Report on the Fall 1999 Faculty and Staff Survey

Results for Office of Technology

Southeastern Louisiana University
Office of Institutional Research and Assessment

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Background

During the Fall of 1999, the Office of Institutional Research and Assessment (IR&A) conducted a survey of faculty and staff. The purposes of the survey were 1) to assess progress toward meeting the University's strategic planning benchmarks; 2) to assess the campus climate; and 3) to evaluate certain non-instructional units. The non-instructional units included in this year's survey were: Human Resources, Physical Plant, Sims Memorial Library, and Office of Technology. This report will provide the results of the section regarding the Office of Technology.

Survey Method

The Fall 1999 Survey of Faculty and Staff, along with a cover letter from the President, was sent to all full-time faculty and staff. The exceptions were the staff in Institutional Research and Assessment, the President, and the four Vice Presidents. Thus a total of 1,151 faculty and staff were included in the survey and received survey forms via campus mail. The information provided by the respondents was treated with strict confidentiality. A master list was maintained for purposes of follow-up only. This list was securely maintained with accessibility given to only one staff member. The master list was destroyed after data was collected. The information gained from the survey is reported for the entire survey group and individuals can not be identified with any response. Reminders to return the survey were placed in the By-Lion and distributed via e-mail. A second mailing was then sent to those faculty and staff who had not returned the survey. A total of 784 faculty and staff completed the survey and returned it to IR&A for a return rate of 68%. A copy of the survey can be found in Appendix A.

The average term of employment at Southeastern for respondents is 8.3 years, and the average age of the respondents is 44. These numbers reflect values nearly identical to the population as a whole. Table One presents other characteristics of the respondents as compared to the population.

Table 1
Respondents and Population Characteristics

	Respondents	Population	% of Population Responding
Total	784	1151	68.1%
Faculty	349	496	70.3%
Classified Staff	261	455	52.6%
Unclassified Staff	174	200	87.0%
EEO Classification			
Faculty	324	469	69.1%
Executive/Administrative/Manager	68	74	91.9%
Clerical/ Secretarial	130	170	76.5%
Professional, Non-Faculty	168	200	84.0%
Skilled Craftsman	23	81	28.4%
Service/ Maintenance	35	112	31.3%
Technical/ Paraprofessional	36	45	80.0%
Gender			
Female	467	632	73.9%
Male	317	519	61.0%
Race			
Black, Non-Hispanic	60	164	36.6%
White, Non-Hispanic	702	955	73.5%
Other	22	32	68.8%
Rank (Faculty Only)			
Full Professor	56	75	74.7%
Associate Professor	63	99	63.6%
Assistant Professor	106	150	70.7%
Instructor	123	171	71.9%
Tenure Status (Faculty Only)			
Tenured	133	195	68.2%
Non-Tenured, Tenure Track	82	114	71.9%
Non-Tenure Track	134	186	72.0%

Results

The first seven items asked faculty and staff how satisfied they were with various aspects of technology at Southeastern. Next, faculty and staff were asked how often they use electronic forms of communication and the Southeastern web site. Finally, faculty and staff were asked their level of proficiency and how much training they would like to receive on various software. The results for each item are presented with a set of summary points describing the data as a total group. This is followed by tables which present frequencies and mean for four groups of faculty and staff: faculty, administrative/professional staff, clerical and technical staff, and skilled craftsmen and service/maintenance staff.

Please indicate your satisfaction with computer hardware available on campus for your use.

- Of the 736 faculty and staff who responded, 7% (n=49) indicated that they were very dissatisfied with computer hardware available on campus and 28% (n=204) were very satisfied. Seven percent (7%, n=48) indicated that this item did not apply to them.

- The average rating across all faculty and staff was 3.75.

Figure 1

Table 2

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	11% (33)	11% (33)	20% (61)	34% (106)	23% (70)	2% (5)	3.49
Administrative and Professional Staff	4% (9)	2% (4)	16% (36)	40% (92)	32% (73)	6% (14)	4.01
Clerical and Technical Staff	3% (5)	5% (7)	19% (29)	28% (44)	33% (51)	13% (21)	3.95
Skilled Craftsman & Service/Maintenance Staff	5% (2)	9% (4)	23% (10)	21% (9)	23% (10)	19% (8)	3.60
Total	7% (49)	7% (48)	19% (136)	34% (251)	28% (204)	7% (48)	3.75

* The mean does not include those respondents who answered Does Not Apply.

Please indicate your satisfaction with computer software available on campus for use.

- Of the 735 faculty and staff who responded, 5% (n=34) indicated that they were very dissatisfied with computer software available on campus and 24% (n=178) were very satisfied. Seven percent (7%, n=50) indicated that this item did not apply to them.

- The average rating across all faculty and staff was 3.68.
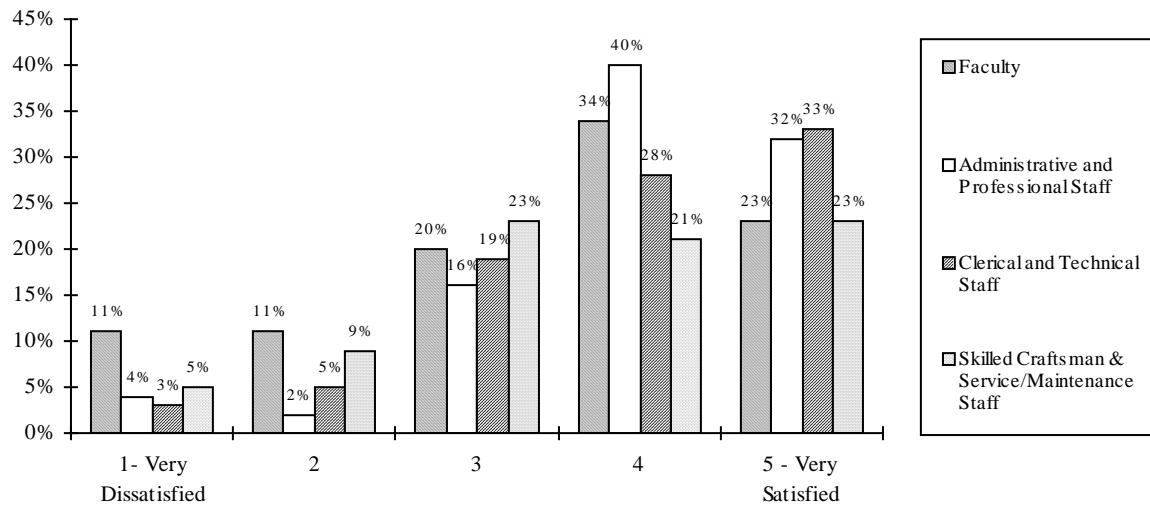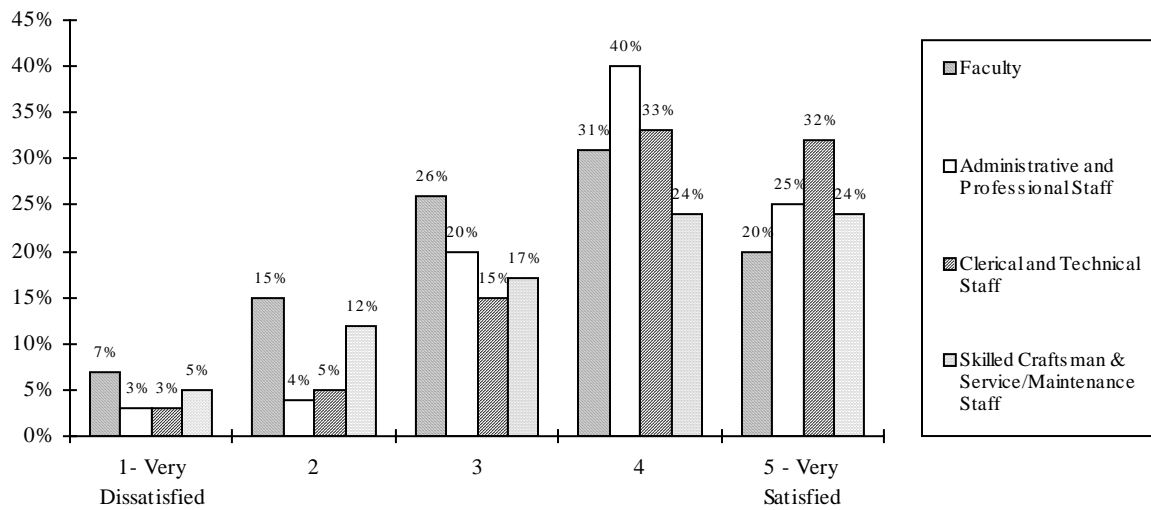
Figure 2

Table 3

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	7% (22)	15% (46)	26% (79)	31% (95)	20% (60)	2% (5)	3.41
Administrative and Professional Staff	3% (6)	4% (9)	20% (46)	40% (92)	25% (58)	8% (17)	3.89
Clerical and Technical Staff	3% (4)	5% (8)	15% (24)	33% (52)	32% (50)	13% (20)	3.99
Skilled Craftsman & Service/Maintenance Staff	5% (2)	12% (5)	17% (7)	24% (10)	24% (10)	19% (8)	3.62
Total	5% (34)	9% (68)	21% (156)	34% (249)	24% (178)	7% (50)	3.68

* The mean does not include those respondents who answered Does Not Apply.

Please indicate your satisfaction with the availability of classes, sessions, or workshops for learning how to use software.

- Of the 735 faculty and staff who responded, 4% (n=28) indicated that they were very dissatisfied with the availability of classes for learning how to use software and 22% (n=158) were very satisfied. Nine percent (9%, n=63) indicated that this item did not apply to them.

