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Tenth Annual UCLA Survey of Business School Computer Usage: A Global Perspective
Academic Year 1992-93 - Questionnaire

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**TENTH ANNUAL UCLA SURVEY OF BUSINESS SCHOOL COMPUTER USAGE:
A GLOBAL PERSPECTIVE
Anderson Graduate School of Management at UCLA
Academic Year 1992-93**

***What are the hardware, software, and computer-oriented support structures
in our business schools today?***

The sample for this Tenth Annual Survey includes 109 business schools in 43 countries in addition to the 276 AACSB-accredited schools in the U.S. and Canada. This survey is the first global inventory of computer-oriented resources business schools have made available to support their instructional, research, and administrative missions. Included in this questionnaire are data sheets which present information stored on our databases for the 214 schools which participated in the Ninth Survey. Please update, or provide, the data as appropriate.

Complete as many of the questions as possible. 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. We have incorporated many past suggestions into the annual surveys.

Please return this questionnaire by Monday, April 16, 1993, to:

Jason L. Frand, Director, Computing Services
Anderson Graduate School of Management
UCLA
Los Angeles, CA 90024-1481
FAX 310-825-4835

A report of this survey will be sent to you in September, 1993. The second, fourth, fifth, sixth, and seventh survey reports 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 attach a business card or provide the following information:

Your institution: _____ City: _____ Country: _____
(please print) (please print)

Your name: _____ Title: _____
(please print) (please 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: _____

FAX: (____) _____

DATA FROM 9TH SURVEY, 1991-1992 ACADEMIC YEAR
PLEASE COMPLETE/CORRECT AS APPROPRIATE
TO REFLECT 1992-1993 ACADEMIC YEAR

SCHOOL ID: _____ SCHOOL: _____

(CHECK ONE) TYPE: _____ PUBLIC (PRIMARYLY GOVERNMENT FUNDED)
 _____ PRIVATE

1. BUSINESS SCHOOL DEMOGRAPHICS:

	FULLTIME		PARTTIME (FULLTIME EQUIVALENTS)		TOTAL (FULLTIME EQUIVALENTS)
STUDENTS:		+		=	
UNDERGRADUATE	_____		_____		_____
POSTGRADUATE DIPLOMA	_____		_____		_____
MBA, MSC, OTHER MASTERS	_____		_____		_____
PHD, DBA	_____		_____		_____
DEGREE EXECUTIVES	_____		_____		_____
FACULTY, ACADEMIC STAFF	_____	+	_____	=	_____
ADMINISTRATIVE/SECRETARY	_____	+	_____	=	_____

2. DOES YOUR BUSINESS SCHOOL OFFER NON-DEGREE (EG. EXECUTIVE EDUCATION) PROGRAMS? _____ YES _____ NO
 IF YES,

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

3. LANGUAGE OF INSTRUCTION:

_____	% ENGLISH
_____	% OTHER: _____
_____	% OTHER: _____
_____	% OTHER: _____

TOTAL STUDENTS FROM OTHER COUNTRIES AT YOUR BUSINESS SCHOOL: _____ %

4. DOES YOUR BUSINESS SCHOOL HAVE ITS OWN COMPUTING SUPPORT STAFF (I.E., AUTONOMOUS FROM THE CAMPUS FACILITIES)?
 _____ NO (SUPPORT IS PROVIDED 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 11.	FULLTIME		PARTTIME AND STUDENTS (FULLTIME EQUIVALENTS)		TOTAL (FULLTIME EQUIVALENTS)
TECHNICAL, HW, NETWORK	_____	+	_____	=	_____
ACADEMIC USER SUPPORT	_____	+	_____	=	_____
ADMIN USER SUPPORT	_____	+	_____	=	_____
COMPUTER FACILITIES MGMT	_____	+	_____	=	_____
TOTAL	=====	+	=====	=	=====

