

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:

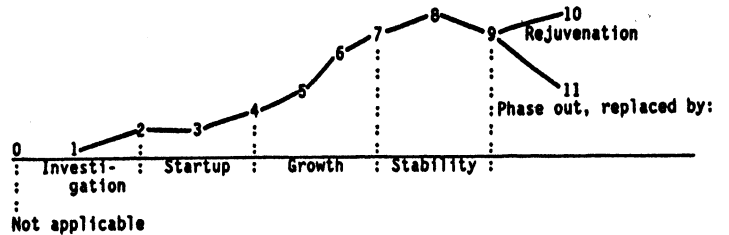
3a. Please indicate your school's computer operating budget. The budget should be real dollars from any source designated to support academic and administrative computing within the business school. This budget estimate should NOT include faculty salaries or computer hardware acquisition, nor university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

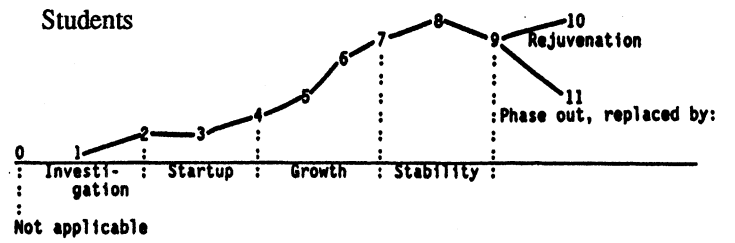
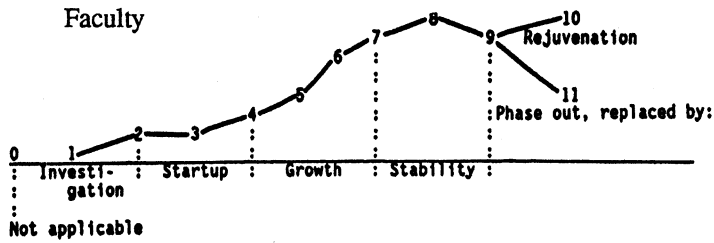


4. STRATEGIC COMPUTING SUPPORT ISSUES:

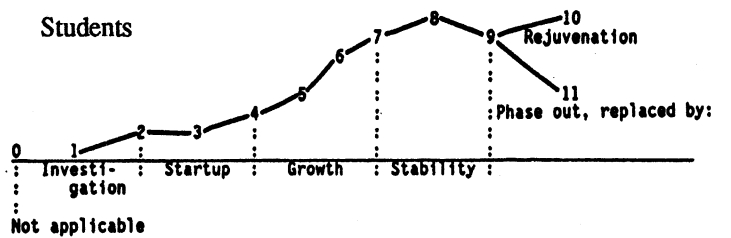
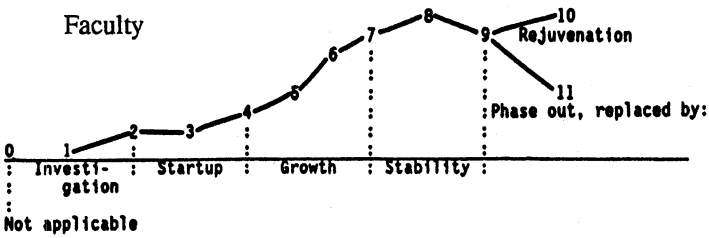
Please rank the five (5) most pressing issues with 1 = most critical, and 5 = least critical.

