FIFTH ANNUAL UCLA SURVEY OF BUSINESS SCHOOL COMPUTER USAGE
Anderson Graduate School of Management

Where are we in the computerization process? This question underlies the Fifth Survey. To answer *"where are we?"* we use a series of life cycle graphs in addition to the more traditional checklists and short answer questions. The life cycle graphs include eleven phases of development from Investigation to Phase Out. A definition of each phase is on the back page. Please use these definitions as a guide in answering the questions. Circle a number on the life cycle graph which indicates where your school is for several areas of computer use.

Included in the questionnaire is a data sheet. For the 180 schools which have participated in previous surveys, we have reproduced some of your school's data from our database. Please update the data as appropriate. For all other schools, please provide the data.

For this survey, only summational data will be reported. Individual school responses will not be listed. A report of the survey will be sent to you in September, 1988.

Please complete as many of the questions as you can. If you do not know the exact answer to a particular question, an approximation is better than no answer at all. Feel free to add, comment, or elaborate on any question.

Please return this questionnaire by Monday, May 16, 1988, to :

Jason L. Frand, Director, Computing Services
Anderson Graduate School of Management
UCLA
Los Angeles, CA 90024-1481

Thank you for you participation.

Please provide the following information for reference purposes only:

Your name: _____

Your title: _____

Your school: _____

Telephone: (_____)_____ Today's date: _____

2. STRATEGIC PLANS:

2a. Is there a formally stated set of computer/information systems goals, plans, or objectives for your school?
_____ No _____ Yes If yes, please state briefly or attach.

2b. Do you have similar goals for both your undergraduate and graduate programs?
_____ N/A _____ Yes _____ No If no, please explain.

3. BUSINESS SCHOOL COMPUTER SUPPORT OPERATING BUDGET:

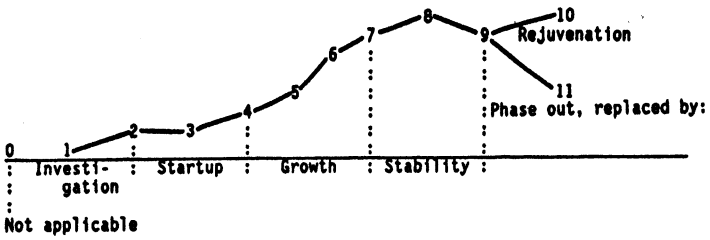
3a. Please indicate your school's computer operating budget. The budget should be real dollars from any source designated to support academic and administrative computing within the business school. This budget estimate should NOT include faculty salaries or computer hardware acquisition, nor university funds allocated for recharge on university systems.

___ less than 5 thousand (US $)
___ 5 - 50 thousand
___ 50 - 150 thousand
___ 150 - 300 thousand
___ 300 - 500 thousand
___ 500 - 750 thousand
___ 750 - 1 million
___ 1 - 2 million
___ over 2 million

3b. Please estimate how this budget is allocated:

_____% to support undergraduate computing requirements
_____% to support graduate computing requirements
_____% to support administrative computing requirements
100 %

3c. Phase of your computer support budget (circle one number):



4. STRATEGIC COMPUTING SUPPORT ISSUES:

Please rank the five (5) most pressing issues with 1 = most critical, and 5 = least critical.

___ 1 Lack of goals and/or strategic planning

___ 2 Faculty incentives and rewards for courseware development or integration

___ 3 Finding grants for support

___ 4 Finding funds for support

___ 5 Campus chargeback funding

___ 6 Disillusionment with what computing can do

___ 7 Student computing fees

___ 8 Values/benefits of computing to the school

___ 9 Vendor relationships

___ 10 Schoolwide standards for hardware or software

___ 11 Short term planning

___ 12 Appropriate curriculum development which utilizes computing

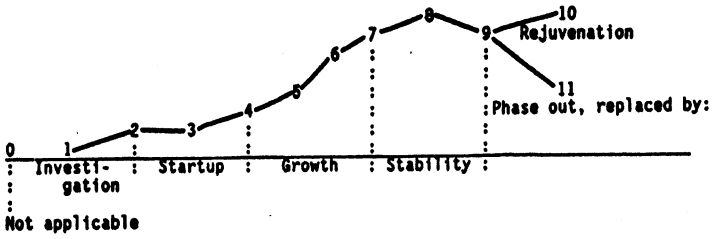
___ 13 Keeping current on what technology is appropriate