5. MINI/MAINFRAMES AT YOUR UNIVERSITY USED BY YOUR BUSINESS SCHOOL:
 (MICRO-BASED NETWORK SERVERS LISTED IN QUESTION 7)

COMPUTER MAKE, MODEL, YEAR CURRENT MODEL INSTALLED	OWNED		PERCENTAGE OF USE			
	UNIV CENTRAL COMPUTING	BUSINESS SCHOOL	COURSE WORK	RE SEARCH	ADMIN	COMMUNI CATIONS
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

6. 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: _____

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

	STUDENT/ PUBLIC FACULTY	SEC & ADMIN	COMP STAFF	NETWORK SERVER	TOTAL
APPLE MACINTOSH	_____	_____	_____	_____	_____
MAC, PLUS, SE, CLASSIC	_____	_____	_____	_____	_____
II, II LC	_____	_____	_____	_____	_____
II CI, CX, SI	_____	_____	_____	_____	_____
II FX, QUADRA	_____	_____	_____	_____	_____
AT & T	_____	_____	_____	_____	_____
6300	_____	_____	_____	_____	_____
286	_____	_____	_____	_____	_____
386	_____	_____	_____	_____	_____
DIGITAL VAXSTATION	_____	_____	_____	_____	_____
HP	_____	_____	_____	_____	_____
VECTRA 286	_____	_____	_____	_____	_____
VECTRA 386	_____	_____	_____	_____	_____
APOLLO	_____	_____	_____	_____	_____
IBM	_____	_____	_____	_____	_____
PC/XT, PS2/25	_____	_____	_____	_____	_____
PC/AT, PS2/30, 50, 55, 60	_____	_____	_____	_____	_____
PS2/70, 80	_____	_____	_____	_____	_____
PS2/90, 95	_____	_____	_____	_____	_____
RISC 6000	_____	_____	_____	_____	_____
RT	_____	_____	_____	_____	_____
NEXT	_____	_____	_____	_____	_____
SUN	_____	_____	_____	_____	_____
TI EXPLORER	_____	_____	_____	_____	_____
UNISYS	_____	_____	_____	_____	_____
XEROX	_____	_____	_____	_____	_____
ZENITH	_____	_____	_____	_____	_____
Z150	_____	_____	_____	_____	_____
Z286	_____	_____	_____	_____	_____
Z386	_____	_____	_____	_____	_____
CLONES	_____	_____	_____	_____	_____
8086 MFG: _____	_____	_____	_____	_____	_____
80286 MFG: _____	_____	_____	_____	_____	_____
80386 MFG: _____	_____	_____	_____	_____	_____
80486 MFG: _____	_____	_____	_____	_____	_____
OTHERS	_____	_____	_____	_____	_____
MFG: _____	_____	_____	_____	_____	_____
MFG: _____	_____	_____	_____	_____	_____
MFG: _____	_____	_____	_____	_____	_____
MFG: _____	_____	_____	_____	_____	_____
TOTAL	=====	+=====	+=====	+=====	+=====

8. FOR THE MICROCOMPUTERS LISTED ABOVE, HOW MANY IN EACH NETWORK CATEGORY:

$$\frac{\text{STAND ALONE ONLY}}{\text{ONLY}} + \frac{\text{LINKED TO HOST ONLY}}{\text{HOST ONLY}} + \frac{\text{LINKED TO MICROS ONLY}}{\text{MICROS ONLY}} + \frac{\text{LINKED TO HOST \& MICROS}}{\text{HOST \& MICROS}} + \frac{\text{NETWORK SERVER}}{\text{SERVER}} = \frac{\text{TOTAL FROM 7}}{\text{TOTAL FROM 7}}$$

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

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

10. US \$ _____ total annual business school operating budget for 1992-93 from all sources.

11. US \$ _____ total annual business school computer operating budget for 1992-93 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

12. Are students charged a fee for mini/mainframe or microcomputer 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	\$ _____	\$ _____

13a. Computer-related training for business school users. Is each type of training doing the job? For your business school, please evaluate from 1 to 5, how effective each type of training seems to be, where

- 0 = not provided at this time
- 1 = inadequate
- 3 = adequate for most users
- 5 = exceptionally effective in meeting the needs of our users

Type of training	Ungrad	MBA	Faculty	Staff
As part of classroom instruction				
Central University-provided workshops				
Central University-provided individual training				
Business school workshops (prior to the beginning of classes)				
Business school workshops (during the academic year)				
Business school individual training				
Handouts, workbooks, and other documentation				
CAI, video training				
Other:				

13b. Briefly describe the major obstacles to providing adequate training for students:

for faculty:

In questions 14 and 15, **courseware** references any software (or templates developed from commercial packages) used to accomplish specific instructional objectives.