- ___ 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 _____

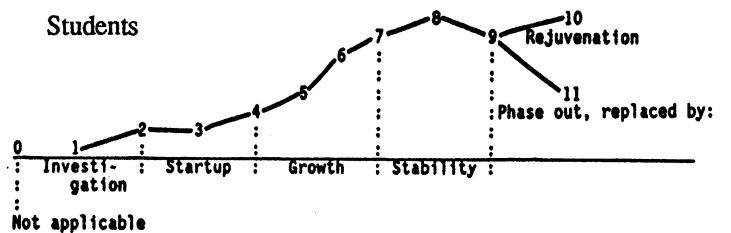
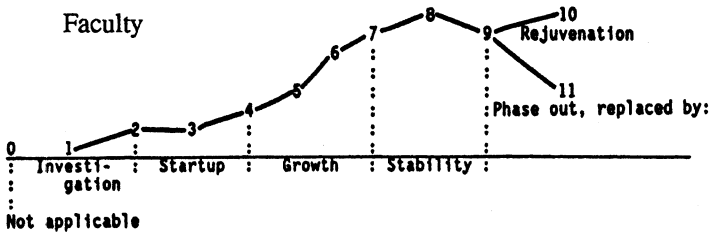
7d. Phase of microcomputer usage as a productivity tool (e.g., word processing, basic spreadsheets, database):



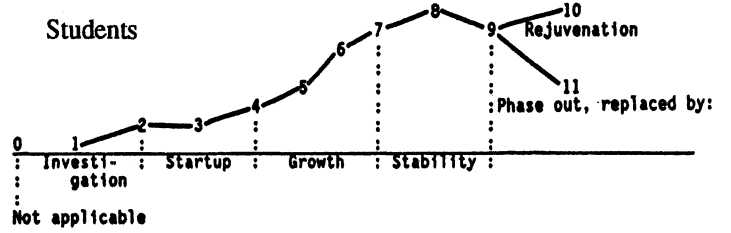
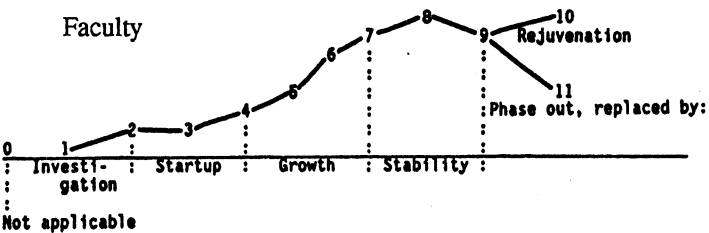
7e. Phase of microcomputer usage as a desktop publishing and presentation graphics:



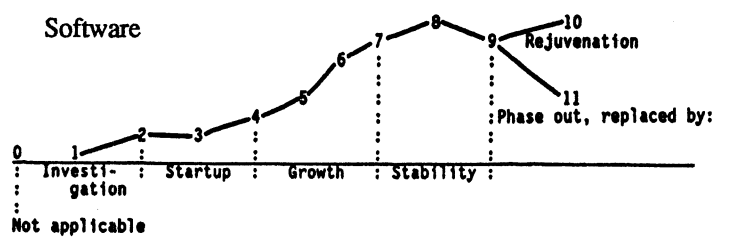
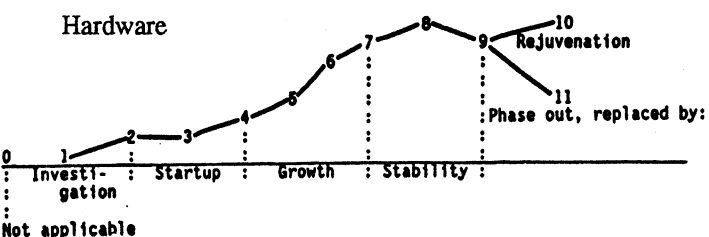
7f. Phase of microcomputer usage as an analytic tool (e.g., modeling, advanced spreadsheets, statistics):



7g. Phase of computer literacy:



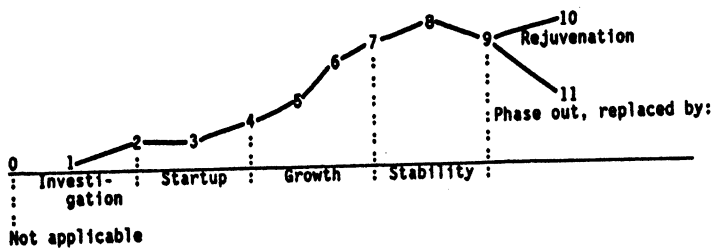
7h. Phase of providing general microcomputer information to users (e.g., availability, price, demos, etc):



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?