___ 14 Other _____

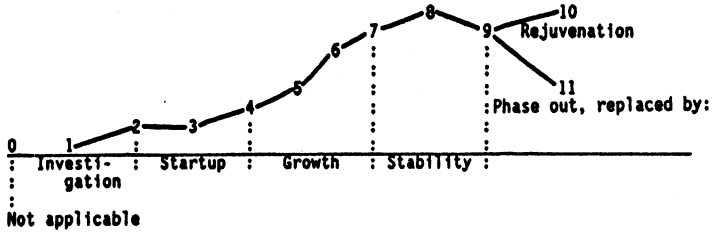
5. MINI/MAINFRAME COMPUTERS:

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

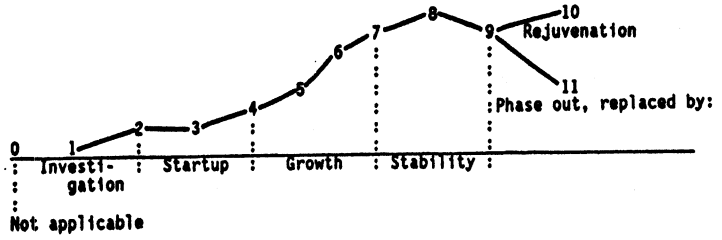
5a. Phase of mini/mainframe use in instruction:



5b. Phase of mini/mainframe use in research:



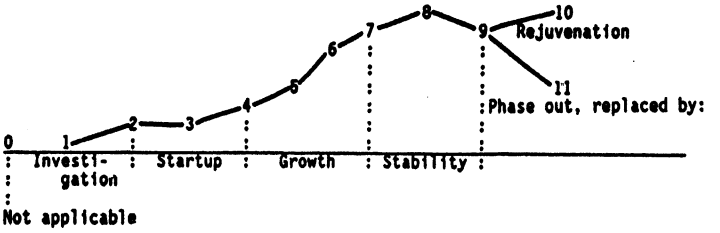
5c. Phase of mini/mainframe use for administrative support:



6. 32-BIT HIGH PERFORMANCE GRAPHIC WORKSTATIONS:

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

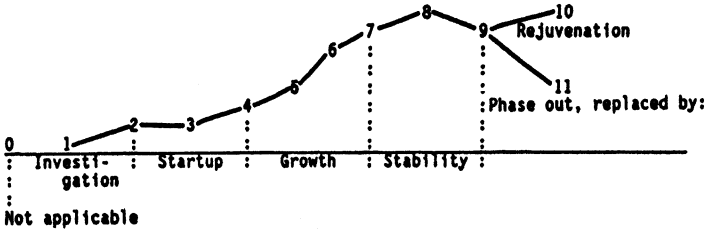
Phase of 32-bit high performance graphic workstations use:



7. MICROCOMPUTERS:

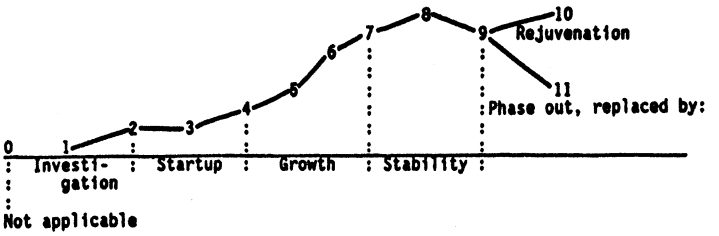
This set of questions refers to use of the microcomputer systems listed on your data sheet.

7a. Phase of number of microcomputers in business school:

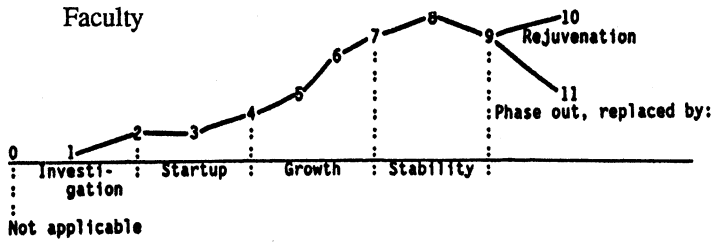


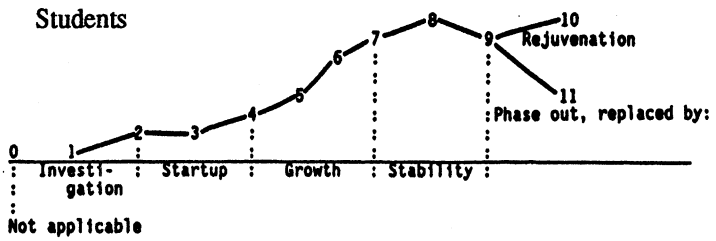
7b. How many microcomputer "lab(s)" as distinct room(s) within the business school do you have?

