

# **UCLA**

## **Information and Technology**

### **Title**

Seventh Annual UCLA Survey of Business School Computer Usage: Academic Year 1989-90  
- Questionnaire

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### **Publication Date**

1990-09-01

**Seventh Annual UCLA Survey of Business School Computer Usage  
The Anderson Graduate School of Management at UCLA  
Academic Year 1989-90**

In response to numerous requests, this year's indepth survey focuses on two critical questions:

- What is the *cost* of business school-owned computer resources?
- What computer-related *services* do business schools provide to faculty, students, and staff?

With the increased use of information technology in our business schools, it is vital that we understand the resource implications, in terms of both services and expenses. Even though accurate financial data is extremely difficult to capture, an overall understanding of what business schools perceive they are spending and providing is of critical value to planning and decision making. This information may be used to suggest resource allocation and strategic planning guidelines.

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 equipment data sheets. For the 163 AACSB-accredited schools which participated in the Sixth Survey, "filled-in" sheets are provided. Please correct, or provide the data as appropriate.

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

Please return this questionnaire by Monday, April 23, 1990, to:

Jason L. Frand, Director, Computing Services  
John E. Anderson Graduate School of Management  
UCLA  
Los Angeles, CA 90024-1481 (FAX Number 213-206-2002)

For reference purposes only, provide the following information. Please print.

Your institution: \_\_\_\_\_ Today's date: \_\_\_\_\_

Your name: \_\_\_\_\_ Title: \_\_\_\_\_

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

## BUSINESS SCHOOL COMPUTER STAFF: 1989 - 1990

In question 3, your total staff FTE was given. Assume the total FTE for each category represents 100%. Please distribute this 100% by two different break outs: user group served and services provided.

### Staff Allocations

10. User group served	Technical, HW, Network	Academic User Support	Admin. User Support	Computer Facilities Mgmt.
Undergraduate students				
MBA students				
Faculty				
Administrative staff/secretaries				
Executive program students				
	100%	100%	100%	100%

11. Services provided	Technical, HW, Network	Academic User Support	Admin. User Support	Computer Facilities Mgmt.
Training (to groups of users): introduction to computing, word processing, spreadsheet, statistics, etc.				
Consulting (to individual user): word processing, spreadsheet, statistics, graphics, hw & sw purchase recommendations, etc.				
Support services: Preparation of documentation, training materials, handouts, newsletters, sw library, etc.				
Microcomputer Support Services: hw trouble shooting, inventory management, installation, maintenance, repair, etc.				
Mini/mainframe Support Services: trouble shooting, daily operations, backup, maintenance, repair, sw installation, system programming, etc.				
Network Support Services: maintenance, trouble shooting, installation, software, cabling, etc.				
Video equipment, computer display capability: delivery to classrooms, maintenance, repair, purchase recommendations, etc.				
Programming: curriculum, research, administrative applications, database administration, etc.				
Data acquisition services: on-line databases, CD Rom, ABI Inform, etc.				
	100%	100%	100%	100%

## BUSINESS SCHOOL COMPUTER-RELATED FINANCIALS: 1989 - 1990

We understand that some financial values may be incomplete, but your best estimates will be appreciated. This estimate should reflect actual expenses from July 1, 1989 to date and expected expenditures through June 30, 1990. If you cannot break out the category details, please try to give the category subtotal. Next to each figure, please indicate your confidence, ranging from 10% to 100%. Please use US dollars.

12. Business school capital expenditures (list value greater than \$2000 and depreciated 3 years or more) from 7/1/89 to 6/30/90.

	Amount	Confidence
Complete microcomputer systems (including CPU, monitor, disks)	\$	%
Mini/mainframe systems	\$	%
Communication equipment (PBX, network bridges, cabling)	\$	%
Facility renovation (including power, A/C, etc. installation)	\$	%
Total Capital Expenditures for 1989-90	\$	%

13. Business school computer-related operating expenses from 7/1/89 to 6/30/90:

Equipment, maintenance, and services	Amount	Confidence
Purchase of peripherals (printers, disc drives, modems, communication boards, etc.) and miscellaneous parts (chips, cables, etc.)	\$	%
Maintenance (may include system software) *	\$	%
Equipment insurance	\$	%
Hardware leases	\$	%
Computer cycles from University or outside systems (may be recharge funds)	\$	%
Projection equipment	\$	%
Furniture	\$	%
Equipment, maintenance, and services subtotal	\$	%

\* Does your business school do its own microcomputer repair?      yes      no

Software (micro through mainframe)	Amount	Confidence
Outright purchase (individual or site licenses)	\$	%
Annual fee or license agreement (including system software)	\$	%
Software subtotal	\$	%

Data acquisition (Not including library funds)	Amount	Confidence
Tape based (e.g., CRSP for mounting on mainframe)	\$	%
CD-ROM based (e.g., ABI Inform, Compaq Disclosure)	\$	%
On-line information services (e.g., Prodigy, Dialog)	\$	%
Data acquisition subtotal	\$	%

Telephone and line charges	Amount	Confidence
Telephones (computer staff and telecom/modem lines)	\$	%
Data line charges (Bitnet, Internet, backbone services)	\$	%
Telephone and line charges subtotal	\$	%

Consumables	Amount	Confidence
Computer paper/ribbons/toner	\$	%
Office supplies (pencils, paper clips, etc.)	\$	%
Diskettes/tapes/magnetic media	\$	%
Xerox/printing charges	\$	%
Consumables subtotal	\$	%

Staff salaries* (include benefits even if paid by university)	Amount	Confidence
Fulltime: technical, hardware, network support staff	\$	%
Fulltime: academic user support staff	\$	%
Fulltime: administrative user support staff	\$	%
Fulltime: computing facilities management and clerical	\$	%
Parttime and students: TA, RAs, clerks, work study, etc.	\$	%
Staff salaries subtotal	\$	%

\* For computer staff identified in Question 3.

Miscellaneous	Amount	Confidence
Computer staff development/travel/conferences	\$	%
Subscriptions/books/journals	\$	%
Computer user groups/organizational memberships	\$	%
Miscellaneous subtotal	\$	%

Total Computer Operating Expenses for 1989-90 \$ %

14. Please compare this year's total computer-related operating expenses to last year's reality and next year's expectation:

This year's budget (1989-90) increased \_\_\_\_\_% over last year's budget (1988-89).  
 decreased \_\_\_\_\_% under last year's budget (1988-89).  
 \_\_\_\_\_ stayed about the same as last year's budget (1988-89).

Next year's budget is expected to (1990-91) increase \_\_\_\_\_% over this year's budget.  
 decrease \_\_\_\_\_% under this year's budget.  
 \_\_\_\_\_ stay about the same as this year's budget.

15. Sources of business school computer-related income from 7/1/89 to 6/30/90:

	Amount	Confidence
B-school and/or university	\$	%
State and/or other government	\$	%
Cash grants/contributions (see below for equipment grants)	\$	%
Charges for direct services (student fees, cpu charges, consulting/programming charges, facility rentals, etc.)	\$	%
University reallocation funds ("funny-money")	\$	%
Other, please specify:	\$	%

Total Computer-related Income from All Sources for 1989-90 \$ %

16. Total business school operating budget for 1989-90 from all sources:

US \$ \_\_\_\_\_ (Confidence \_\_\_\_\_ %)

17. Student Ownership: Please estimate the percent of business school students who own their own microcomputer:

undergraduates \_\_\_\_\_ % MBAs \_\_\_\_\_ %

18. Innovation: People have asked us to suggest schools where they could see innovative and/or exciting uses of 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 if different than name on front of questionnaire.