

ECAR Study of Faculty and Technology, 2014

Appalachian State University Benchmarking Report

Survey areas of interest	Appalachian State University	MA Public Institutions	All US institutions
Technology for teaching and learning	130	2406	14168
	97.0%	96.4%	93.5%
Technology for research and scholarship	85	1186	6136
	63.4%	47.5%	40.5%
Total respondent count	134	2496	15160

Currently full- or part- time	Appalachian State University	MA Public Institutions	All US institutions
Full-time faculty member	120	2008	10447
	89.6%	80.4%	68.9%
Part-time faculty member	14	488	4713
	10.4%	19.6%	31.1%
Total respondent count (Percentages sum to 100%)	134	2496	15160
	100.0%	100.0%	100.0%

Survey version	Appalachian State University	MA Public Institutions	All US institutions
Take the 10-minute version of the survey	90	1442	9300
	67.2%	57.8%	61.3%
Take the 20-minute version of the survey	44	1054	5860
	32.8%	42.2%	38.7%
Total respondent count (Percentages sum to 100%)	134	2496	15160
	100.0%	100.0%	100.0%

1.1. Years of faculty experience		Appalachian State University	MA Public Institutions	All US institutions
Years in a full-time faculty position	Mean	12.2	13.1	12.6
	SD	9.8	10.2	10.7
	N	127	2172	12168
Years in a part-time faculty position	Mean	4.3	5.3	5.9
	SD	4.9	6.1	6.3
	N	61	1219	8820

1.2. Students typically worked with	Appalachian State University	MA Public Institutions	All US institutions
Undergraduate students	114	2146	11107
	85.7%	86.4%	73.6%
Graduate students	15	288	3083
	11.3%	11.6%	20.4%
Professional students	1	29	634
	0.8%	1.2%	4.2%
I don't typically work directly with students.	3	20	261
	2.3%	0.8%	1.7%
Total respondent count (Percentages sum to 100%)	133	2483	15085
	100.0%	100.0%	100.0%

1.3. Tenure status	Appalachian State University	MA Public Institutions	All US institutions
Tenured	65	1189	5183
	54.6%	59.6%	50.1%
Not tenured, but on a tenure track	34	463	1934
	28.6%	23.2%	18.7%
Not on a tenure track	20	342	3231
	16.8%	17.2%	31.2%
Total respondent count (Percentages sum to 100%)	119	1994	10348
	100.0%	100.0%	100.0%

1.4. Academic rank	Appalachian State University	MA Public Institutions	All US institutions
Professor	42	662	3043
	35.0%	33.2%	29.3%
Associate professor	25	528	2686
	20.8%	26.5%	25.9%
Assistant professor	35	490	2411
	29.2%	24.6%	23.2%
Clinical professor	0	3	94
	0.0%	0.2%	0.9%
Instructor	7	153	1101
	5.8%	7.7%	10.6%
Senior lecturer	0	0	0
	0.0%	0.0%	0.0%
Qualifying post	0	0	0
	0.0%	0.0%	0.0%
Lecturer	9	109	394
	7.5%	5.5%	3.8%
Research associate	0	0	0
	0.0%	0.0%	0.0%
Research professor	0	0	0
	0.0%	0.0%	0.0%
Other; please specify	1	45	531
	0.8%	2.3%	5.1%
No academic rank	1	4	125
	0.8%	0.2%	1.2%
Total respondent count (Percentages sum to 100%)	120	1994	10385
	100.0%	100.0%	100.0%

2.1. Experience with: Classroom-based technology resources	Appalachian State University	MA Public Institutions	All US institutions
Poor	4	179	721
	3.0%	7.2%	4.8%
Fair	7	378	1871
	5.3%	15.3%	12.4%
Neutral	12	244	1455
	9.0%	9.9%	9.7%
Good	64	1127	6641
	48.1%	45.6%	44.2%
Excellent	41	492	3035
	30.8%	19.9%	20.2%
N/A	5	54	1311
	3.8%	2.2%	8.7%
Total respondent count (Percentages sum to 100%)	133	2474	15034
	100.0%	100.0%	100.0%