14. Is **hands-on use** of computing **required** in the **undergraduate** core courses in your business school?

Introductory or core course	Classes requiring computer use (check one)			Source of courseware used (check all that apply and give name if possible)			
	None (or N/A)	Some sections	All sections	Developed internally	Acquired with textbook	Acquired commercially	Acquired from other universities
Accounting							
Business Policy							
Economics							
Finance							
Information Systems							
Management Science							
Marketing							
Production							
Organization Behavior							
Statistics							

15. Is **hands-on use** of computing **required** in the **MBA** core courses in your business school?

Introductory or core course	Classes requiring computer use (check one)			Source of courseware used (check all that apply and give name if possible)			
	None (or N/A)	Some sections	All sections	Developed internally	Acquired with textbook	Acquired commercially	Acquired from other universities
Accounting							
Business Policy							
Economics							
Finance							
Information Systems							
Management Science							
Marketing							
Production							
Organization Behavior							
Statistics							

16a. To what degree has computer technology **positively impacted the curriculum** at your business school?

		none	somewhat			extensively
Undergraduate	0	1	2	3	4	5
MBA	0	1	2	3	4	5

16b. Given the resources available at your business school, to what degree is computer **integration into the curriculum** meeting your school's expectations?

		less than expectations		meeting expectations		exceeding expectations
Undergraduate		1	2	3	4	5
MBA		1	2	3	4	5

17a. Check or write-in the name of the principal software package(s) used at your business school for each of the categories shown below.

Software category	On mini/mainframe systems		On microcomputers	
	Instruction	Research	Instruction	Research
AI, Expert System	___ LISP ___ _____	___ LISP ___ _____	___ Exsys ___ Guru ___ Prolog ___ VP-Expert ___ _____	___ Exsys ___ Guru ___ LISP ___ Prolog ___ VP-Expert
Bibliographic	___ _____ ___ _____	___ _____ ___ _____	___ _____ ___ _____	___ _____ ___ _____
Business Games	___ Markstrat ___ _____	___ _____ ___ _____	___ Marketing Game ___ Markstrat	___ _____ ___ _____
Communications	___ KERMIT ___ Procomm ___ TCP/IP ___ YTERM ___ _____	___ KERMIT ___ Procomm ___ TCP/IP ___ YTERM ___ _____	___ FTP/Telenet ___ KERMIT ___ Procomm ___ TCP/IP ___ YTERM ___ _____	___ Crosstalk ___ FTP/Telenet ___ KERMIT ___ Procomm ___ TCP/IP ___ YTERM
Database Management System	___ Informix ___ INGRES ___ Oracle ___ RDB ___ SQL ___ _____	___ Focus ___ INGRES ___ Oracle ___ RDB ___ SQL ___ _____	___ dBase ___ Focus ___ Foxbase ___ INGRES ___ Oracle ___ Paradox ___ R:BASE ___ _____	___ dBase ___ Focus ___ INGRES ___ Oracle ___ Paradox ___ R:BASE
Desktop Publishing	___ TeX ___ _____	___ TeX ___ _____	___ PageMaker ___ Ready Set Go ___ TeX ___ Ventura ___ _____	___ PageMaker ___ TeX ___ Ventura
Development/CASE tools	___ Excelerator ___ _____	___ Excelerator ___ _____	___ Excelerator ___ _____	___ Excelerator ___ _____
Graphics and Presentation	___ SAS Graph ___ SPSS ___ _____	___ SAS Graph ___ SPSS ___ Telegraf ___ _____	___ Chart-Master ___ DrawPerfect ___ FreeLance ___ Harvard ___ HP Gallery ___ Lotus ___ MacDraw ___ MacPaint ___ PowerPoint ___ QuattroPro ___ Storyboard ___ _____	___ Chart ___ DrawPerfect ___ Freelance ___ Harvard ___ HP Gallery ___ Lotus ___ MacDraw ___ PowerPoint ___ QuattroPro ___ SAS Graph
Group decision support systems	___ _____ ___ _____	___ _____ ___ _____	___ _____ ___ _____	___ _____ ___ _____
Instructional support (eg grade book pgm)	___ _____ ___ _____	___ _____ ___ _____	___ _____ ___ _____	___ _____ ___ _____
Multimedia and hypermedia	___ _____ ___ _____	___ _____ ___ _____	___ Hypercard ___ Toolbook	___ Hypercard ___ Toolbook
Modeling and Optimization	___ IFPS ___ LINDO ___ _____	___ IFPS ___ LINDO ___ _____	___ IFPS ___ LINDO ___ QSB ___ Storm ___ What's Best! ___ _____	___ IFPS ___ LINDO ___ What's Best!