- The average rating across all faculty and staff was 3.68.
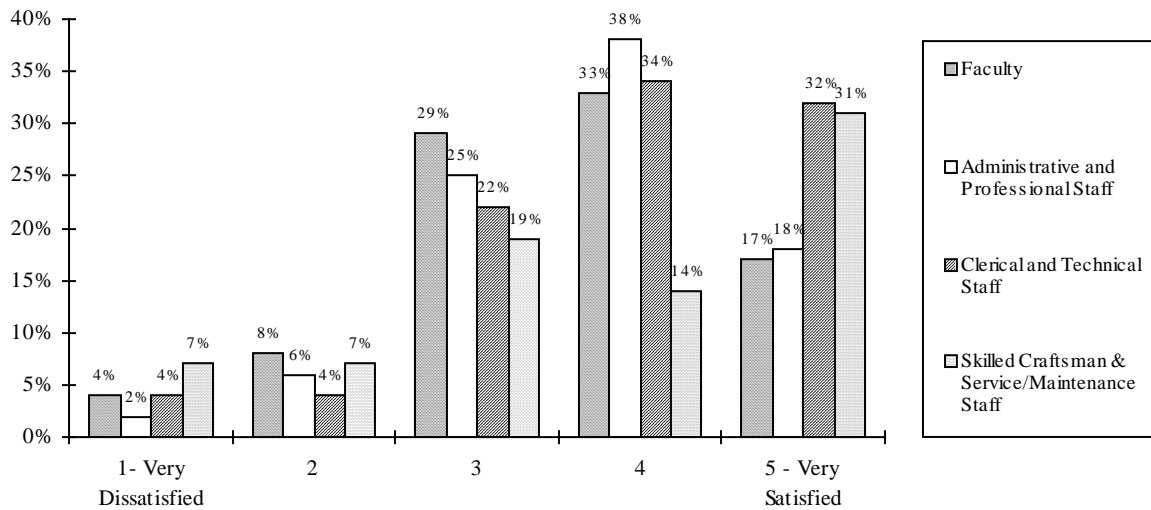
Figure 3

Table 4

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	4% (13)	8% (26)	29% (90)	33% (102)	17% (53)	8% (26)	3.55
Administrative and Professional Staff	2% (5)	6% (14)	25% (56)	38% (86)	18% (41)	10% (23)	3.71
Clerical and Technical Staff	5% (7)	4% (6)	22% (35)	34% (54)	33% (51)	3% (5)	3.89
Skilled Craftsman & Service/Maintenance Staff	7% (3)	7% (3)	19% (8)	14% (6)	31% (13)	21% (9)	3.70
Total	4% (28)	7% (49)	26% (189)	34% (248)	22% (158)	9% (63)	3.68

* The mean does not include those respondents who answered Does Not Apply.

Please indicate your satisfaction with the connection with the mainframe and/or Internet.

- Of the 734 faculty and staff who responded, 5% (n=36) indicated that they were very dissatisfied with the mainframe and/or Internet connection and 31% (n=226) were very satisfied. Three percent (3%, n=22) indicated that this item did not apply to them.

- The average rating across all faculty and staff was 3.84.
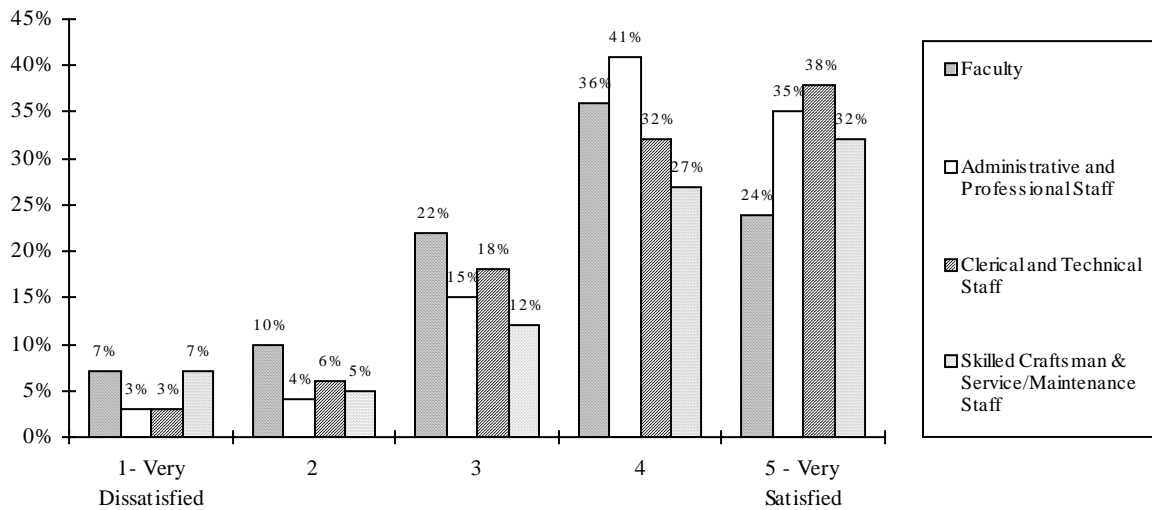
Figure 4

Table 5

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	7% (22)	10% (30)	22% (67)	36% (111)	24% (72)	1% (4)	3.60
Administrative and Professional Staff	3% (7)	4% (9)	15% (33)	41% (93)	35% (80)	2% (5)	4.04
Clerical and Technical Staff	2% (4)	6% (10)	18% (28)	32% (50)	38% (60)	3% (5)	4.00
Skilled Craftsman & Service/Maintenance Staff	7% (3)	5% (2)	11% (5)	27% (12)	32% (14)	18% (8)	3.89
Total	5% (36)	7% (51)	18% (133)	36% (266)	31% (226)	3% (22)	3.84

* The mean does not include those respondents who answered Does Not Apply.

Please indicate your satisfaction with the amount of help available from Computing Services to answer questions.

- Of the 734 faculty and staff who responded, 8% (n=59) indicated that they were very dissatisfied with the amount of help available from Computing Services and 24% (n=177) were very satisfied. Four percent (4%, n=30) indicated that this item did not apply to them.

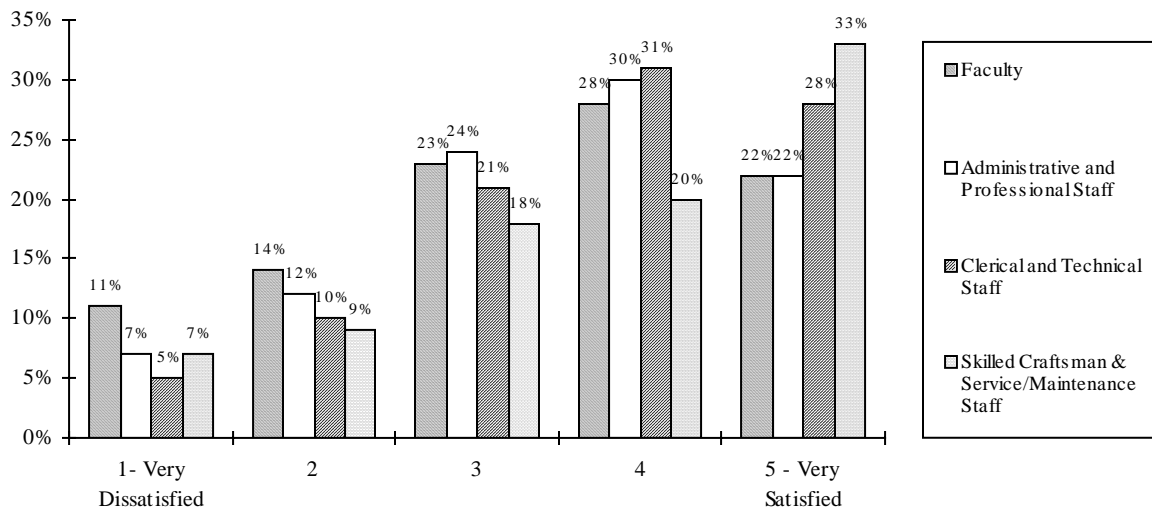- The average rating across all faculty and staff was 3.51.

Figure 5

Table 6

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	11% (33)	14% (43)	23% (70)	28% (85)	22% (68)	2% (7)	3.37
Administrative and Professional Staff	7% (16)	12% (28)	24% (55)	30% (69)	22% (50)	4% (9)	3.50
Clerical and Technical Staff	5% (7)	10% (16)	21% (33)	31% (48)	28% (44)	5% (8)	3.72
Skilled Craftsman & Service/Maintenance Staff	7% (3)	9% (4)	18% (8)	20% (9)	33% (15)	13% (6)	3.74
Total	8% (59)	12% (91)	23% (166)	29% (211)	24% (177)	4% (30)	3.51

* The mean does not include those respondents who answered Does Not Apply.

Please indicate your satisfaction with the availability of software to be purchased for home computers.

- Of the 715 faculty and staff who responded, 7% (n=52) indicated that they were very dissatisfied with the availability of software for home computers and 6% (n=46) were very satisfied. Forty-nine percent (49%, n=348) indicated that this item did not apply to them.

- The average rating across all faculty and staff was 2.98.
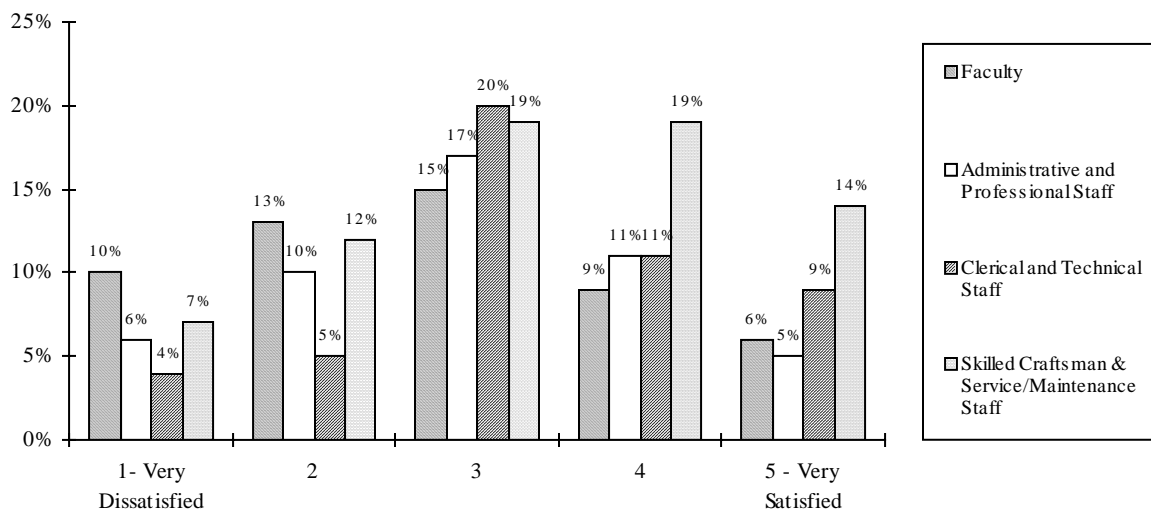
Figure 6

Table 7

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	10% (30)	13% (37)	15% (44)	9% (25)	6% (16)	48% (139)	2.74
Administrative and Professional Staff	6% (13)	10% (23)	17% (39)	11% (25)	5% (11)	51% (117)	2.98
Clerical and Technical Staff	4% (6)	5% (7)	20% (31)	11% (17)	9% (13)	52% (79)	3.32
Skilled Craftsman & Service/Maintenance Staff	7% (3)	12% (5)	19% (8)	19% (8)	14% (6)	30% (13)	3.30
Total	7% (52)	10% (72)	17% (122)	11% (75)	6% (46)	49% (348)	2.98

* The mean does not include those respondents who answered Does Not Apply.

Please indicate your satisfaction with the availability of hardware to be purchased for home computers.

