESS SCHOOL COMPUTER USAGE  
Anderson Graduate School of Management at UCLA  
Academic Year 1991-92**

*Where are business schools in the computerization process?*

This question is the focus of the Ninth Annual Survey. To answer "where?" a series of life cycle graphs are used in addition to the more traditional checklists and short answer questions. The life cycle graphs incorporate developmental phases which are sub-divided into steps, from investigation to phase out. A definition of each step is on the back page of this questionnaire. Please use these definitions as a guide when answering the questions.

Complete each phase diagram by circling the number which most closely corresponds to where your business school is today relative to where it has been and where it is going. This response is to reflect today's reality at your school. Even though you may not have all the information, 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.

Please 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. We have incorporated many past suggestions into the annual surveys.

The first two pages of the questionnaire are demographic and computer equipment data sheets. For the 166 AACSB-accredited schools which participated in the Eighth Survey, the data sheets reflect the information previously provided by your school. Correct, or provide, the data as appropriate.

Please return this questionnaire by Thursday, <sup>21 May</sup>~~April 10~~, 1992, to:

Jason L. Frand, Ph.D.  
Director, Computing Services  
John E. Anderson Graduate School of Management  
UCLA  
Los Angeles, CA 90024-1481 (FAX Number 310-206-2002)

As with the previous eight surveys, a detailed report will be sent to you this September. The Second, Fourth, Fifth, Sixth, and Seventh surveys have been published in the *Communications of the ACM*, January 1986, July 1988, January 1989, April 1990, and January 1992, respectively. Thank you for your ongoing participation.

For reference purposes only, please provide the following information:

Your institution: \_\_\_\_\_ (print) City: \_\_\_\_\_ (please print) Today's date: \_\_\_\_\_

Your name: \_\_\_\_\_ (print) Title: \_\_\_\_\_  
 (circle most appropriate) 1 Dean 5 Admin assist.  
 2 Asst. dean 6 Other director  
 3 Comp. cent director 7 Comp cent staff  
 4 Faculty member 8 Other:

Telephone: (\_\_\_\_) \_\_\_\_\_ E-mail address: \_\_\_\_\_

DATA FROM 8TH SURVEY, 1990-1991 ACADEMIC YEAR  
PLEASE COMPLETE/CORRECT AS APPROPRIATE  
TO REFLECT 1991-1992 ACADEMIC YEAR

SCHOOL ID: \_\_\_\_\_ SCHOOL: \_\_\_\_\_  
TYPE:    \_\_\_ PUBLIC    \_\_\_ PRIVATE (CHECK ONE)

1. BUSINESS SCHOOL DEMOGRAPHICS:

	FULLTIME		PARTTIME (FULLTIME EQUIVALENTS)		TOTAL (FULLTIME EQUIVALENTS)
STUDENTS:					
UNDERGRADUATE	_____	+	_____	=	_____
MBA, OTHER GRADUATE	_____	+	_____	=	_____
PHD	_____	+	_____	=	_____
DEGREE EXECS	_____	+	_____	=	_____
FACULTY	_____	+	_____	=	_____
ADMINISTRATIVE/SECRETARY	_____	+	_____	=	_____

2. DOES YOUR BUSINESS SCHOOL OFFER NON-DEGREE (E.G., EXECUTIVE EDUCATION) PROGRAMS?    \_\_\_ YES    \_\_\_ NO  
IF YES,

$$\frac{\text{TOTAL NUMBER STUDENTS PER YR}}{\text{AVE NUMBER DAYS ON CAMPUS}} \times \text{X} = \frac{\text{TOTAL STUDENT DAYS}}{\text{TOTAL STUDENT DAYS}}$$

3. DOES YOUR BUSINESS SCHOOL HAVE ITS OWN COMPUTING SUPPORT STAFF  
(I.E., AUTONOMOUS FROM THE CAMPUS FACILITIES)?  
\_\_\_ NO (SUPPORT IS CENTRAL BY THE UNIVERSITY, NOT THE BUSINESS SCHOOL)  
\_\_\_ IN PROCESS OF DEVELOPMENT  
\_\_\_ YES, NUMBER COMPUTER STAFF:

PAID OUT OF BUSINESS SCHOOL COMPUTER OPERATING EXPENSES GIVEN IN QUESTION 10A.	FULLTIME		PARTTIME AND STUDENTS (FULLTIME EQUIVALENTS)		TOTAL (FULLTIME EQUIVALENTS)
TECHNICAL, HW, NETWORK	_____	+	_____	=	_____
ACADEMIC USER SUPPORT	_____	+	_____	=	_____
ADMIN USER SUPPORT	_____	+	_____	=	_____
COMPUTER FACILITIES MGMT	_____	+	_____	=	_____
TOTAL	=====	+	=====	=	=====