Software category	On mini/mainframe systems		On microcomputers	
	Instruction	Research	Instruction	Research
Network management	—	—	—	—
Programming Language	— BASIC — C — COBOL — FORTRAN — Pascal — PL/1 —	— BASIC — C — FORTRAN — COBOL — Pascal — PL/1 —	— BASIC — C — COBOL — FORTRAN — Pascal — Prolog —	— BASIC — C — COBOL — FORTRAN — LISP — Pascal — Prolog —
Project management	—	—	— MS Project — Super Project —	— MS Project — Super Project —
Simulation	— GPSS — Simscript — SLAM —	— GPSS — Simscript — SLAM —	— GPSS — Sim Factory — Siman — Simscript — SLAM — STELLA —	— GPSS — Siman — Simscript — SLAM — STELLA —
Spreadsheet	— 20/20 —	— 20/20 —	— Excel — Lotus 1-2-3 — Quattro Pro — SuperCalc — VP-Planner —	— Excel — Lotus 1-2-3 — Quattro Pro — SuperCalc — VP-Planner —
Statistical	— BMPD — Minitab — SAS — SPSS —	— BMPD — LISREL — Minitab — SAS — SPSS — TSP —	— Microstat — Minitab — MyStat — RATS — SAS — SPSS — StatGraphics — SYSTAT — TSP —	— Gauss — Minitab — RATS — SAS — SPSS — StatGraphics — SYSTAT — TSP —
Text analysis	—	—	—	—
Utilities (eg, Norton)	—	—	—	—
Virus protection	—	—	— McAfee — SAM —	— McAfee — SAM —
Word Processing	—	— Script — TeX — XEDIT —	— DisplayWrite — MacWrite — MS Word — MultiMate — PC-Write — PFS: Write — WordPerfect — WordStar —	— DisplayWrite — MacWrite — MS Word — MultiMate — PC-Write — PFS Write — TeX — WordPerfect — WordStar —

17b. Briefly describe your major problem(s) in obtaining software site licenses?

17c. Is software available in the dominant language of instruction (see question 3) at your business school?

Yes _____ No _____; If no, to what extent does this cause a problem?

none minimal moderate acute
 0 1 2 3 4 5

What language(s) is(are) the existing software in? _____

18. Numerous respondents have asked us to address the issue of **software standards**.

Does your school have a set of software standards? _____ Yes _____ No
 If yes, please describe what differentiates between standard and non-standard software.

19. Does your business school have a computer competency **entrance requirement**?

Undergraduates _____ No _____ Yes, briefly describe:

MBAs _____ No _____ Yes, briefly describe:

20. Computer requirements and/or expectations **upon graduation** from your business school. If not required for all students, write-in major(s) for which it is required.