- Of the 709 faculty and staff who responded, 8% (n=57) indicated that they were very dissatisfied with the availability of hardware for home computers and 6% (n=41) were very satisfied. Fifty-one percent (51%, n=363) indicated that this item did not apply to them.

- The average rating across all faculty and staff was 2.93.
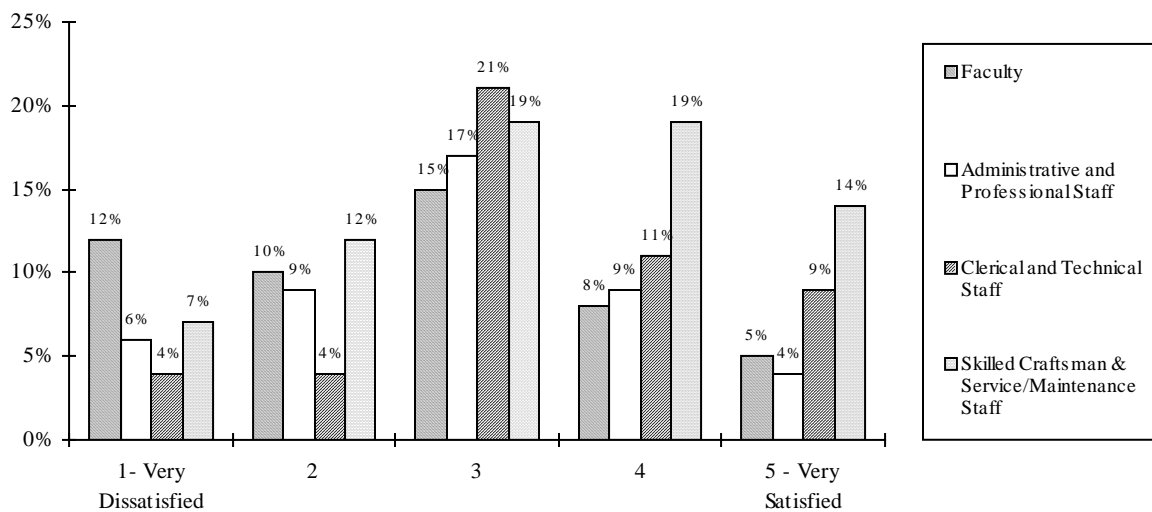
Figure 7

Table 8

	1 - Very Dissatisfied	2	3	4	5 - Very Satisfied	Does Not Apply	Mean*
Faculty	12% (34)	10% (28)	15% (42)	8% (23)	5% (14)	51% (147)	2.68
Administrative and Professional Staff	6% (14)	9% (21)	17% (38)	9% (21)	4% (8)	55% (124)	2.88
Clerical and Technical Staff	4% (6)	4% (6)	21% (32)	11% (16)	9% (13)	52% (79)	3.33
Skilled Craftsman & Service/Maintenance Staff	7% (3)	12% (5)	19% (8)	19% (8)	14% (6)	30% (13)	3.30
Total	8% (57)	9% (60)	17% (120)	10% (68)	6% (41)	51% (363)	2.93

* The mean does not include those respondents who answered Does Not Apply.

How often do you use electronic forms of communication like e-mail?

- Of the 762 responses provided by faculty and staff to this statement, 77% (n=585) indicated they use electronic forms of communications 2 or more times a day, 12% (n=92) at least once a day, 7% (n=53) 2-3 times a week and 4% (n=32) never use electronic communications.
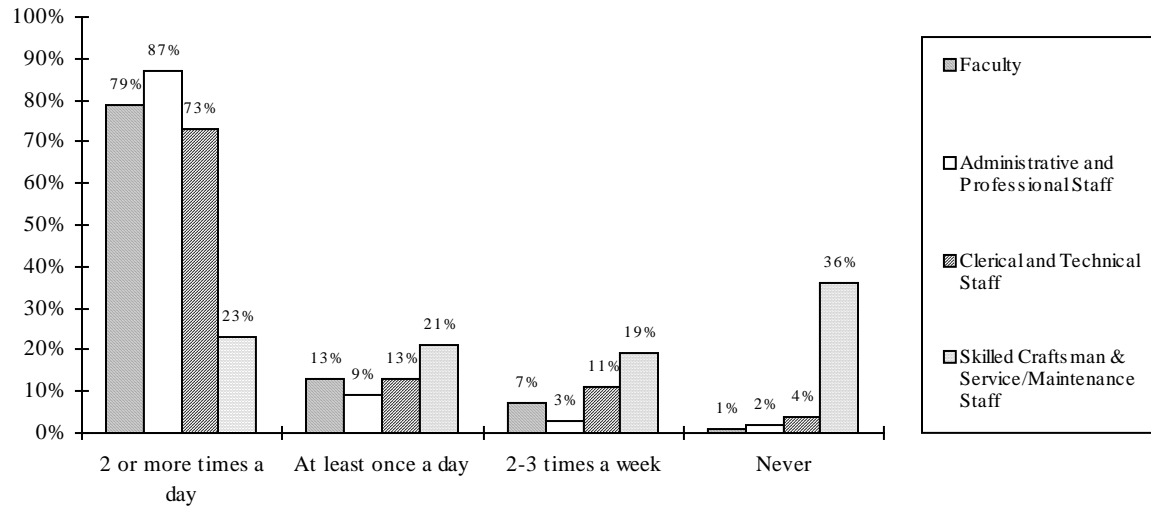
Figure 8

Table 9

	2 or more times a day	At least once a day	2-3 times a week	Never
Faculty	79% (251)	13% (41)	7% (21)	1% (4)
Administrative and Professional Staff	87% (205)	9% (20)	3% (6)	2% (5)
Clerical and Technical Staff	73% (118)	13% (21)	11% (17)	4% (6)
Skilled Craftsman & Service/Maintenance Staff	23% (11)	21% (10)	19% (9)	36% (17)
Total	77% (585)	12% (92)	7% (53)	4% (32)

How often do you use the Southeastern web site to get information?

- Of the 743 responses provided by faculty and staff to this statement, 24% (n=180) indicated they use the Southeastern web site 2 or more times a day, 22% (n=162) at least once a day, 44% (n=328) 2-3 times a week and 10% (n=73) never use the Southeastern web site.
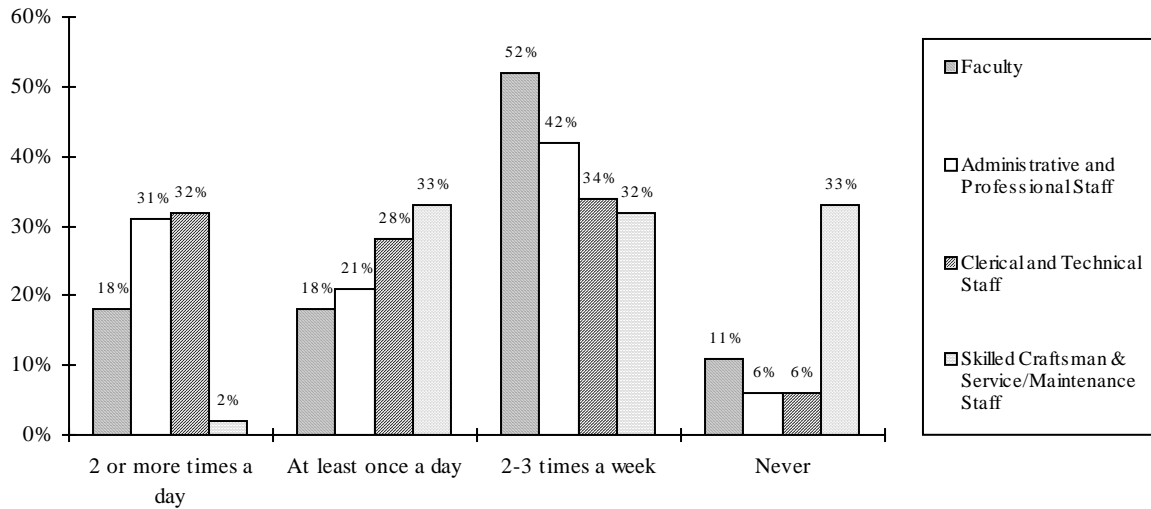
Figure 9

Table 10

	2 or more times a day	At least once a day	2-3 times a week	Never
Faculty	18% (56)	18% (56)	52% (159)	11% (33)
Administrative and Professional Staff	31% (72)	21% (49)	42% (99)	6% (14)
Clerical and Technical Staff	32% (51)	28% (46)	34% (55)	6% (10)
Skilled Craftsman & Service/Maintenance Staff	2% (1)	33% (16)	32% (15)	33% (16)
Total	24% (180)	22% (162)	44% (328)	10% (73)

How much do you know about Project LEO (PeopleSoft Project)?

- Of the 761 responses provided by faculty and staff to this statement, 9% (n=69) indicated they had never heard of Project LEO, 33% (n=248) knew very little, 43% (n=330) new some and 15% (n=114) knew a lot about Project LEO.
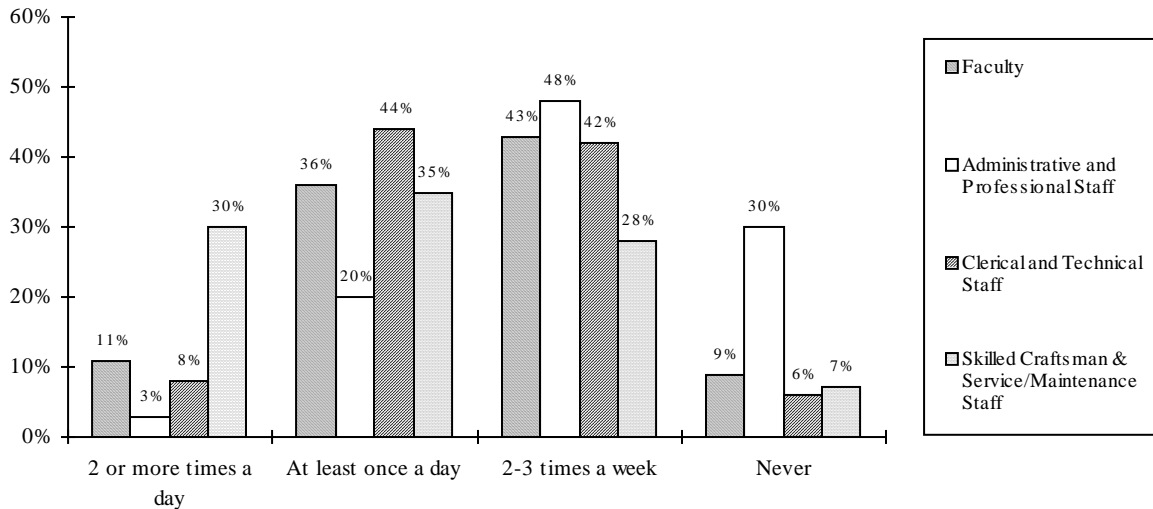
Figure 10