4. MINI/MAINFRAMES USED BY YOUR BUSINESS SCHOOL:

COMPUTER MAKE, MODEL, YEAR CURRENT MODEL INSTALLED	OWNED		NETWORKED TO		PERCENTAGE OF USE		
	UNIV CENTRAL COMPUTING	BUSINESS SCHOOL	MINI/ MAINS	MICROS	COURSE WORK	RE SEARCH	ADMIN
_____	_____	_____	_____	_____	_____%	_____%	_____%
_____	_____	_____	_____	_____	_____%	_____%	_____%
_____	_____	_____	_____	_____	_____%	_____%	_____%
_____	_____	_____	_____	_____	_____%	_____%	_____%
_____	_____	_____	_____	_____	_____%	_____%	_____%

5. DOES YOUR BUSINESS SCHOOL HAVE PLANS FOR ACQUIRING  
A NEW OR ADDITIONAL MINI/MAINFRAME?

\_\_\_ NO  
\_\_\_ YES: MAKE/MODEL(S): \_\_\_\_\_  
EST DELIVERY DATE: \_\_\_\_\_

SCHOOL ID: \_\_\_\_\_ SCHOOL: \_\_\_\_\_

6. BUSINESS SCHOOL OWNED DESKTOP MICROCOMPUTERS (NON-PORTABLE) AVAILABLE TO:

	STUDENT/ PUBLIC	FACULTY	SEC & ADMIN	COMP STAFF	TOTA				
APPLE MACINTOSH	_____	_____	_____	_____	_____				
MAC, PLUS, SE, CLASSIC	_____	_____	_____	_____	_____				
SE/30, CLASSIC II	_____	_____	_____	_____	_____				
II, II LC	_____	_____	_____	_____	_____				
II CI, CX, SI	_____	_____	_____	_____	_____				
II FX	_____	_____	_____	_____	_____				
QUADRA 700, 900	_____	_____	_____	_____	_____				
AT & T	_____	_____	_____	_____	_____				
6300	_____	_____	_____	_____	_____				
286	_____	_____	_____	_____	_____				
386	_____	_____	_____	_____	_____				
HP	_____	_____	_____	_____	_____				
VECTRA 286	_____	_____	_____	_____	_____				
VECTRA 386	_____	_____	_____	_____	_____				
IBM	_____	_____	_____	_____	_____				
PC/XT, PS2/25	_____	_____	_____	_____	_____				
PC/AT, PS2/30, 50, 55, 60	_____	_____	_____	_____	_____				
PS2/70, 80	_____	_____	_____	_____	_____				
PS2/90, 95	_____	_____	_____	_____	_____				
UNISYS	_____	_____	_____	_____	_____				
ZENITH	_____	_____	_____	_____	_____				
Z150	_____	_____	_____	_____	_____				
Z286	_____	_____	_____	_____	_____				
Z386	_____	_____	_____	_____	_____				
CLONES & OTHERS	_____	_____	_____	_____	_____				
8086	_____	_____	_____	_____	_____				
80286	_____	_____	_____	_____	_____				
80386	_____	_____	_____	_____	_____				
80486	_____	_____	_____	_____	_____				
OTHER: _____	_____	_____	_____	_____	_____				
OTHER: _____	_____	_____	_____	_____	_____				
TOTAL	=====	+	=====	+	=====	+	=====	=	=====

7. BUSINESS SCHOOL OWNED 32-BIT HIGH PERFORMANCE GRAPHIC WORKSTATIONS:

	STUDENT/ PUBLIC	FACULTY	SEC & ADMIN	COMP STAFF	TOTAL				
HP/APOLLO	_____	_____	_____	_____	_____				
IBM RISC 6000	_____	_____	_____	_____	_____				
IBM RT	_____	_____	_____	_____	_____				
NEXT	_____	_____	_____	_____	_____				
SUN	_____	_____	_____	_____	_____				
TI EXPLORER	_____	_____	_____	_____	_____				
DIGITAL VAXSTATION	_____	_____	_____	_____	_____				
XEROX	_____	_____	_____	_____	_____				
OTHER: _____	_____	_____	_____	_____	_____				
OTHER: _____	_____	_____	_____	_____	_____				
TOTAL	=====	+	=====	+	=====	+	=====	=	=====

8. FOR THE MICROCOMPUTERS LISTED IN 6 AND 7, HOW MANY IN EACH NETWORK CATEGORY:

\_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_ + \_\_\_\_\_ = \_\_\_\_\_  
 STAND ALONE LINKED TO LINKED ONLY TO LINKED TO HOST TOTAL  
 ONLY HOST ONLY OTHER MICROS & OTHER MICROS OF 6 & 7

