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 your participation.

Please provide the following information for reference purposes only:

Your name: ____________________________________________

Your title: ____________________________________________

Your school: __________________________________________

Telephone: (____)______________ Today's date: ________________________

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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):

Faculty

Students

Not applicable

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

Faculty

Students

Not applicable

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

Faculty

Students

Not applicable

7g. Phase of computer literacy:

Faculty

Students

Not applicable

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

Hardware

Software

Not applicable
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:

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<thead>
<tr>
<th>Application</th>
<th>Have in place</th>
<th>Would like to have</th>
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<tbody>
<tr>
<td>Calendaring</td>
<td></td>
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<tr>
<td>Database access</td>
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<tr>
<td>Disk backup and restore</td>
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<td>File/document transfer</td>
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<td>Electronic conferencing</td>
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<td>Print server</td>
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<tr>
<td>Software distribution</td>
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<tr>
<td>Other, please specify</td>
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</tbody>
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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 computer integration into your curriculum:

12c. Phase of electronic/computer-linked equipment 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.