Urban and Regional Planning Student Computer Survey

The URP Curriculum and Academic Environment Committee is conducting a survey of computer use. This survey will help us improve computer facilities for the program. It will take about 10 minutes to complete. Filling it out is voluntary, and your answers will remain anonymous.

Please answer the questions until you reach the end on page 8. We invite you to add any explanatory notes as you answer questions, and to leave general comments at the end, if you like. We will use any comments you care to write.

After completing the survey, please return it to:

Stacey Shimones, in the Urban Planning office (Room 2150), place it in the box marked “URP Student Computer Survey” at Stacey’s desk.

Thanks in advance for your participation!

1  Do you own a computer that you use?
   □  Yes
   □  No

2  Do you own a printer that you use?
   □  Yes
   □  No

3  How do you store your computer files (check all that apply)?
   □  Floppy disk
   □  Zip disk
   □  Your own computer hard drive
   □  USB flash
   □  CD
   □  Your IFS space (on the university network)
   □  Other (please specify) __________________________________________

4  As part of your basic computing package as a University of Michigan student, you can print up to 400 black-and-white sheets per semester at no charge on printers in public computer labs. Approximately how many pages did you print last semester FROM THIS 400-PAGE ALLOTMENT (please choose one)?
   □  More than the 400 page limit
   □  200-399
   □  100-199
   □  1-99
   □  None

If you answered Yes to Question 1 (that is, you do own a computer) then move to the next question, otherwise please skip to Question 11.

5  What kind of computer do you own (select one)?
   □  Desktop
   □  Laptop
   □  Both desktop and laptop
   □  Other (please specify) __________________________________________
6 Which operating system do you consider to be your PRIMARY or most often used operating system (select one)?
   □ Windows
   □ Macintosh
   □ Linux
   □ Other (please specify) __________________________________________

7 What is the age of your primary or most-often used computer (select one)?
   □ More than 5 years old
   □ 3-4 years old
   □ 1-2 years old
   □ Less than 1 year old

8 Please indicate which of the following software you have installed on ANY of your personal computers (check all that apply).
   □ Adobe PhotoShop
   □ AutoCAD
   □ Adobe Acrobat (Note that this is not Acrobat READER, but the program that creates PDF files).
   □ ArcView 3.x (GIS software)
   □ ArcGIS (GIS software)
   □ A webpage design program (e.g., Dreamweaver or FrontPage or GoLive)

If you own a laptop please move to the next question, otherwise please skip to Question 11.

9 Do you bring your laptop to the Art & Architecture Building?
   □ Yes
   □ No

10 How do you access the internet in the Art & Architecture Building with your laptop (check all that apply)?
   □ I don’t access the internet in the Art & Architecture Building with my laptop.
   □ Wireless
   □ Ethernet (i.e., I plug a cable into a jack)

The following set of questions ask about your use of computer facilities WITHIN THE ART & ARCHITECTURE BUILDING.

11 Approximately how many hours (on average) did you spend per week in the following public computer labs in the Art & Architecture Building during this past semester? (Please place a mark for each lab).

   (a) University public computing site (on 2nd floor, near the Copy Center, requires UM ID card to enter)  
      □ 15 or more □ 10-14 □ 5-9 □ 2-4 □ 1 □ None
   (b) MUP Lab (on 1st floor, sometimes referred to as "the cage")  
      □ 15 or more □ 10-14 □ 5-9 □ 2-4 □ 1 □ None
   (c) PhD Computer Lab (on 1st floor, adjacent to the MUP Lab)  
      □ 15 or more □ 10-14 □ 5-9 □ 2-4 □ 1 □ None
12 Which applications did you use on a regular basis last semester in a public computer lab in the Art & Architecture Building (choose all that apply)?
- Word processing (e.g., Microsoft Word)
- Spreadsheet (e.g., Microsoft Excel)
- Database (e.g., Microsoft Access or FileMaker)
- E-mail (e.g., Mulberry or Eudora)
- Web browser (what you use to surf the web, e.g., Netscape or Internet Explorer)
- GIS (e.g., ArcView)
- Other (please specify) __________________________________________

13 Approximately how much of your total printing that you do in a semester – including printing from labs on campus, from home, from work, etc. – is done from a public lab WITHIN the Art & Architecture Building?
- All, 100%
- Not all, but over 75%
- About 50%
- Less than 50%
- None

14 During last semester, did you ever encounter any of the following problems while PRINTING in a public computer lab WITHIN the Art & Architecture Building (choose all that apply)?
- No paper in the printer
- No toner
- Printer jammed
- Computer did not recognize the printer (i.e., was not properly connected to the printer)
- Your print job was delayed due to a long queue
- Other (please specify) __________________________________________
15 Listed below are several resources available to you when you need help resolving a computer problem. Please indicate how you used each resource during this academic year.