2.1. Experience with: Laboratory or research-based technology resources	Appalachian State University	MA Public Institutions	All US institutions
Poor	2	124	597
	1.6%	5.1%	4.1%
Fair	8	276	1275
	6.2%	11.4%	8.7%
Neutral	9	312	1683
	7.0%	12.9%	11.5%
Good	60	804	4583
	46.5%	33.3%	31.4%
Excellent	22	285	1946
	17.1%	11.8%	13.3%
N/A	28	616	4528
	21.7%	25.5%	31.0%
Total respondent count (Percentages sum to 100%.)	129	2417	14612
	100.0%	100.0%	100.0%

2.1. Experience with: Physical collaborative spaces	Appalachian State University	MA Public Institutions	All US institutions
Poor	1	74	397
	2.3%	7.1%	6.8%
Fair	6	158	740
	13.6%	15.1%	12.7%
Neutral	5	171	800
	11.4%	16.3%	13.8%
Good	17	339	1752
	38.6%	32.3%	30.1%
Excellent	5	121	701
	11.4%	11.5%	12.1%
N/A	10	186	1427
	22.7%	17.7%	24.5%
Total respondent count (Percentages sum to 100%.)	44	1049	5817
	100.0%	100.0%	100.0%

2.1. Experience with: Online collaborative spaces	Appalachian State University	MA Public Institutions	All US institutions
Poor	4	78	409
	9.1%	7.4%	7.0%
Fair	7	145	711
	15.9%	13.8%	12.2%
Neutral	8	183	915
	18.2%	17.4%	15.7%
Good	8	315	1989
	18.2%	30.0%	34.1%
Excellent	9	129	859
	20.5%	12.3%	14.7%
N/A	8	200	953
	18.2%	19.0%	16.3%
Total respondent count (Percentages sum to 100%.)	44	1050	5836
	100.0%	100.0%	100.0%

2.1. Experience with: Resources and ability to get work done away from home	Appalachian State University	MA Public Institutions	All US institutions
Poor	2	65	274
	4.5%	6.2%	4.7%
Fair	8	120	566
	18.2%	11.4%	9.7%
Neutral	4	139	610
	9.1%	13.2%	10.4%

Good	19	381	2217
	43.2%	36.3%	37.9%
Excellent	8	188	1440
	18.2%	17.9%	24.6%
N/A	3	158	737
	6.8%	15.0%	12.6%
Total respondent count (Percentages sum to 100%)	44	1051	5844
	100.0%	100.0%	100.0%

2.1. Experience with: Reliable access to Wi-Fi networks	Appalachian State University	MA Public Institutions	All US institutions
Poor	7	211	924
	5.3%	8.5%	6.2%
Fair	17	386	1743
	12.8%	15.6%	11.6%
Neutral	16	227	1232
	12.0%	9.2%	8.2%
Good	44	920	5424
	33.1%	37.3%	36.1%
Excellent	39	594	4174
	29.3%	24.1%	27.8%
N/A	10	131	1513
	7.5%	5.3%	10.1%
Total respondent count (Percentages sum to 100%)	133	2469	15010
	100.0%	100.0%	100.0%

2.1. Experience with: Communication technologies	Appalachian State University	MA Public Institutions	All US institutions
Poor	1	46	224
	2.3%	4.4%	3.9%
Fair	7	143	675
	16.3%	13.7%	11.6%
Neutral	7	138	669
	16.3%	13.2%	11.5%
Good	14	444	2540
	32.6%	42.5%	43.7%
Excellent	12	245	1571
	27.9%	23.5%	27.0%
N/A	2	28	134
	4.7%	2.7%	2.3%
Total respondent count (Percentages sum to 100%)	43	1044	5813
	100.0%	100.0%	100.0%

2.1. Experience with: Online or virtual technologies	Appalachian State University	MA Public Institutions	All US institutions
Poor	4	118	528
	9.1%	11.4%	9.1%
Fair	8	166	781
	18.2%	16.0%	13.5%
Neutral	6	188	925
	13.6%	18.1%	15.9%
Good	10	302	1959
	22.7%	29.1%	33.8%
Excellent	10	112	890
	22.7%	10.8%	15.3%
N/A	6	153	719
	13.6%	14.7%	12.4%
Total respondent count	44	1039	5802