9. BUSINESS SCHOOL OWNED PORTABLE AND LAP-TOP MICROCOMPUTERS BY MANUFACTURER:

	STUDENT/ PUBLIC	FACULTY	SEC & ADMIN	COMP STAFF	TOTAL				
APPLE	_____	_____	_____	_____	_____				
COMPAQ	_____	_____	_____	_____	_____				
DATA GENERAL	_____	_____	_____	_____	_____				
HEWLETT-PACKARD	_____	_____	_____	_____	_____				
IBM	_____	_____	_____	_____	_____				
NEC	_____	_____	_____	_____	_____				
TANDY	_____	_____	_____	_____	_____				
TOSHIBA	_____	_____	_____	_____	_____				
ZENITH	_____	_____	_____	_____	_____				
OTHER: _____	_____	_____	_____	_____	_____				
OTHER: _____	_____	_____	_____	_____	_____				
TOTAL	=====	+	=====	+	=====	+	=====	=	=====

## Business School Computer Operating Budget

10a. Total 1991-92 business school computer operating budget from all sources: US \$ \_\_\_\_\_

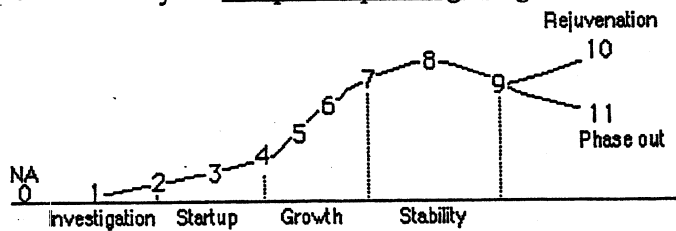
including:

staff salaries, benefits, and support, software and data acquisition and licenses, supplies, operating overhead, and computer recharge funds, and

excluding:

faculty salaries, capital expenditures where list value greater than \$2000 and depreciated 3 years or more (e.g., microcomputer purchases), and lease payments

10b. Phase of your computer operating budget:

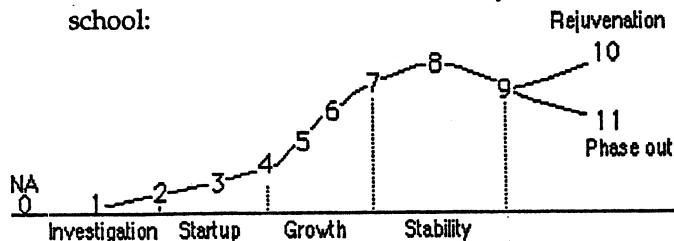


### Strategic Plans

11a. Is there a formally stated set of computer/information systems goals, plans, or objectives for your business school?

\_\_\_ No \_\_\_ Yes If yes, please state briefly or attach a copy.

11b. Phase of strategic planning process for computer, communications, and information in your business school:



11c. Do you have similar goals for both your graduate and undergraduate programs?

\_\_\_ N/A \_\_\_ Yes \_\_\_ No If no, please explain.

### 11d. Strategic Computing Issues

Please rank the six (6) most pressing issues with 1 = most critical and 6 = least critical.

- \_\_\_ 1 Lack of goals and/or strategic planning
- \_\_\_ 2 Short term planning
- \_\_\_ 3 Planning the move to a new building or renovating the computer facility
- \_\_\_ 4 Business school's computing services organizational structure
- \_\_\_ 5 Appropriate curriculum development utilizing computing
- \_\_\_ 6 Values/benefits of computing to the school
- \_\_\_ 7 Faculty incentives for courseware development/integration
- \_\_\_ 8 Disillusionment with what computing can do
- \_\_\_ 9 Managing user expectations
- \_\_\_ 10 Obtaining hardware/software donations
- \_\_\_ 11 Adequate funding for operational support
- \_\_\_ 12 Student computing fees
- \_\_\_ 13 Schoolwide standards for hardware or software
- \_\_\_ 14 Keeping current on what technology is appropriate
- \_\_\_ 15 Vendor relationships (cooperation, support, responsiveness)
- \_\_\_ 16 Computer/library cooperative projects or convergence planning
- \_\_\_ 17 Other

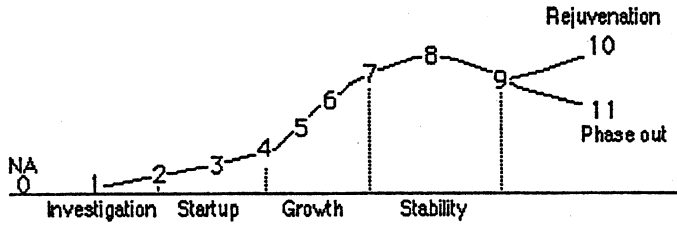
11e. New business school building or extensive computer facility renovation