7c. Phase of number of microcomputer lab(s):

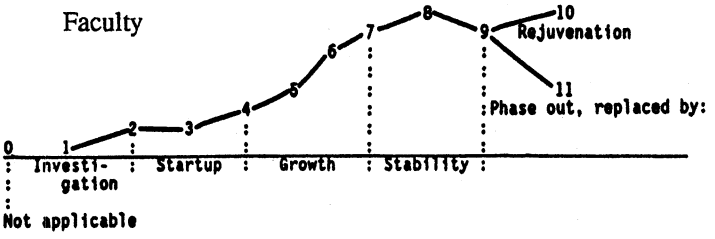


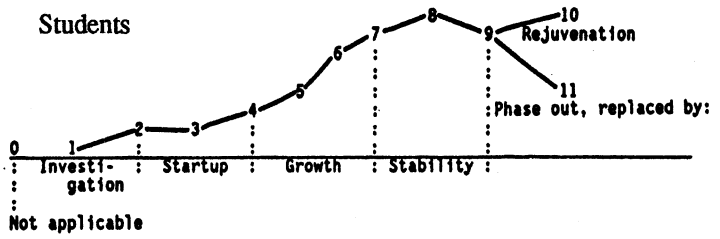
7d. Phase of microcomputer usage as a productivity tool (e.g., word processing, basic spreadsheets, database):



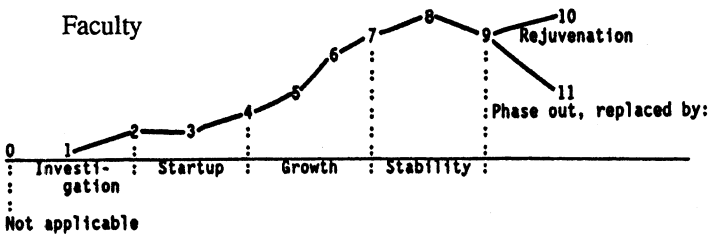


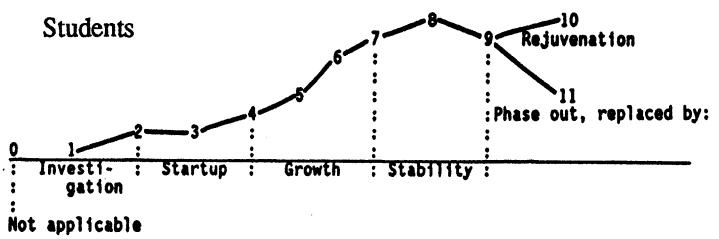
7e. Phase of microcomputer usage as a desktop publishing and presentation graphics:



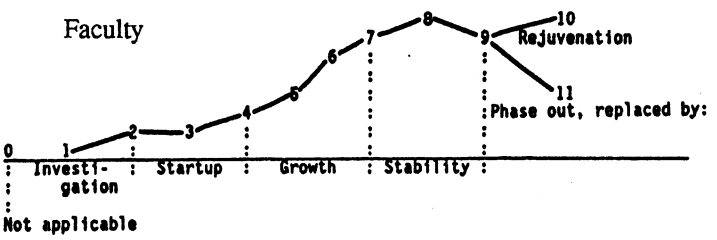


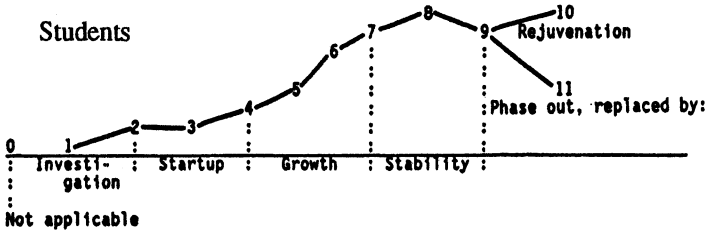
7f. Phase of microcomputer usage as an analytic tool (e.g., modeling, advanced spreadsheets, statistics):



