

## Technology Administration in Student Affairs

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### Instructions:

1. Print this form; complete your answers and mail/fax to our office; **or** -
2. Complete this form on your computer in Microsoft Word by typing in your responses, save it to your computer, and email it to our office.

### Send to:

Leslie Dare  
Division of Student Affairs  
Campus Box 7301  
NC State University  
Raleigh, NC 27695-7301  
919.515.8423 FAX  
ladare@ncsu.edu

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For the purpose of this survey, "Student Affairs" means the main administrative unit at your institution that oversees activities related to student development, services and programming. This unit might go by any number of names – Student Affairs, Student Life, Office of the Dean of Students, and so on. This unit might be very large or very small or somewhere in between. Regardless of name and size, we are interested in your answers as they pertain to centralized technology planning, practices, staffing and technologies.

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### Planning

1. Does Student Affairs at your institution engage in centralized, formal technology planning?
  - a. Yes
  - b. No
2. Is assessment a component of the centralized, formal technology planning in Student Affairs at your institution?
  - a. Yes
  - b. No
  - c. N/A - we do not engage in technology planning in Student Affairs at our institution.
3. How often is Student Affairs represented on your institution's various campus-wide technology planning committees?
  - a. Always
  - b. Sometimes
  - c. Rarely
  - d. Never
4. How often do you deliberately consider student development theory (or the Student Learning Imperative, or any other established philosophical approach) into the technology planning process in Student Affairs at your institution?
  - a. Always
  - b. Sometimes
  - c. Rarely
  - d. Never
  - e. N/A - We do not engage in technology planning in Student Affairs at our institution.

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### **Practice**

1. In general, rate the climate in Student Affairs at your institution for using technology.
  - a. Excellent
  - b. Good
  - c. Fair
  - d. Poor
  
2. How often do you incorporate accessibility as a factor into the implementation of technology in Student Affairs at your institution?
  - a. Always
  - b. Sometimes
  - c. Rarely
  - d. Never
  
3. To what degree are the Student Affairs staff of your institution aware of policies governing use of technology (computer use, copyright, spamming, security, etc.)?
  - a. Very aware
  - b. Aware
  - c. Unaware
  - d. Very unaware
  
4. What portion of services (offered through Student Affairs at your institution) is available completely via technology (requiring no in-person transactions)?
  - a. The majority
  - b. Some
  - c. A few
  - d. None
  
5. Which is generally preferred by staff overall: delivering student services via technology, or delivering services through in-person contact?
  - a. Staff generally prefer to deliver services via technology
  - b. Staff generally prefer to deliver services via in-person contact

### **Staffing**

1. Identify the option that most closely describes technology leadership for Student Affairs at your institution. Technology leadership is defined as providing general oversight for technology planning and/or implementation, and serving as a liaison with other institutional technology units.
  - a. We have at least one full-time position dedicated primarily to technology leadership for Student Affairs.
  - b. Technology leadership for Student Affairs is one of several responsibilities held by one of our staff.
  - c. We have no single position with responsibility for technology leadership, but we do have a committee of Student Affairs employees who meet regularly to provide guidance.
  - d. We have no identified technology leadership for Student Affairs at our institution.
  
2. Identify the option that most closely describes technology staffing for Student Affairs at your institution.
  - a. We have our own centralized internal technology staff (one or more positions) for Student Affairs at our institution and they meet the vast majority of our technology needs.
  - b. We have our own centralized internal technology staff (one or more positions) for Student Affairs at our institution, but we also rely significantly on technology staffing outside of Student Affairs.
  - c. We have no centralized internal technology staff, but we do have some staff scattered throughout Student Affairs who work with various technology issues as part of their other duties.
  - d. We have no technology staff, centralized or otherwise in Student Affairs at our institution.