Table 11

	Never Heard of It	Very Little	Some	A Lot
Faculty	11% (36)	36% (115)	43% (138)	9% (30)
Administrative and Professional Staff	3% (6)	20% (47)	48% (112)	30% (71)
Clerical and Technical Staff	8% (13)	44% (70)	42% (67)	6% (10)
Skilled Craftsman & Service/Maintenance Staff	30% (14)	35% (16)	28% (13)	7% (3)
Total	9% (69)	33% (248)	43% (330)	15% (114)

Level of proficiency with Microsoft Word

- Of the 752 faculty and staff responses, 15% (n=112) indicated they had no experience with Microsoft Word, 20% (n=151) had beginner proficiency, 49% (n=371) intermediate proficiency and 16% (n=118) expert proficiency.
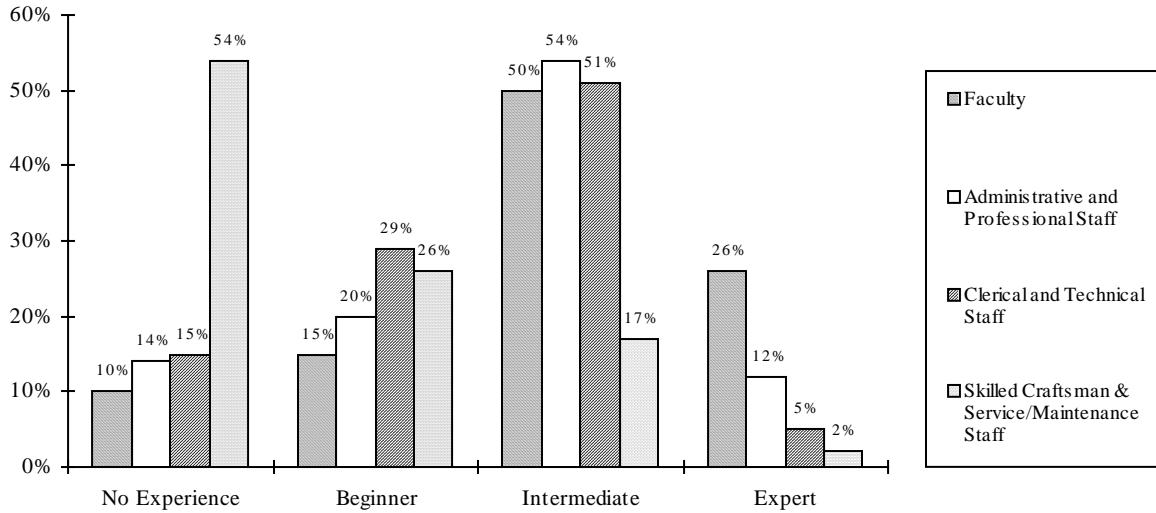
Figure 11

Table 12

	No Experience	Beginner	Intermediate	Expert
Faculty	10% (31)	15% (46)	50% (158)	26% (82)
Administrative and Professional Staff	14% (33)	20% (47)	54% (124)	12% (27)
Clerical and Technical Staff	15% (23)	29% (46)	51% (81)	5% (8)
Skilled Craftsman & Service/Maintenance Staff	54% (25)	26% (12)	17% (8)	2% (1)
Total	15% (112)	20% (151)	49% (371)	16% (118)

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Level of proficiency with each Microsoft Excel

- Of the 742 faculty and staff responses, 34% (n=251) indicated they had no experience with Microsoft Excel, 28% (n=206) had beginner proficiency, 31% (n=233) intermediate proficiency and 7% (n=52) expert proficiency.
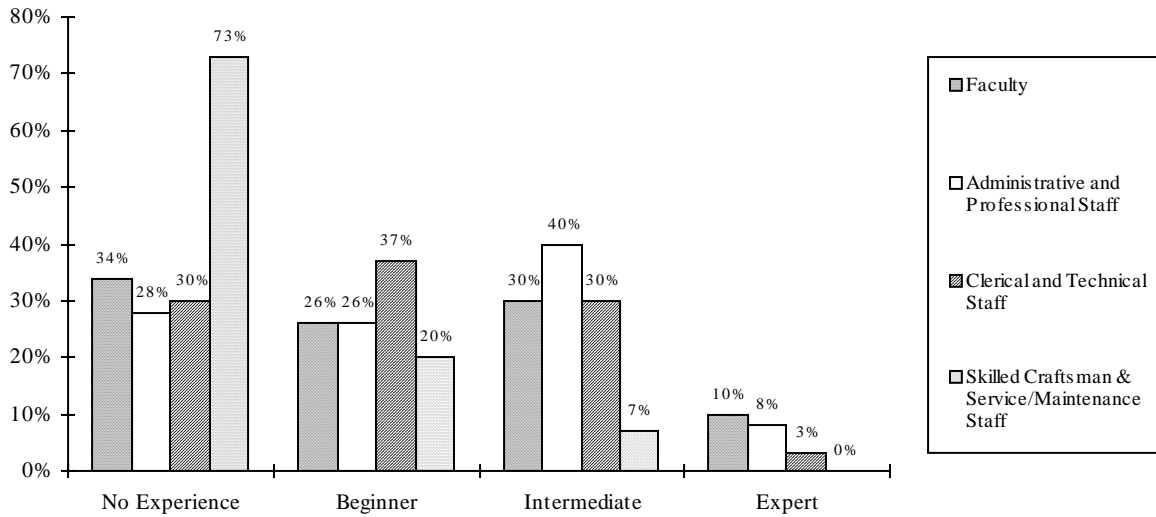
Figure 12

Table 13

	No Experience	Beginner	Intermediate	Expert
Faculty	34% (107)	26% (80)	30% (94)	10% (30)
Administrative and Professional Staff	28% (64)	26% (59)	40% (89)	8% (18)
Clerical and Technical Staff	30% (47)	37% (58)	30% (47)	3% (4)
Skilled Craftsman & Service/Maintenance Staff	73% (33)	20% (9)	7% (3)	0% (0)
Total	34% (251)	28% (206)	31% (233)	7% (52)

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Level of proficiency with each Microsoft Access

- Of the 724 faculty and staff responses, 67% (n=487) indicated they had no experience with Microsoft Access, 20% (n=148) had beginner proficiency, 10% (n=75) intermediate proficiency and 2% (n=14) expert proficiency.
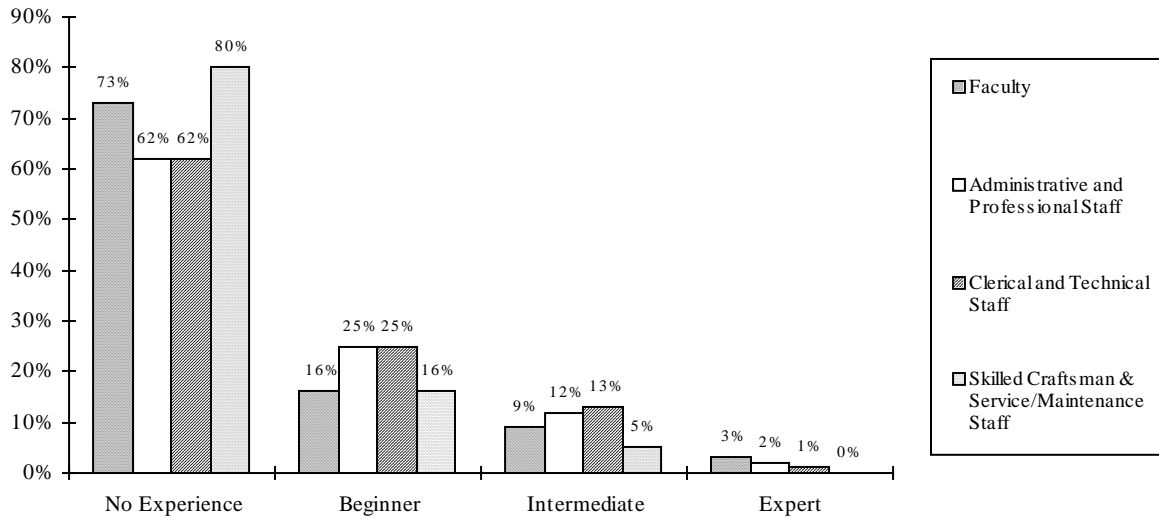
Figure 13

Table 14

	No Experience	Beginner	Intermediate	Expert
Faculty	73% (222)	16% (48)	9% (28)	3% (8)
Administrative and Professional Staff	62% (137)	25% (56)	12% (26)	2% (5)
Clerical and Technical Staff	62% (93)	25% (37)	13% (19)	1% (1)
Skilled Craftsman & Service/Maintenance Staff	80% (35)	16% (7)	5% (2)	0% (0)
Total	67% (487)	20% (148)	10% (75)	2% (14)

Level of proficiency with each PowerPoint

- Of the 737 faculty and staff responses, 45% (n=332) indicated they had no experience with PowerPoint, 24% (n=175) had beginner proficiency, 22% (n=162) intermediate proficiency and 9% (n=68) expert proficiency.
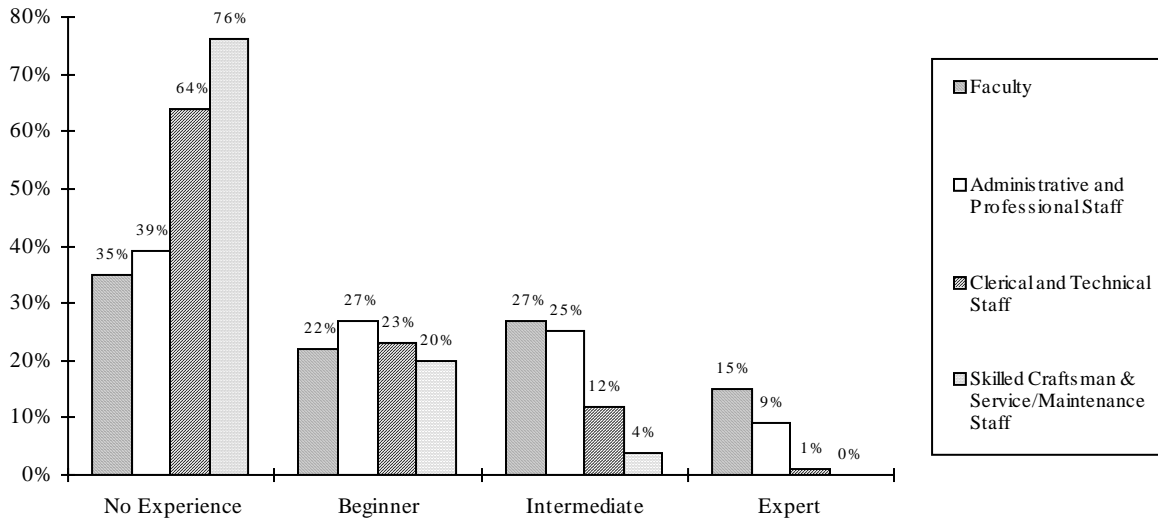
Figure 14