- \_\_\_ Not applicable
- \_\_\_ Initial planning stage
- \_\_\_ Moved 2 - 5 years ago
- \_\_\_ Moved within the past year
- \_\_\_ Moving now or next year
- \_\_\_ Move planned within 2 - 5 years

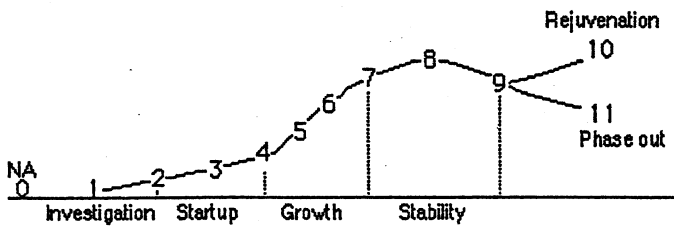
### Mini/Mainframe Computers

This set of questions refers to use of the mini/mainframe systems listed on your data sheet.

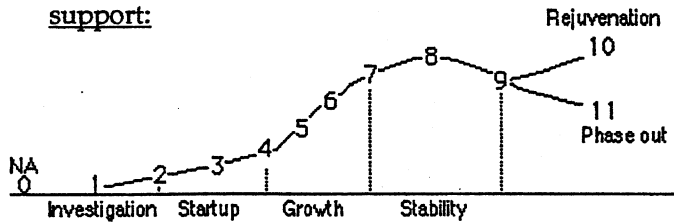
12a. Phase of mini/mainframe use in instruction:



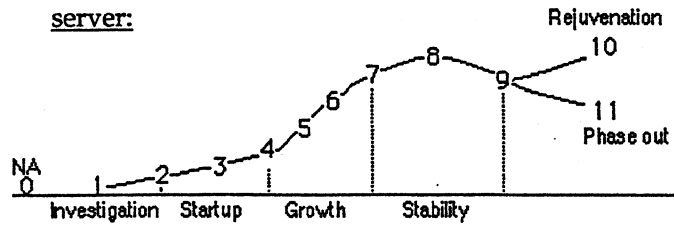
12b. Phase of mini/mainframe use in research:



12c. Phase of mini/mainframe use in administrative support:



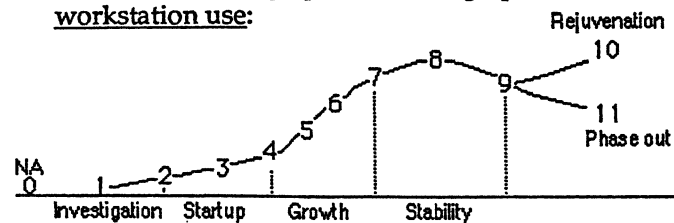
12d. Phase of mini/mainframe use as a communication server:



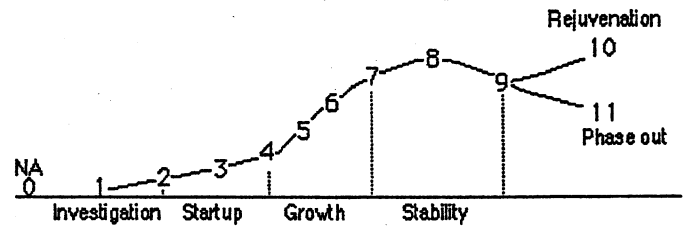
### Workstations and Portable Computers

This set of questions refers to use of the workstations and portables listed on your data sheet.

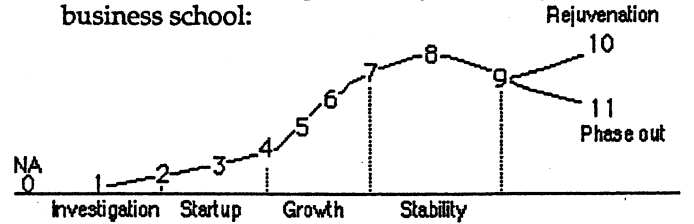
13a. Phase of 32-bit high performance graphic workstation use:



13b. Phase of multimedia systems implementation:



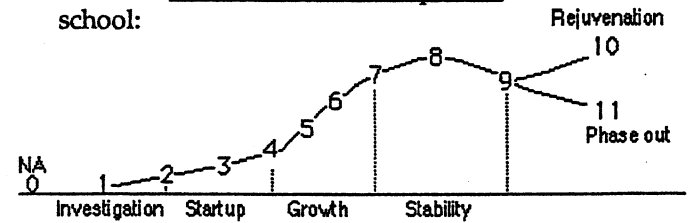
13c. Phase of number of portable systems in your business school:



### Microcomputers

This set of questions refers to use of the microcomputer systems listed on your data sheet.