<table>
<thead>
<tr>
<th>Resource Description</th>
<th>Used (once or more)</th>
<th>Never Used</th>
<th>Did Not Know was Available</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sent an email to TCAUP help desk (<a href="mailto:caup.help.desk@umich.edu">caup.help.desk@umich.edu</a>).</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Consulted with a student staff member hired to help with such problems.</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Looked for an answer in a software application’s Help menu.</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Searched the internet to resolve my problem (e.g., looking for FAQs or user forums).</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Asked a faculty member for help.</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Asked a question at the Print, Plot, and Copy Shop (i.e., the Copy Center).</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Called the university’s central IT help desk at 764-HELP.</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Asked a friend or family member for help.</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

16 Please indicate the extent to which you agree with the following statements about public computer labs WITHIN the Art & Architecture Building.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I often cannot find an open computer because the labs are too crowded.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>The computers are too slow.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>I often find too many computers that are not working.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>I often encounter problems with printing.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>I frequently find the atmosphere of the lab (e.g., chatter, food, crowded) to be too distracting to do my work.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>
The following set of questions ask about your use of computer facilities OUTSIDE THE ART & ARCHITECTURE BUILDING.

17 Which of the following public computer labs did you use last semester outside the Art & Architecture Building (check all that apply)?
   □ Media Union
   □ Map Library (on the 8th floor of the Graduate Library, Central Campus)
   □ Angell Hall (on Central Campus)
   □ Dana Hall (School of Natural Resources)
   □ None – I did not use a public computer lab outside the Art & Architecture Building
   □ Other (please specify) __________________________________________

18 Which one of the following public computer labs outside the Art & Architecture Building did you use MOST FREQUENTLY last semester (please choose only one)?
   □ Media Union
   □ Map Library (on the 8th floor of the Graduate Library, Central Campus)
   □ Angell Hall (on Central Campus)
   □ Dana Hall (School of Natural Resources)
   □ None – I did not use a public computer lab outside the Art & Architecture Building
   □ Several – I did not necessarily use one of these labs more than another

19 Which applications did you use on a regular basis last semester in a public computer lab OUTSIDE the Art & Architecture Building (choose all that apply)?
   □ Word processing (e.g., Microsoft Word)
   □ Spreadsheet (e.g., Microsoft Excel)
   □ Database (e.g., Microsoft Access or FileMaker)
   □ E-mail (e.g., Mulberry or Eudora)
   □ Web browser (what you use to surf the web, e.g., Netscape or Internet Explorer)
   □ GIS (e.g., ArcView)
   □ Other (please specify) __________________________________________

20 During last semester, did you ever encounter any of the following problems while PRINTING in a public computer lab OUTSIDE the Art & Architecture Building (choose all that apply)?
   □ No paper in the printer
   □ No toner
   □ Printer jammed
   □ Computer did not recognize the printer (i.e., was not properly connected to the printer)
   □ Your print job was delayed due to a long queue
   □ Other (please specify) __________________________________________
21 Please indicate the extent to which you agree with the following statements about public computer labs OUTSIDE the Art & Architecture Building.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>I often cannot find an open computer because the labs are too crowded.</td>
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<tr>
<td>The computers are too slow.</td>
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<td>I often encounter problems with printing.</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

22 We'd like to learn about why you might choose to work in a lab OUTSIDE the Art & Architecture Building. Please indicate the extent to which you agree with the following statements as possible reasons for using a lab outside our building.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>A lab outside Art &amp; Arch is a more convenient location in relation to my home or classes.</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>A lab outside Art &amp; Arch has more readily available support staff to answer my questions or help with problems.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have a better chance of finding an OPEN computer in a lab outside Art &amp; Arch.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>I have a better chance of finding a WORKING computer in a lab outside Art &amp; Arch.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A lab outside Art &amp; Arch has more space for working in groups.</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>A lab outside Art &amp; Arch has more variety of software programs that I need to use.</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
The next question asks about computers IN THE CLASSROOM in the Art & Architecture Building.

23 Please indicate the extent to which you agree with the following statements about the instructional computers in the classrooms of the Art & Architecture Building. (Please note that if a statement does not pertain, you may select No Basis for Judgment).

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>No basis for judgment</th>
</tr>
</thead>
<tbody>
<tr>
<td>My instructors make appropriate use of classroom computers.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>My instructors use the classroom computers in ways that enhance my learning experience.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>My instructor often experiences a classroom computer that is not working properly during class.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>I wish my classes included more liberal use of multimedia in the classroom.</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
<td>□</td>
</tr>
</tbody>
</table>

The next set of questions ask about you.

24 Please check the category that best describes you (check all that apply).

- □ MUP student, first year
- □ MUP student, second year or later
- □ Ph.D. student
- □ Part-time student
- □ Dual degree student
- □ Other (please specify) __________________________________________

If you are a dual degree student, please answer the next question, otherwise skip to Question x.

25 As a dual degree student, what is your other field besides Urban Planning?

- □ Architecture
- □ Business
- □ Landscape Architecture
- □ Law
- □ Public Health
- □ Public Policy
- □ Resource Policy & Behavior
- □ Social Work
- □ Urban Design
- □ Other (please specify) __________________________________________
26 Are you an international student (your permanent home is outside the U.S.)?
   □ Yes
   □ No

27 Are you a work study student?
   □ Yes
   □ No

28 Please use the space below or on the back to write any comments that you would like to share with the committee about your experience using computers as a URP student.

You’ve reached the end of the survey! Thank you very much for participating. Your responses will be helpful to the committee. Please return the completed survey to:

Stacey Shimones, in the Urban Planning office (Room 2150), place it in the box marked “URP Student Computer Survey” at Stacey’s desk.

Thank You!