Table 15

	No Experience	Beginner	Intermediate	Expert
Faculty	35% (109)	22% (68)	27% (84)	15% (47)
Administrative and Professional Staff	39% (90)	27% (63)	25% (57)	9% (20)
Clerical and Technical Staff	64% (99)	23% (35)	12% (19)	1% (1)
Skilled Craftsman & Service/Maintenance Staff	76% (34)	20% (9)	4% (2)	0% (0)
Total	45% (332)	24% (175)	22% (162)	9% (68)

Level of proficiency with each Windows 95/98

- Of the 744 faculty and staff responses, 8% (n=62) indicated they had no experience with Windows 95/98, 13% (n=94) had beginner proficiency, 59% (n=439) intermediate proficiency and 20% (n=149) expert proficiency.
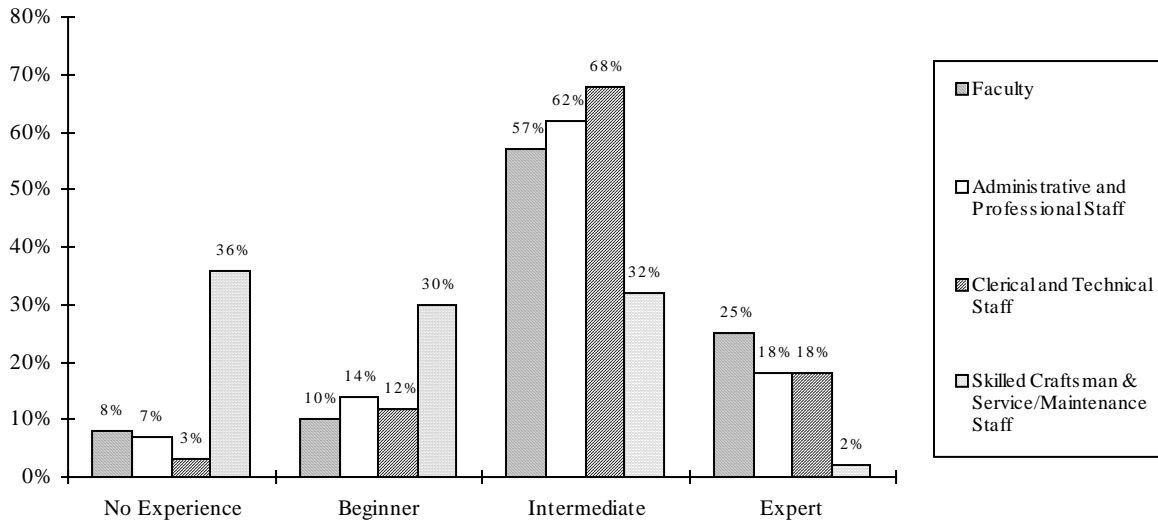
Figure 15

Table 16

	No Experience	Beginner	Intermediate	Expert
Faculty	8% (26)	10% (31)	57% (177)	25% (79)
Administrative and Professional Staff	7% (15)	14% (31)	62% (142)	18% (42)
Clerical and Technical Staff	3% (4)	12% (18)	68% (105)	18% (27)
Skilled Craftsman & Service/Maintenance Staff	36% (17)	30% (14)	32% (15)	2% (1)
Total	8% (62)	13% (94)	59% (439)	20% (149)

Level of proficiency with each WordPerfect

- Of the 746 faculty and staff responses, 13% (n=100) indicated they had no experience with WordPerfect, 15% (n=113) had beginner proficiency, 50% (n=372) intermediate proficiency and 22% (n=161) expert proficiency.
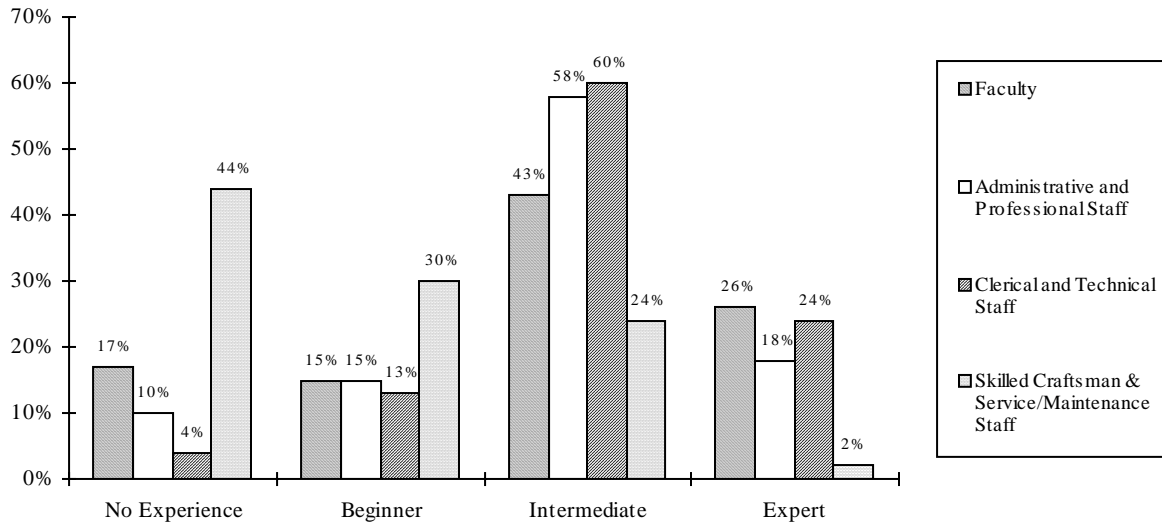
Figure 16

Table 17

	No Experience	Beginner	Intermediate	Expert
Faculty	17% (52)	15% (45)	43% (133)	26% (81)
Administrative and Professional Staff	10% (22)	15% (34)	58% (133)	18% (41)
Clerical and Technical Staff	4% (6)	13% (20)	60% (95)	24% (38)
Skilled Craftsman & Service/Maintenance Staff	44% (20)	30% (14)	24% (11)	2% (1)
Total	13% (100)	15% (113)	50% (372)	22% (161)

Level of proficiency with each Netscape Navigator

- Of the 750 faculty and staff responses, 5% (n=40) indicated they had no experience with Netscape Navigator, 16% (n=116) had beginner proficiency, 59% (n=443) intermediate proficiency and 20% (n=151) expert proficiency.
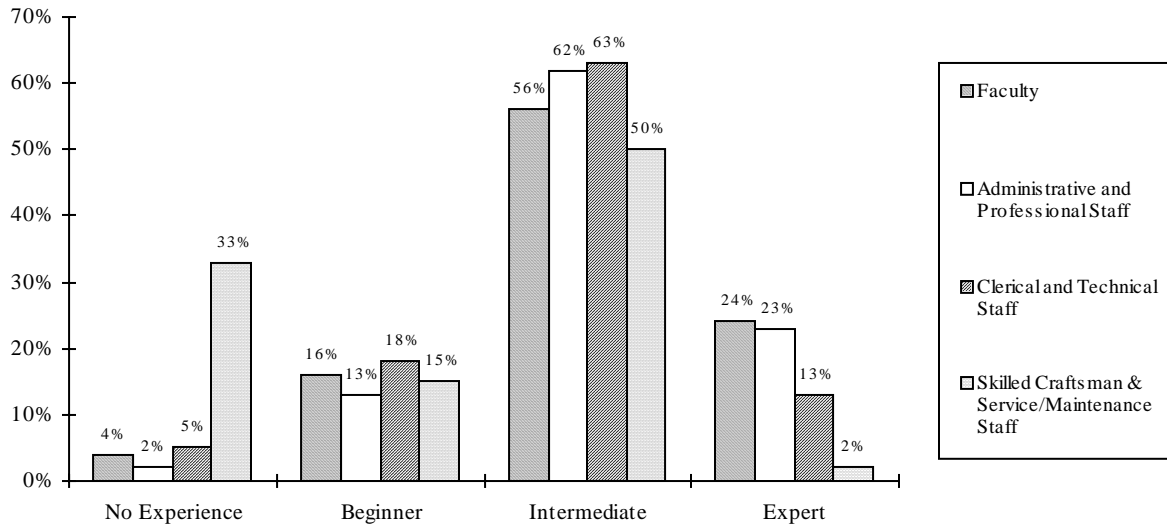
Figure 17

Table 18

	No Experience	Beginner	Intermediate	Expert
Faculty	4% (12)	16% (51)	56% (176)	24% (76)
Administrative and Professional Staff	2% (5)	13% (29)	62% (144)	23% (53)
Clerical and Technical Staff	5% (8)	18% (29)	63% (100)	13% (21)
Skilled Craftsman & Service/Maintenance Staff	33% (15)	15% (7)	50% (23)	2% (1)
Total	5% (40)	16% (116)	59% (443)	20% (151)

Level of proficiency with each Microsoft Explorer

- Of the 731 faculty and staff responses, 34% (n=246) indicated they had no experience with Microsoft Explorer, 20% (n=146) had beginner proficiency, 35% (n=253) intermediate proficiency and 12% (n=86) expert proficiency.
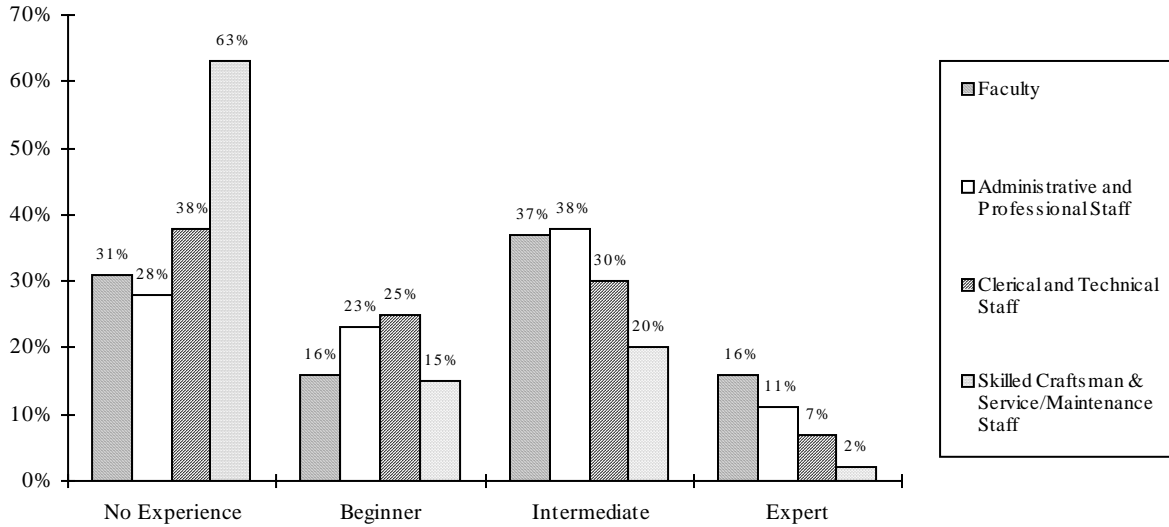
Figure 18