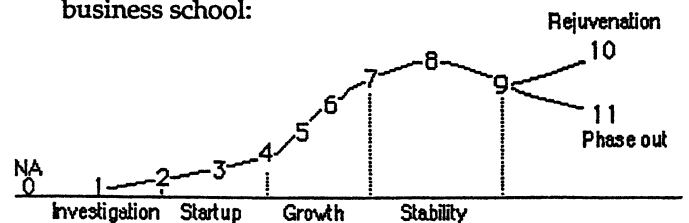
14a. Phase of number of microcomputers in business school:



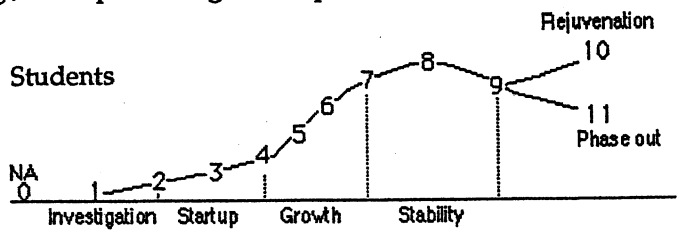
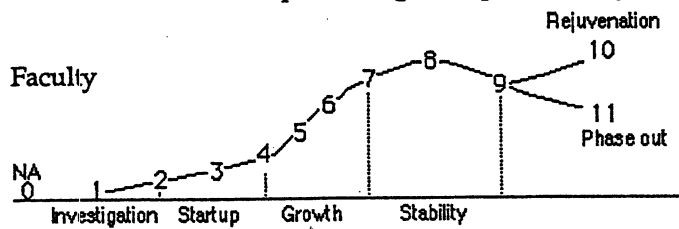
14b. Are there generally sufficient microcomputers at your business school to meet current demand (excluding exam time or end of term)?

	Faculty	Undergrads	MBA's
Yes, but occasional waiting			
Yes, never any waiting			
No, usually a wait for access			
No, always a wait for access			

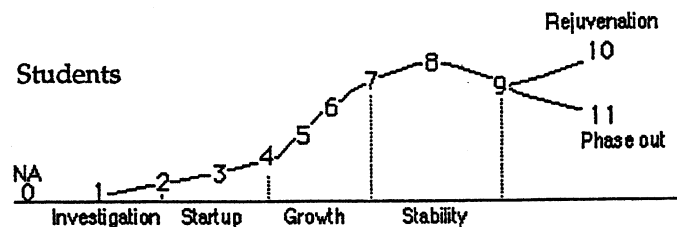
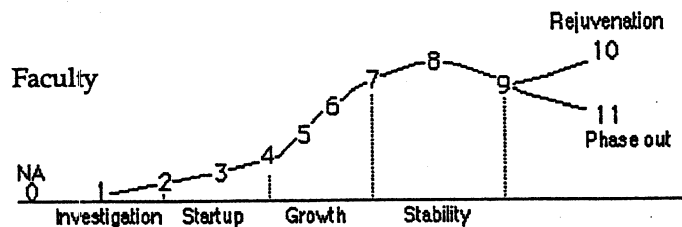
14c. Phase of number of microcomputes lab(s) in business school:



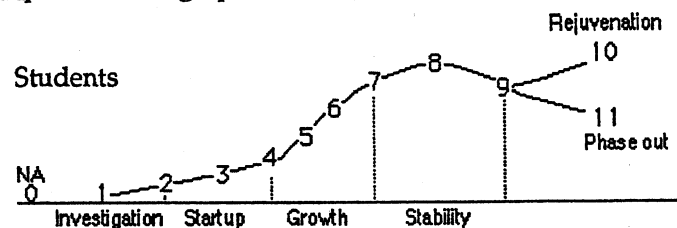
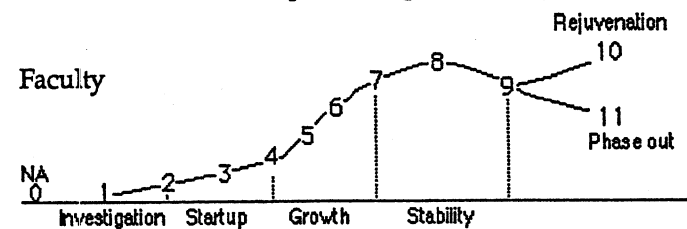
14d. Phase of microcomputer usage as a productivity tool (e.g., word processing, basic spreadsheets):