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3. Rate the adequacy of the technology staffing for Student Affairs at your institution.
  - a. Excellent – current staffing meets all of our needs
  - b. Good – current staffing meets most of our needs
  - c. Fair - current staffing meets some of our needs
  - d. Poor – current staffing meets few or none of our needs
4. Indicate the type of technology staff for Student Affairs at your institution.
  - a. Most of our technology staff have a background as primarily Student Affairs practitioners with any technical experience and training being secondary.
  - b. Most of our technology staff have primarily a technical background, with any Student Affairs experience and training being secondary.
  - c. We have a fairly even mix of staff with technical and Student Affairs backgrounds.
  - d. We have no technology staff.

### **Technologies**

1. Overall, how quickly does Student Affairs at your institution integrate new technologies?
  - a. Early adopter – We often test and implement technologies as they emerge on the marketplace
  - b. Mainstream adopter – We often implement technology after it's well established and the bugs have been worked out.
  - c. Late adopter – we often are one or more iterations behind in implementing new technology
2. How well are technologies emanating from Student Affairs at your institution meeting student expectations (to the best of your knowledge)?
  - a. Excellent
  - b. Good
  - c. Fair
  - d. Poor
3. How well are technologies emanating from Student Affairs at your institution are meeting staff expectations (to the best of your knowledge)?
  - a. Excellent
  - b. Good
  - c. Fair
  - d. Poor

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4. Indicate your satisfaction with how these technologies are being used for individual or departmental productivity (i.e., not the direct delivery of student services or programs) in Student Affairs at your institution.

	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	Do Not Use
Web – Basic delivery of information					
Web – Online forms					
Web – Video conferencing					
Other video conferencing					
Email					
Listservs					
Instant Messaging					
Portals (Pipeline, uPortal)					
Cable (campus and/or community/region)					
Satellite					
Electronic Signatures					
PDA (handheld computers, Palm, etc.)					
Fax					
Landline telephone					
Cellular telephone (Q32)					
Voice over IP (internet phone)					
Pager					
CDs with content (Orientation, Housing, etc.)					
VHS tapes with content (Orientation, Housing, etc.)					

5. Indicate your satisfaction with how these technologies are being used to deliver student services and programs in Student Affairs at your institution.

	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	Do Not Use
Web – Basic delivery of information					
Web – Online forms					
Web – Video conferencing					
Other video conferencing					
Email					
Listservs					
Instant Messaging					
Portals (Pipeline, uPortal)					
Cable (campus and/or community/region)					
Satellite					
Electronic Signatures					
PDA (handheld computers, Palm, etc.)					
Fax					
Landline telephone					
Cellular telephone (Q32)					
Voice over IP (internet phone)					
Pager					
CDs with content (Orientation, Housing, etc.)					
VHS tapes with content (Orientation, Housing, etc.)					

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### Demographics

1. Indicate your institution's Carnegie Classification; [use this link](#) to find your institution within the alphabetical listing.
  - a. Doctoral/Research Universities – Extensive
  - b. Doctoral/Research Universities – Intensive
  - c. Master's Colleges and Universities I
  - d. Master's Colleges and Universities II
  - e. Baccalaureate Colleges - Liberal Arts
  - f. Baccalaureate Colleges – General
  - g. Baccalaureate/Associate's Colleges
  - h. Associate's Colleges
  - i. Specialized Institutions
  - j. Tribal Colleges and Universities
  
2. My institution is
  - a. Public
  - b. Private
  
3. Indicate your institution's student headcount:
  - a. 1,999 and under
  - b. 2,000 to 10,999
  - c. 11,000 to 19,999
  - d. 20,00 and above
  
4. What is your position within the Student Affairs unit at your institution?
  - a. I am the chief Student Affairs officer.
  - b. I hold the technology leadership position in our Student Affairs unit.
  - c. I help some with technology work in our Student Affairs unit, though that is not a primary responsibility.
  - d. I don't work with technology in our Student Affairs unit, but I was asked to complete this survey.

### Other

Please let us know if there is any additional information you would like to share regarding the use of technology in Student Affairs at your institution.

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**End of Survey - Thank you for your time and assistance!**