Table 19

	No Experience	Beginner	Intermediate	Expert
Faculty	31% (95)	16% (49)	37% (112)	16% (50)
Administrative and Professional Staff	28% (63)	23% (51)	38% (85)	11% (24)
Clerical and Technical Staff	38% (59)	25% (39)	30% (47)	7% (11)
Skilled Craftsman & Service/Maintenance Staff	63% (29)	15% (7)	20% (9)	2% (1)
Total	34% (246)	20% (146)	35% (253)	12% (86)

Level of proficiency with Eudora

- Of the 754 faculty and staff responses, 12% (n=86) indicated they had no experience with Eudora, 16% (n=120) had beginner proficiency, 53% (n=398) intermediate proficiency and 20% (n=150) expert proficiency.
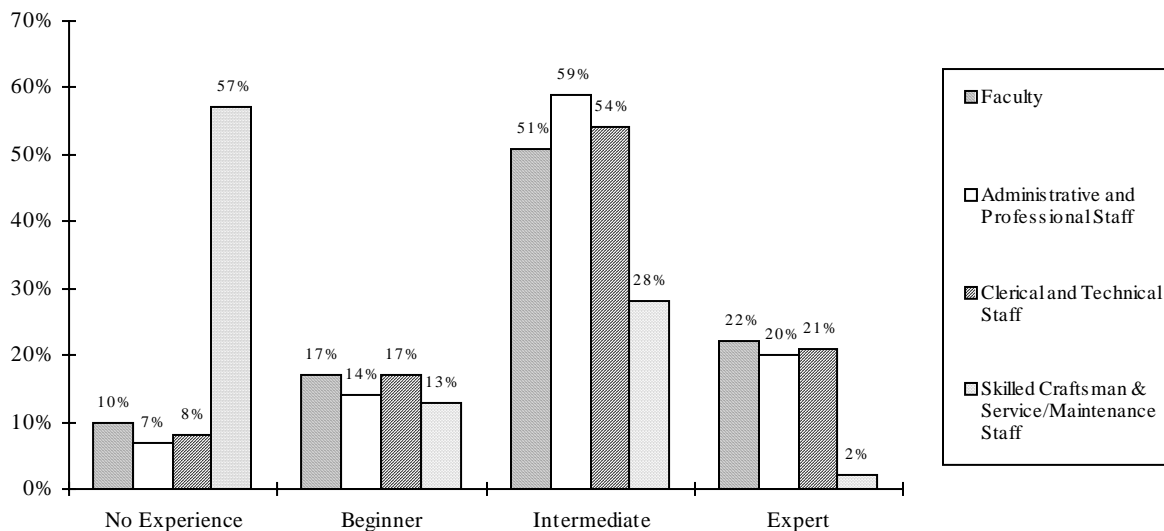
Figure 19

Table 20

	No Experience	Beginner	Intermediate	Expert
Faculty	10% (31)	17% (55)	51% (162)	22% (68)
Administrative and Professional Staff	7% (17)	14% (32)	59% (136)	20% (47)
Clerical and Technical Staff	8% (12)	17% (27)	54% (87)	21% (34)
Skilled Craftsman & Service/Maintenance Staff	57% (26)	13% (6)	28% (13)	2% (1)
Total	11% (86)	16% (120)	53% (398)	20% (150)

Level of proficiency with Microsoft Outlook

- Of the 735 faculty and staff responses, 67% (n=493) indicated they had no experience with Microsoft Outlook, 14% (n=100) had beginner proficiency, 12% (n=88) intermediate proficiency and 7% (n=54) expert proficiency.
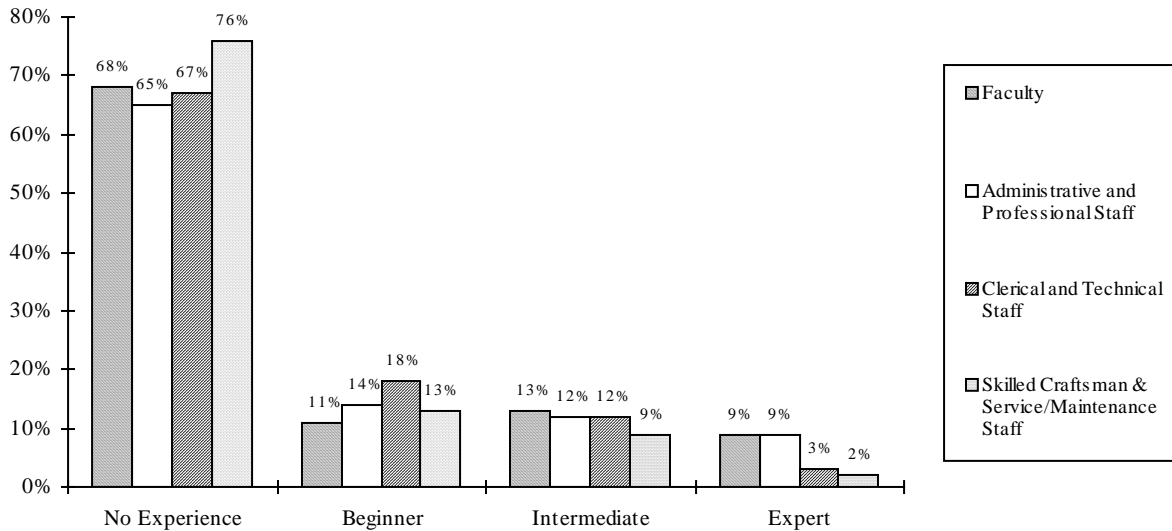
Figure 20

Table 21

	No Experience	Beginner	Intermediate	Expert
Faculty	68% (209)	11% (34)	13% (39)	9% (27)
Administrative and Professional Staff	65% (147)	14% (32)	12% (27)	9% (21)
Clerical and Technical Staff	67% (103)	18% (28)	12% (18)	3% (5)
Skilled Craftsman & Service/Maintenance Staff	76% (34)	13% (6)	9% (4)	2% (1)
Total	67% (493)	14% (100)	12% (88)	7% (54)

How much training would you like to receive on Microsoft Word?

- Of the 713 faculty and staff responses, 38% (n=269) indicated they wanted no training on Microsoft Word, 37% (n=263) a little, and 25% (n=181) a lot.
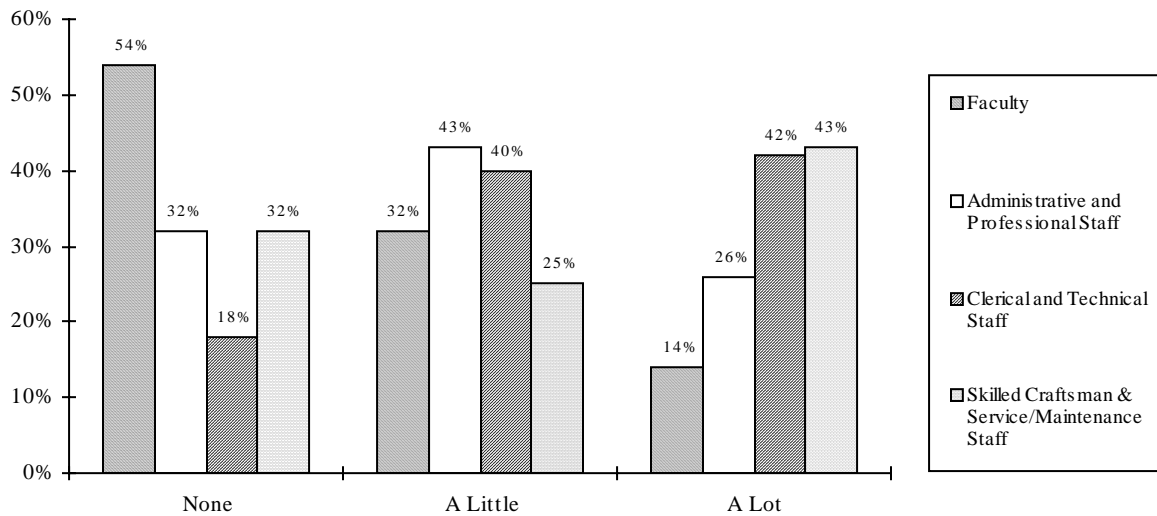
Figure 21

Table 22

	None	A Little	A Lot
Faculty	54% (158)	32% (95)	14% (40)
Administrative and Professional Staff	32% (69)	43% (94)	26% (56)
Clerical and Technical Staff	18% (28)	40% (63)	42% (66)
Skilled Craftsman & Service/Maintenance Staff	32% (14)	25% (11)	43% (19)
Total	38% (269)	37% (263)	25% (181)

How much training would you like to receive on Microsoft Excel?

- Of the 712 faculty and staff responses, 34% (n=245) indicated they wanted no training on Microsoft Excel, 37% (n=260) a little, and 29% (n=207) a lot.
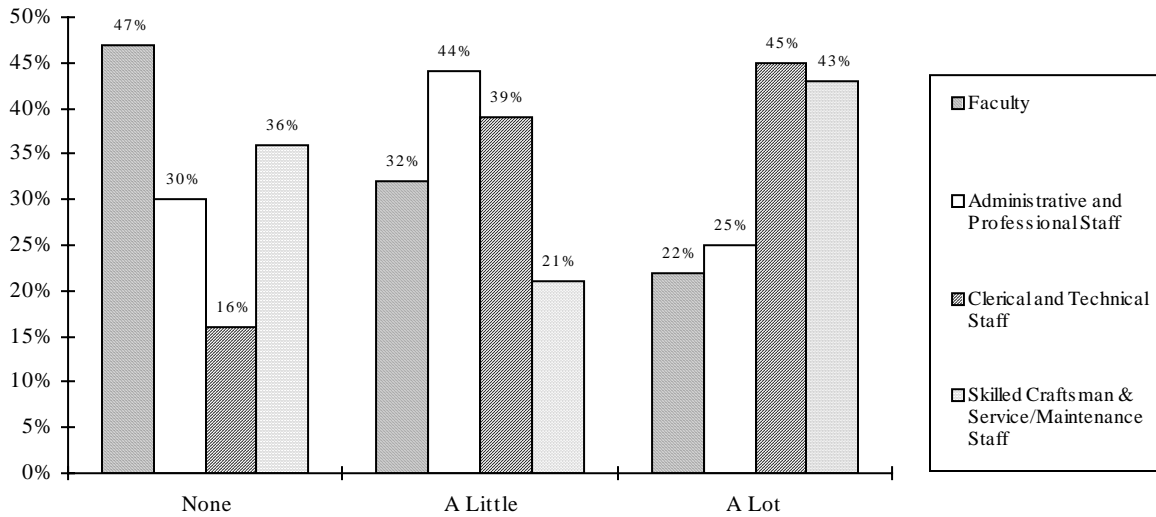
Figure 22

Table 23

	None	A Little	A Lot
Faculty	47% (137)	32% (92)	22% (63)
Administrative and Professional Staff	30% (67)	44% (98)	25% (56)
Clerical and Technical Staff	16% (25)	39% (61)	45% (69)
Skilled Craftsman & Service/Maintenance Staff	36% (16)	21% (9)	43% (19)
Total	34% (245)	67% (260)	29% (207)

How much training would you like to receive on Microsoft Access?