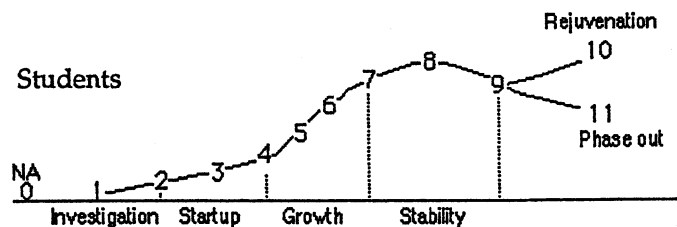
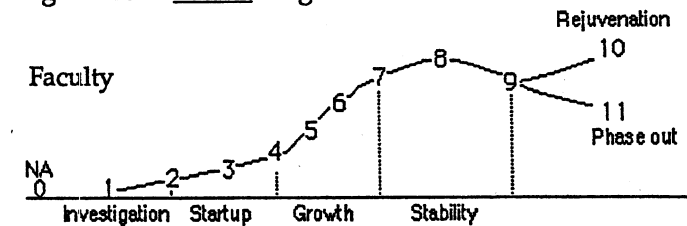
14e. Phase of microcomputer usage as an analytic tool (e.g., modeling, advanced spreadsheets, statistics):



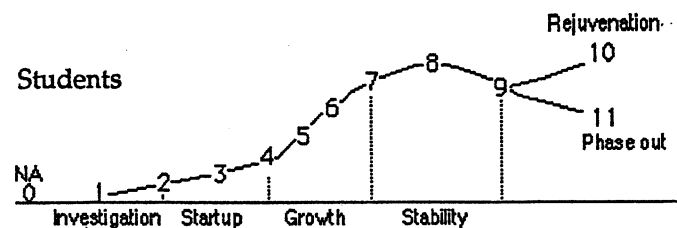
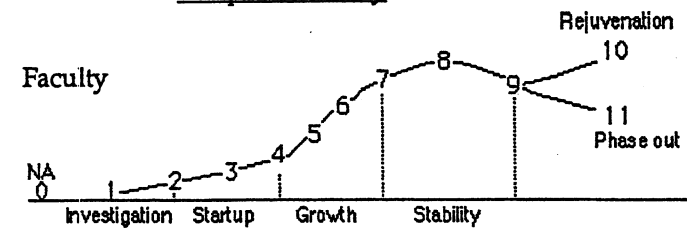
14f. Phase of microcomputer usage for desktop publishing and presentation graphics:



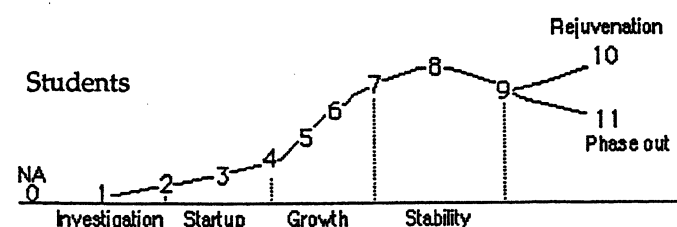
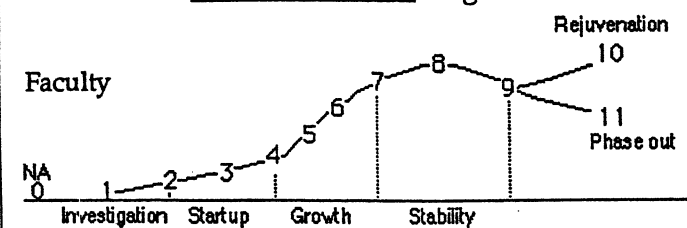
14g. Phase of E-mail usage:



14h. Phase of computer literacy:



14i. Phase of CD-ROM database usage:



## Business School Computer Center Operations

### 15a. Operational Issues

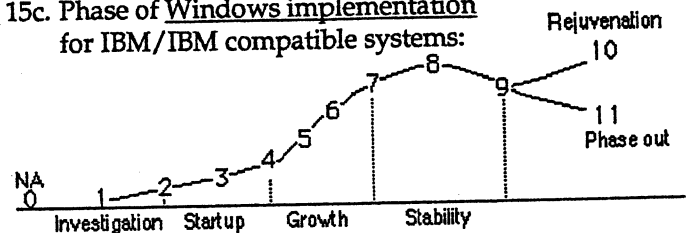
Please rank the ten (10) most pressing issues with 1 = most critical and 10 = least critical.