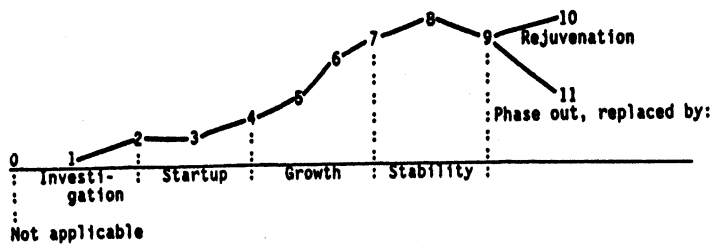
10d. Are there generally sufficient microcomputers at your business school to meet current demand (excluding exam time or end of term)? Please check one for each category:

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:

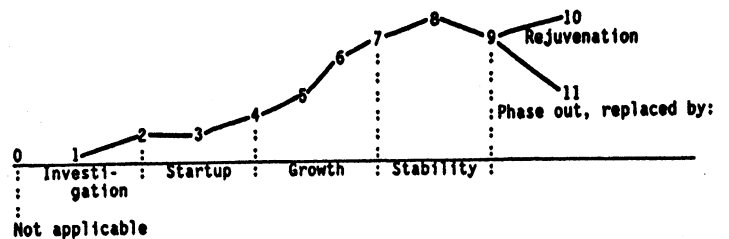
Application	Have in place	Would like to have
Calendaring	___	___
Database access	___	___
Disk backup and restore	___	___
File/document transfer	___	___
Electronic conferencing	___	___
Electronic mail	___	___
File server	___	___
Print server	___	___
Software distribution	___	___
Other; please specify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

12. INSTRUCTIONAL AND CURRICULUM INTEGRATION ISSUES:

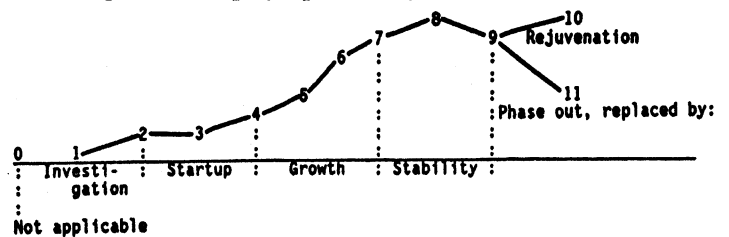
12a. Please rank the six(6) most pressing issues with 1 = most critical, and 6 = least critical:

- 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 computer integration into your curriculum:



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

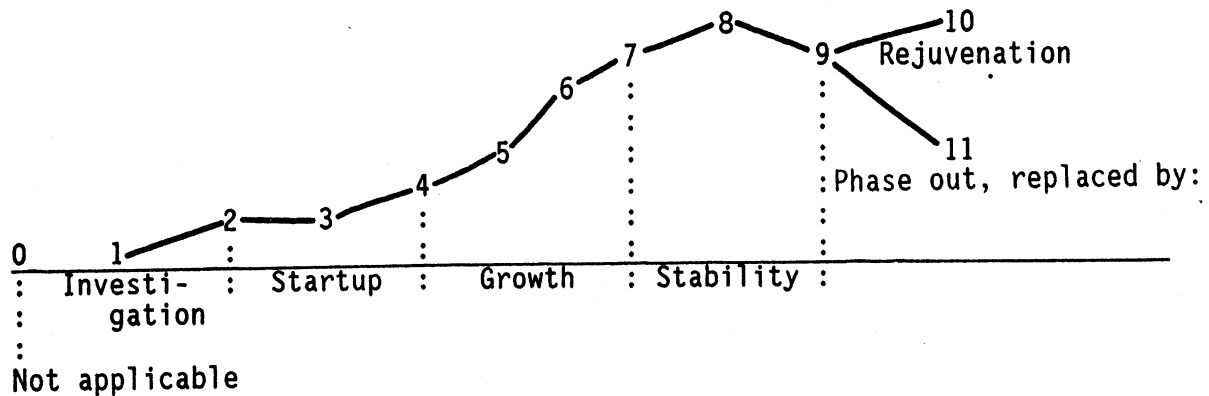


13. INNOVATION:

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.