- Of the 710 faculty and staff responses, 38% (n=272) indicated they wanted no training on Microsoft Access, 33% (n=232) a little, and 29% (n=206) a lot.
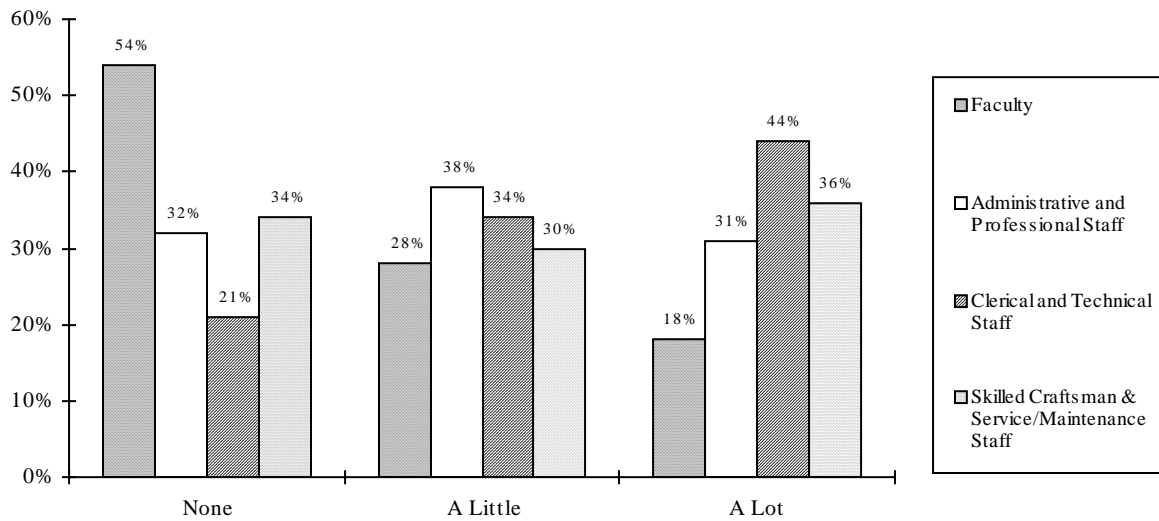
Figure 23

Table 24

	None	A Little	A Lot
Faculty	54% (152)	28% (80)	18% (52)
Administrative and Professional Staff	32% (71)	38% (85)	31% (69)
Clerical and Technical Staff	21% (33)	34% (53)	44% (68)
Skilled Craftsman & Service/Maintenance Staff	34% (16)	30% (14)	36% (17)
Total	38% (272)	33% (232)	29% (206)

How much training would you like to receive on PowerPoint?

- Of the 720 faculty and staff responses, 28% (n=200) indicated they wanted no training on PowerPoint, 38% (n=276) a little, and 34% (n=244) a lot.
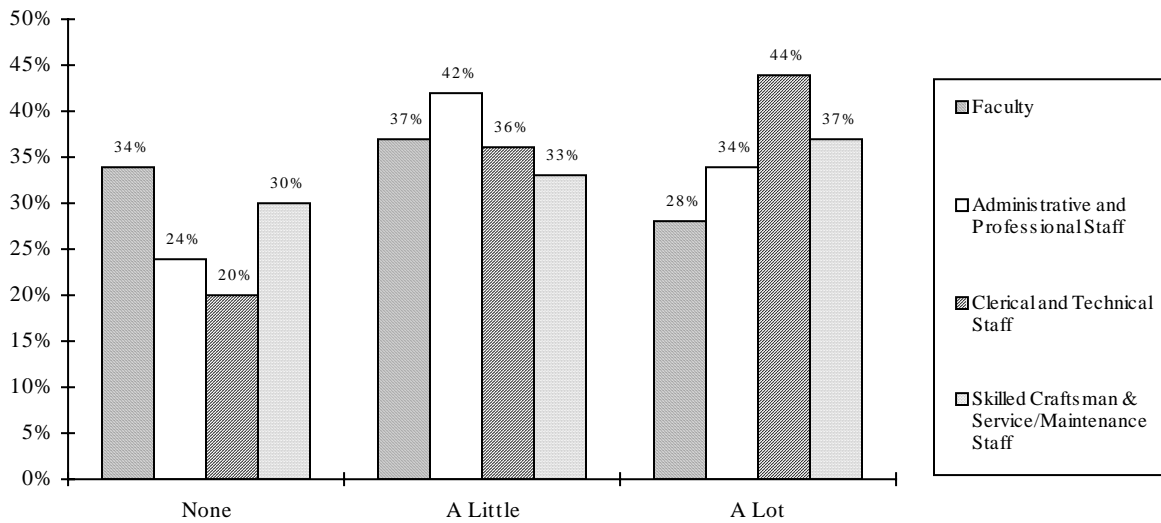
Figure 24

Table 25

	None	A Little	A Lot
Faculty	34% (102)	37% (111)	28% (84)
Administrative and Professional Staff	24% (54)	42% (94)	34% (75)
Clerical and Technical Staff	20% (30)	36% (56)	44% (68)
Skilled Craftsman & Service/Maintenance Staff	30% (14)	33% (15)	37% (17)
Total	28% (200)	38% (276)	34% (244)

How much training would you like to receive on Windows 95/98?

- Of the 710 faculty and staff responses, 41% (n=291) indicated they wanted no training on Windows 95/98, 38% (n=266) a little, and 22% (n=153) a lot.
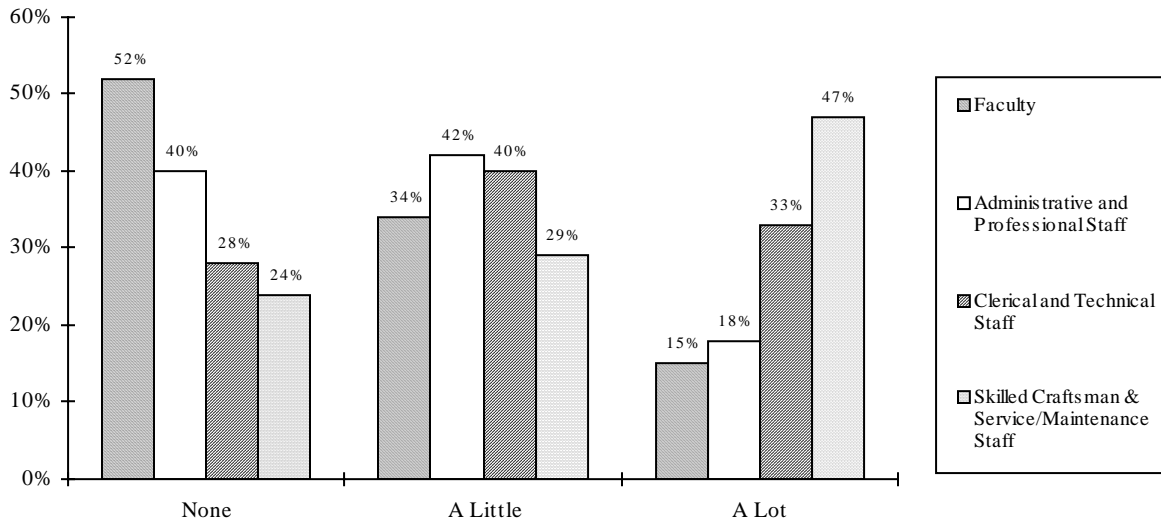
Figure 25

Table 26

	None	A Little	A Lot
Faculty	52% (148)	34% (97)	15% (42)
Administrative and Professional Staff	40% (89)	42% (95)	18% (40)
Clerical and Technical Staff	28% (43)	40% (61)	33% (50)
Skilled Craftsman & Service/Maintenance Staff	24% (11)	29% (13)	47% (21)
Total	41% (291)	38% (266)	22% (153)

How much training would you like to receive on WordPerfect?

- Of the 705 faculty and staff responses, 56% (n=391) indicated they wanted no training on WordPerfect, 30% (n=210) a little, and 15% (n=104) a lot.
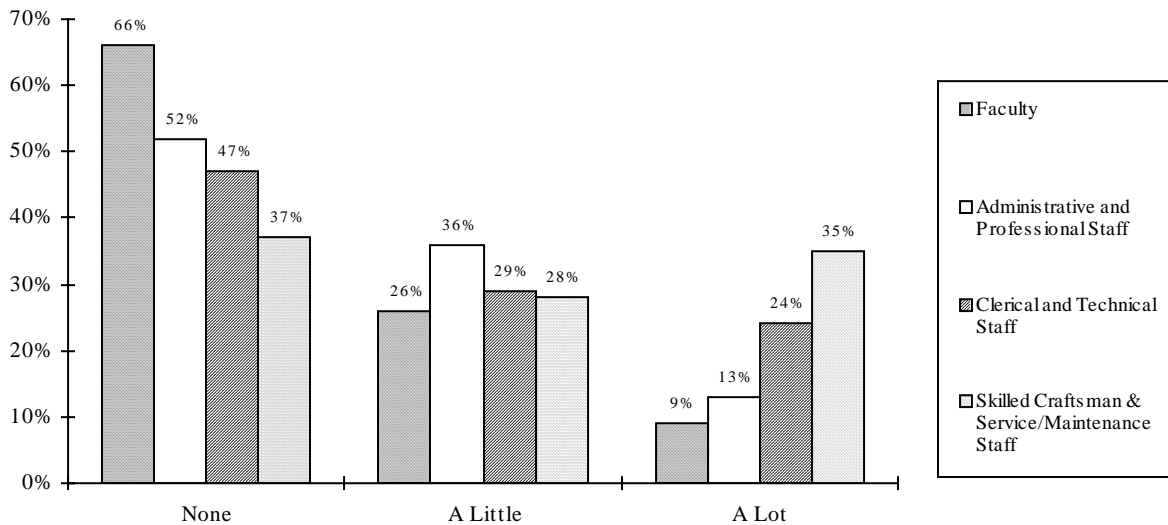
Figure 26

Table 27

	None	A Little	A Lot
Faculty	66% (187)	26% (73)	9% (24)
Administrative and Professional Staff	52% (115)	36% (80)	13% (28)
Clerical and Technical Staff	47% (72)	29% (44)	24% (36)
Skilled Craftsman & Service/Maintenance Staff	37% (17)	28% (13)	35% (16)
Total	56% (391)	30% (210)	15% (104)

How much training would you like to receive on Netscape Navigator?