- 1 Providing adequate faculty training
- 2 Equipment maintenance
- 3 Not enough hardware to meet demand
- 4 Incompatible hardware
- 5 Not enough software to meet demand
- 6 Acquiring software site licenses for school
- 7 Incompatible operating systems
- 8 Illegal copying of software
- 9 Sufficient space for computing facilities
- 10 Creating a realistic budget, identifying the real costs
- 11 Role of mini/mainframes
- 12 Providing adequate student training
- 13 Matching technology to user needs
- 14 When to upgrade equipment
- 15 Finding and/or retaining technical staff
- 16 Finding and/or retaining consulting (user-support) staff
- 17 Computer staff burn-out/morale
- 18 Computer staff management
- 19 Unauthorized access to equipment/ labs
- 20 Output peripherals for presentation graphics
- 21 Equipment theft/insurance/security devices
- 22 Implementation of school standards vs individual preferences
- 23 Student computer ownership
- 24 Equipment obsolescence
- 25 Supporting Windows environment
- 26 Other

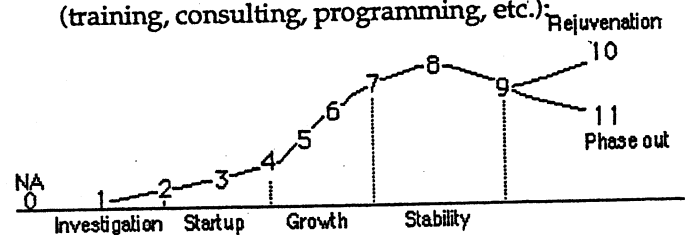
15b Does your school have a plan or strategy for older equipment?  
upgrading:  No  Yes If yes, please explain:

phasing out:  No  Yes If yes, please explain:

### 15c. Phase of Windows implementation for IBM/IBM compatible systems:

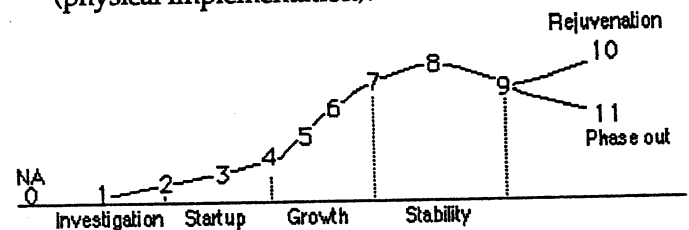


### 15d. Phase of computer services support to users (training, consulting, programming, etc.):

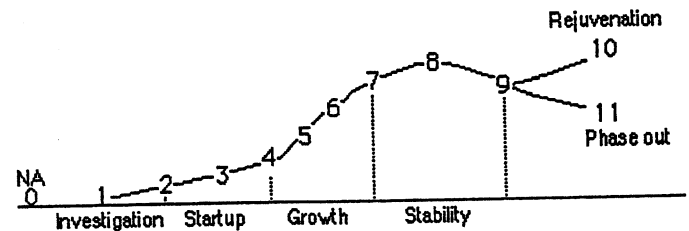


## Communications and Networks

### 16a. Phase of development of local area networks (physical implementation):



### 16b. Phase of actual use of local area networks:



### 16c How general is the access to the LAN?

	None	Some	All
Student labs			
Faculty offices			
Administrative offices			
Are these LANs bridged together?			

16d. Is your school on a wide area network (e.g., Bitnet or internet)?

Yes  No



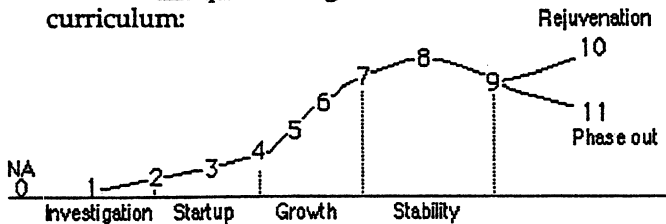
16e. Communication and Network Issues

Please rank the six (6) most pressing issues with 1 = most critical and 6 = least critical.

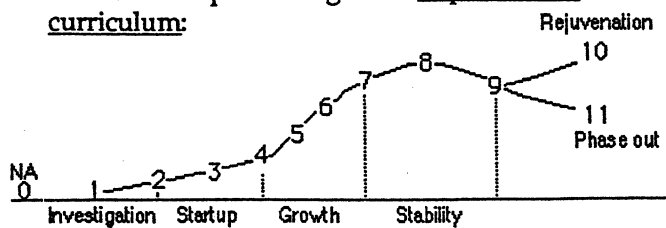
- 1 Software availability for use on a network
- 2 Software not designed for use on networks
- 3 Software licenses for use on a network
- 4 Which network operating system to adopt
- 5 Which node (microcomputer, workstation) operating system to adopt
- 6 Which network technology to adopt
- 7 Incompatibility of competing network technologies
- 8 Microcomputer to mini/mainframe connections
- 9 Microcomputer to microcomputer connections
- 10 Access to wide area networks
- 11 Topology (network layout)
- 12 Expansion (adding nodes to network)
- 13 Network management
- 14 Operating network in lab setting
- 15 Obtaining output over network
- 16 Data security
- 17 Response time on network
- 18 Reliability of network
- 19 Other