(Check all that apply.)	Undergraduate		MBA	
	Required	Not required, but expected	Required	Not required, but expected
Computer or information systems concept course				
Use mini/mainframe system				
Use microcomputer				
Programming language (please specify language)				
Use a word processing package				
Use a spreadsheet				
Use a database management system				
Online retrieval from database				
Pass computer literacy exam				
Other				

21. **Student Ownership**: Please estimate the percent of your business school's students who own their own microcomputer:

undergraduates _____%

MBAs _____%

27. Does your business school have **mobile units** that can be wheeled from classroom to classroom?

_____ No _____ Yes, _____ number of units, also:
 _____ staff deliver to classroom
 _____ faculty must pick up and return
 _____ other:

For these mobile units, what type of technology is used for the displays? Please indicate vendor.

Video projectors: _____

Video monitors: _____

LCD devices used with overhead projector (e.g., Datashow): _____

28. Are there generally **sufficient classrooms equipped with display devices** or carts to meet current demand? (please check only one)

_____ Yes, never any scheduling problems
 _____ Yes, but occasional scheduling problems
 _____ No, always a scheduling problems

29. What are the most common problems your business school has encountered with these "hi-tech" classrooms?

30. **Network Environment:** Please check the protocol(s) and file sharing software used at your school.

Protocol

File sharing software

_____ Appletalk	_____ SNA	_____ Appleshare	_____ OS/2 file server
_____ Arcnet	_____ Starlan	_____ MS Lan Manager	_____ Starlan
_____ DecNet	_____ TCP/IP	_____ NFS	_____ TOPS
_____ Ethernet	_____ Token ring	_____ Novell Netware	_____ Other:
_____ PC LAN/Network	_____ Other:		

31. Briefly describe your major network management problem(s).

32. What network **electronic mail/conference system** are you using (not BITNET or INTERNET)? Please give name of software and/or vendor: _____

33. What percent of your users **regularly use electronic mail** (at least 3 times per week)?

_____ % faculty _____ % staff _____ % MBAs _____ % undergrads

34. Does your business school use a **data switch, port selector, or PABX** for access to mini/mainframes?

_____ No _____ Yes, make: _____

35. Do you have a multimedia lab? No _____ Yes _____; if yes, what hardware do you have?

_____ CD-ROM	_____ Sound card
_____ Color printers	_____ Scanners
_____ Video camera	_____ Other:
_____ Video card	_____ Other:

36. **Business school computer labs:**

Lab*	Number micros	Makes	Micros networked (check one)		Linked to host (check one)		Output devices (number per lab)			Primary Users (check all that apply)			Consultant on duty (% of open hours) (check one)			Use for regular classroom instruction (check one)		
			yes	no	yes	no	Dot matrix printers	Laser printers	Plotters	Faculty	Ungrad	MBA	Staff	< 1/3	1/3 to 2/3	>2/3	yes	no
1																		
2																		
3																		
4																		
5																		
6																		

* Please attach additional sheet if more than six labs.

37. **Any special or unique features for any labs. Please describe.**

38. **Databases available for research and instruction at your business school.** Check all that apply as appropriate.

Database	Storage format (check one)			Access method (check one)			Primary users (check one)			Level of support for users 1 = users on own 3 = some support 5 = extensive support	Access charge?		Business school funding available for access charges?	
	online tape	CD-Rom	stand-alone system	terminal dialup	via network		Faculty	PhD	MBA		yes	no	yes	no
ABI Inform										1 2 3 4 5				
Citibase										1 2 3 4 5				
Compact Disclosure										1 2 3 4 5				
Compustat										1 2 3 4 5				
CRSP										1 2 3 4 5				
Dow Jones										1 2 3 4 5				
Lexis										1 2 3 4 5				
Nexis										1 2 3 4 5				
Value Line										1 2 3 4 5				
Library catalog										1 2 3 4 5				
Other;										1 2 3 4 5				
										1 2 3 4 5				
										1 2 3 4 5				
										1 2 3 4 5				
										1 2 3 4 5				