- Of the 712 faculty and staff responses, 42% (n=301) indicated they wanted no training on Netscape Navigator, 39% (n=276) a little, and 19% (n=135) a lot.
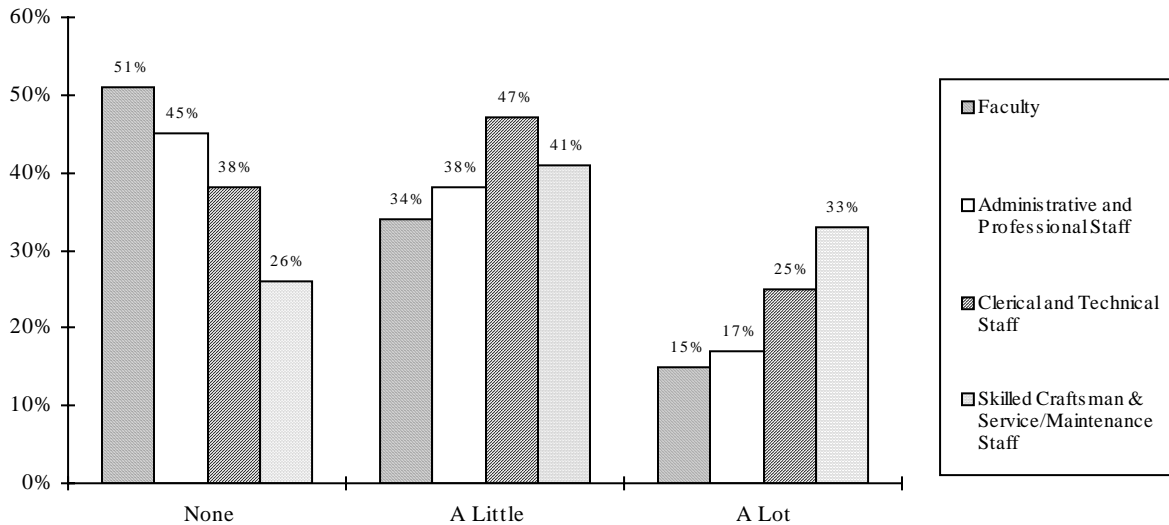
Figure 27

Table 28

	None	A Little	A Lot
Faculty	51% (147)	34% (99)	15% (44)
Administrative and Professional Staff	45% (100)	38% (86)	17% (38)
Clerical and Technical Staff	38% (42)	47% (72)	25% (38)
Skilled Craftsman & Service/Maintenance Staff	26% (12)	41% (19)	33% (15)
Total	42% (301)	39% (276)	19% (135)

How much training would you like to receive on Microsoft Explorer?

- Of the 697 faculty and staff responses, 45% (n=315) indicated they wanted no training on Microsoft Explorer, 36% (n=253) a little, and 19% (n=129) a lot.
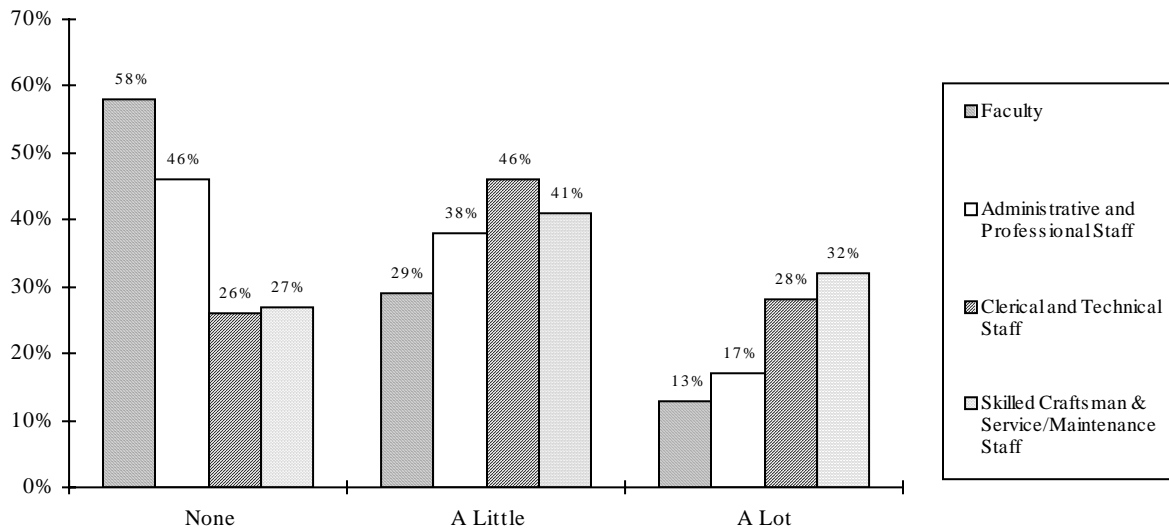
Figure 28

Table 29

	None	A Little	A Lot
Faculty	58% (163)	29% (81)	13% (36)
Administrative and Professional Staff	46% (100)	38% (83)	17% (37)
Clerical and Technical Staff	26% (40)	46% (71)	28% (42)
Skilled Craftsman & Service/Maintenance Staff	27% (12)	41% (18)	32% (14)
Total	45% (315)	36% (253)	19% (129)

How much training would you like to receive on Eudora?

- Of the 714 faculty and staff responses, 46% (n=326) indicated they wanted no training on Eudora, 38% (n=270) a little, and 17% (n=118) a lot.
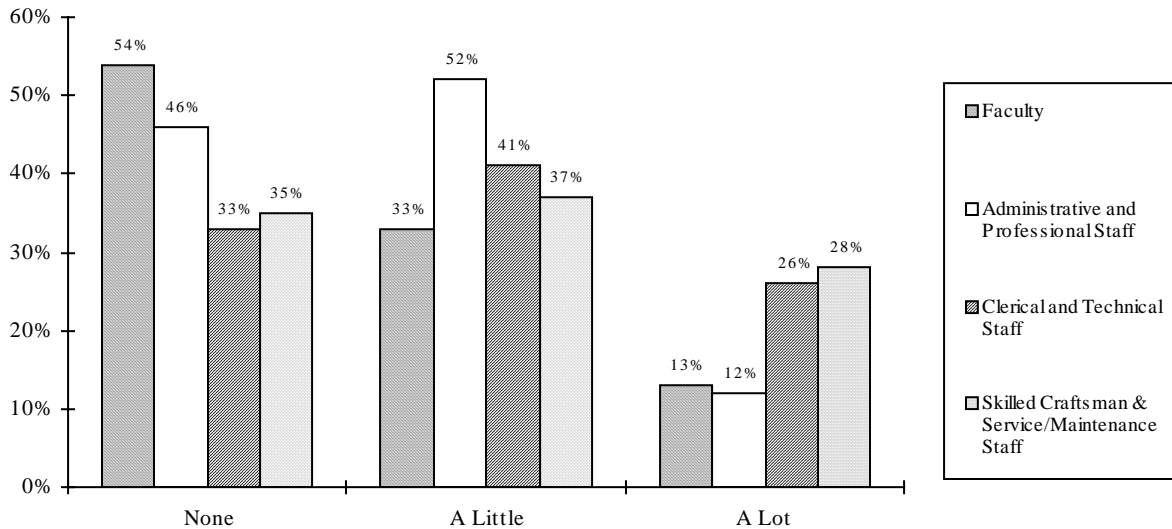
Figure 29

Table 30

	None	A Little	A Lot
Faculty	54% (158)	33% (97)	13% (39)
Administrative and Professional Staff	46% (12)	52% (94)	12% (27)
Clerical and Technical Staff	33% (50)	41% (62)	26% (39)
Skilled Craftsman & Service/Maintenance Staff	35% (16)	37% (17)	28% (13)
Total	46% (326)	38% (270)	17% (118)

How much training would you like to receive on Microsoft Outlook?

- Of the 707 faculty and staff responses, 46% (n=323) indicated they wanted no training on Microsoft Outlook, 32% (n=228) a little, and 22% (n=156) a lot.
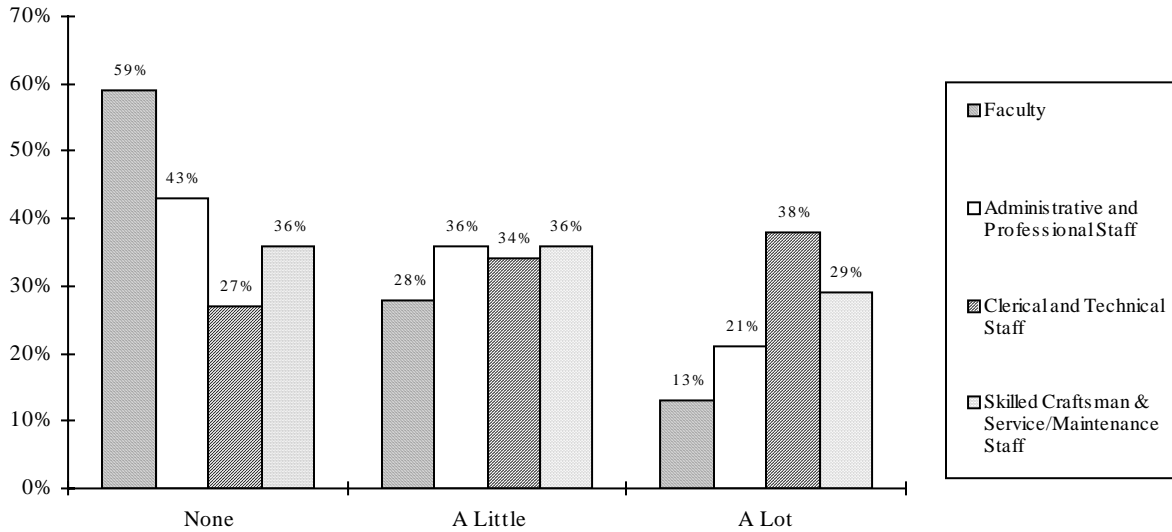
Figure 30

Table 31

	None	A Little	A Lot
Faculty	59% (168)	28% (78)	13% (37)
Administrative and Professional Staff	43% (97)	36% (81)	21% (47)
Clerical and Technical Staff	27% (42)	34% (53)	38% (59)
Skilled Craftsman & Service/Maintenance Staff	36% (16)	36% (16)	29% (13)
Total	46% (323)	32% (228)	22% (156)