Curriculum Integration

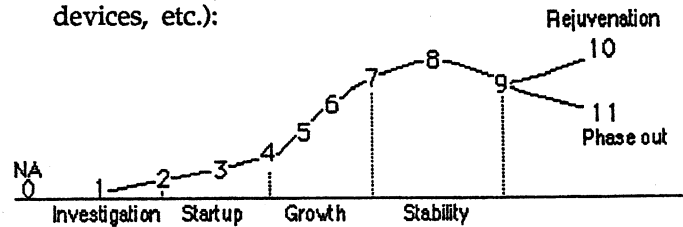
17a. Phase of computer integration into business school curriculum:



17b. Phase of computer integration impact on the curriculum:



17c. Phase of electronic/computer-linked equipment in classroom (e.g., video displays, LCD/overhead devices, etc.):



17d. Instructional Issues

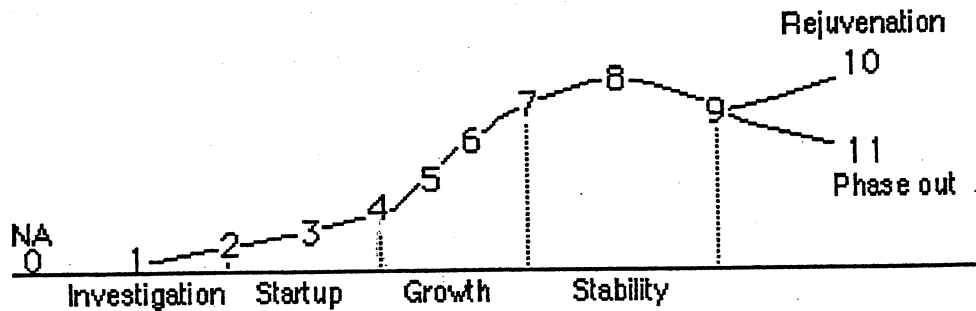
Please rank the six (6) most pressing issues with 1 = most critical and 6 = least critical.

- 1 Defining an appropriate level of "curriculum integration"
- 2 Selection of courses to be "integrated"
- 3 Faculty incentives for developing courseware
- 4 Inability to use computers in classrooms
- 5 Teaching style/motivation to use technology
- 6 Lack of courseware
- 7 Courseware design
- 8 Courseware development support
- 9 Lack of access to authoring systems
- 10 Courseware available, but not appropriate or "good"
- 11 Lack of databases for curriculum support
- 12 Other

Innovation

18. People have asked us to suggest schools where they could see innovative and/or exciting uses of computer information technology. Does your business school have any projects, labs, or other features which you would care to share? If yes, please describe briefly or attach information, and give a contact name, telephone number, and E-mail address.

## Business School Computerization Life Cycle



### Instructions:

Complete each phase diagram by circling the number which most closely corresponds to where your business school is today relative to where it has been and where it is going. This response is to reflect today's reality at your school. Even though you may not have all the information, 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. Please use these definitions as a guide to answering the questions

### Phase Definitions

- 0 **Not applicable:** not appropriate for our business school at this time, no interest or use
- 1 **Investigation:** gathering information, thinking about ideas
- 2 **Initial action:** selection between alternatives, seeking support, grant activities, obtaining bids, general preparation, one/two experimenters
- 3 **Start-up:** initial installation, testing, working out bugs, several users
- 4 **Introduction to users:** developing support, identifying day-to-day needs
- 5 **Slow growth:** minimal expansion, initial acceptance, insufficient resources to meet demand
- 6 **Fast growth:** rapid expansion of resource, growing demands and expectations
- 7 **Maturity:** beginning of steady state, continuity of services, routine patterns emerge, stable user base, resource usually meets demand
- 8 **Institutionalized:** little expansion, routine replacement of obsolescence technology, expectation is "this is the way it ought to be"
- 9 **Choice point or decline:** technology in place is declining in use or resource is not effectively being used, prompting a review of the status quo and the consideration of alternatives
- 10 **Rejuvenation:** renewed interest, excitement, new expansion, applications and users
- 11 **Phase out:** discontinued use replaced by new technology