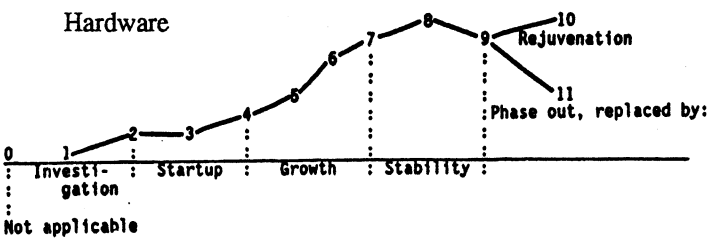


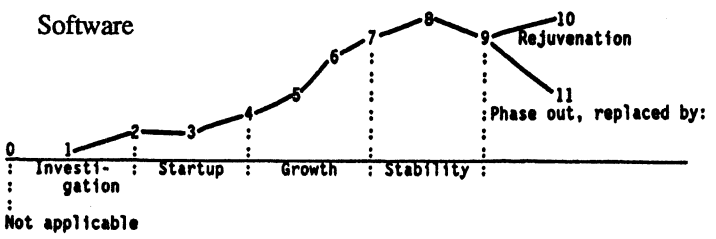
7g. Phase of computer literacy:





7h. Phase of providing general microcomputer information to users (e.g., availability, price, demos, etc):

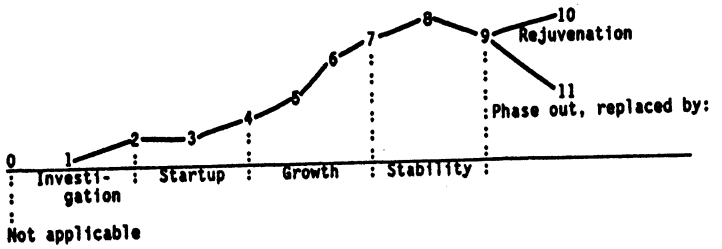




8. PORTABLE COMPUTERS:

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

Phase of number of portable systems in your business school:



9. OPERATIONAL ISSUES:

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

___ 1 Matching technology to user needs
___ 2 Not enough hardware to meet demand
___ 3 Not enough software to meet demand
___ 4 Role of mainframes
___ 5 When to upgrade equipment
___ 6 Equipment obsolescence, how to get rid of it
___ 7 Equipment maintenance
___ 8 Finding and/or retaining technical staff
___ 9 Creating a realistic budget, identifying the real costs
___ 10 Providing adequate faculty training
___ 11 Providing adequate student training
___ 12 Sufficient space for computing facilities
___ 13 Illegal copying of software
___ 14 Disillusionment with what computing can do
___ 15 Uncontrolled use of laser printers
___ 16 Unauthorized access to equipment and/or labs
___ 17 Availability of output peripherals for presentation graphics
___ 18 Equipment theft/insurance/security devices
___ 19 Incompatible hardware
___ 20 Incompatible operating systems
___ 21 Checking out of portable systems
___ 22 Implementation of school standards vs individual preferences
___ 23 Acquiring software site licenses for school
___ 24 Other _____

10. UPGRADE STRATEGY:

10a. Does your school have a plan or strategy for upgrading your older equipment?
_____No _____Yes If yes, please explain briefly.

10b. What is the role of vendor donations in your upgrade strategy?

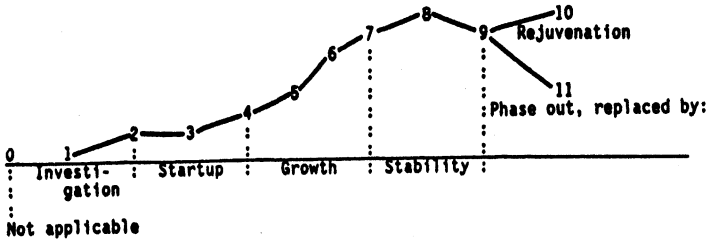
10c. What do you do with older equipment that you replace?

10d. Are there generally sufficient microcomputers at your business school to meet current demand (excluding exam time or end of term)? Please check one for each category:

	Faculty	Students
Yes, never any waiting	_____	_____
Yes, but occasional waiting	_____	_____
No, usually a wait for access	_____	_____
No, always a wait for access	_____	_____

11. COMMUNICATIONS AND NETWORKS:

11a. Phase of development of local area networks:



11b. Communication and Network Issues:

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

___ 1 Microcomputer to mini/mainframe connections

___ 2 Microcomputer to microcomputer connections

___ 3 Data security

___ 4 Software availability for use on a network

___ 5 Software licenses for use on a network

___ 6 Software not designed for use on networks

___ 7 Incompatibility of competing network technologies

___ 8 Which network technology to adopt

___ 9 Obtaining output over networks

___10 Response time on network

___11 Disillusionment with what networking can do

___12 Use of E-mail system

___13 Access to wide area networks

___14 Obtaining output over network

___15 Operating network in lab setting

___16 Other _____

11c. Network Applications. Check all that apply:

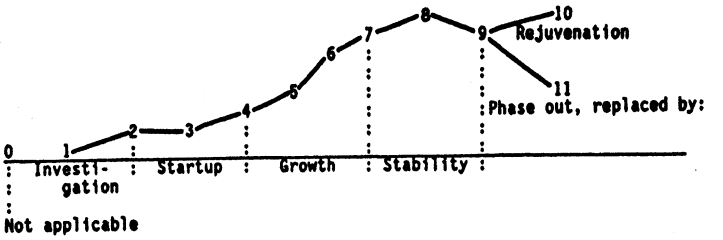
Application	Have in place	Would like to have
Calendaring	___	___
Database access	___	___
Disk backup and restore	___	___
File/document transfer	___	___
Electronic conferencing	___	___
Electronic mail	___	___
File server	___	___
Print server	___	___
Software distribution	___	___
Other; please specify	___	___

12. INSTRUCTIONAL AND CURRICULUM INTEGRATION ISSUES:

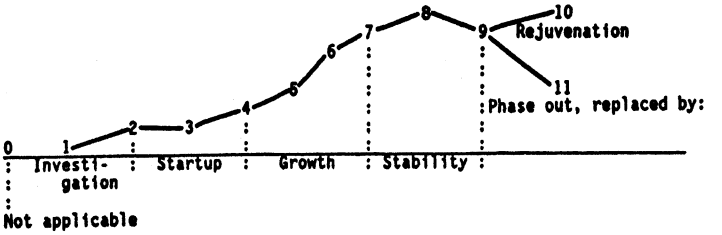
12a. Please rank the six(6) most pressing issues with 1 = most critical, and 6 = least critical:

___ 1 Defining an appropriate level of "integration"
___ 2 Selection of courses to be "integrated"
___ 3 Faculty incentives for developing courseware
___ 4 Lack of courseware
___ 5 Courseware available, but not appropriate or "good"
___ 6 Lack of databases for curriculum support
___ 7 Courseware development support
___ 8 Inability to use computers in classrooms
___ 9 Courseware design issues
___10 Lack of access to authoring systems
___11 Disillusionment with what computing can do
___12 Teaching style or motivation to use technology
___13 Other _____

12b. Phase of <u>computer integration into your curriculum</u>:



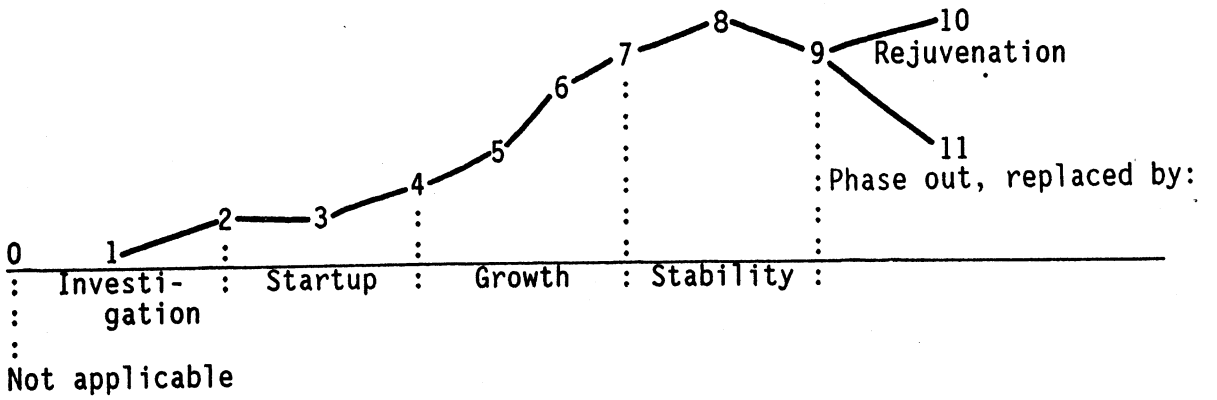
12c. Phase of <u>electronic/computer-linked equipment</u> in classroom (e.g., video displays, portable systems, etc.):



13. INNOVATION:

People have asked us if we could suggest schools where they could go to see some innovative and exciting uses of technology. Do you have any projects, labs, or other features which you would care to share? If so, please describe briefly or attach information.

Business School Computerization Life Cycle
Phase Definitions



0 **Not applicable:** not appropriate for our 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 or two experimenters

3 **Start-up:** initial installation, testing, feeling your way, 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 obsolete technology, expectation is "this is the way it ought to be"

9 **Choice point:** 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 (e.g., typewriter basically phased out). If you circle this choice, please indicate what you have replaced it with.