(Percentages sum to 100%)	100.0%	100.0%	100.0%
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2.1. Experience with: Technology support	Appalachian State University	MA Public Institutions	All US institutions
Poor	3	121	684
	2.2%	4.9%	4.6%
Fair	8	306	1597
	6.0%	12.4%	10.6%
Neutral	7	259	1665
	5.2%	10.5%	11.1%
Good	39	957	5891
	29.1%	38.7%	39.2%
Excellent	75	777	4722
	56.0%	31.4%	31.4%
N/A	2	56	468
	1.5%	2.3%	3.1%
Total respondent count (Percentages sum to 100%)	134	2476	15027
	100.0%	100.0%	100.0%

2.1. Experience with: Professional development around integrated use of technology	Appalachian State University	MA Public Institutions	All US institutions
Poor	4	93	632
	9.1%	8.9%	10.9%
Fair	4	159	798
	9.1%	15.2%	13.7%
Neutral	8	206	1060
	18.2%	19.7%	18.2%
Good	10	314	1820
	22.7%	30.0%	31.3%
Excellent	12	189	1092
	27.3%	18.1%	18.8%
N/A	6	84	416
	13.6%	8.0%	7.2%
Total respondent count (Percentages sum to 100%)	44	1045	5818
	100.0%	100.0%	100.0%

2.1. Experience with: Specialized teaching software	Appalachian State University	MA Public Institutions	All US institutions
Poor	5	128	638
	11.4%	12.3%	11.0%
Fair	6	142	754
	13.6%	13.7%	13.0%
Neutral	6	187	1055
	13.6%	18.0%	18.2%
Good	9	245	1434
	20.5%	23.6%	24.8%
Excellent	6	100	561
	13.6%	9.6%	9.7%
N/A	12	236	1343
	27.3%	22.7%	23.2%
Total respondent count (Percentages sum to 100%)	44	1038	5785
	100.0%	100.0%	100.0%

2.1. Experience with: High-performance/research computing services	Appalachian State University	MA Public Institutions	All US institutions
Poor	5	190	841
	3.7%	7.7%	5.7%
Fair	7	180	803
	5.2%	7.3%	5.4%

	U.S. %	U.S. %	U.S. %
Neutral	16	306	1702
	11.9%	12.4%	11.5%
Good	14	294	2238
	10.4%	12.0%	15.1%
Excellent	12	118	1000
	9.0%	4.8%	6.7%
N/A	80	1372	8269
	59.7%	55.8%	55.7%
Total respondent count (Percentages sum to 100%.)	134	2460	14853
	100.0%	100.0%	100.0%

2.1. Experience with: Cloud-based high-performance/research computing systems	Appalachian State University	MA Public Institutions	All US institutions
Poor	7	197	957
	5.3%	8.0%	6.4%
Fair	6	157	774
	4.6%	6.4%	5.2%
Neutral	18	329	1855
	13.7%	13.4%	12.5%
Good	13	198	1772
	9.9%	8.1%	11.9%
Excellent	5	63	666
	3.8%	2.6%	4.5%
N/A	82	1506	8821
	62.6%	61.5%	59.4%
Total respondent count (Percentages sum to 100%.)	131	2450	14845
	100.0%	100.0%	100.0%

2.1. Experience with: Data management services	Appalachian State University	MA Public Institutions	All US institutions
Poor	5	114	540
	11.4%	10.9%	9.3%
Fair	1	100	508
	2.3%	9.6%	8.7%
Neutral	8	183	959
	18.2%	17.6%	16.5%
Good	3	127	891
	6.8%	12.2%	15.3%
Excellent	3	43	301
	6.8%	4.1%	5.2%
N/A	24	475	2611
	54.5%	45.6%	44.9%
Total respondent count (Percentages sum to 100%.)	44	1042	5810
	100.0%	100.0%	100.0%

2.1. Experience with: Digital repositories	Appalachian State University	MA Public Institutions	All US institutions
Poor	6	101	541
	14.0%	9.7%	9.3%
Fair	3	107	462
	7.0%	10.2%	7.9%
Neutral	4	154	851
	9.3%	14.7%	14.6%
Good	5	167	946
	11.6%	16.0%	16.3%
Excellent	5	54	335
	11.6%	5.2%	5.8%
N/A	20	463	2680

N/A	46.5%	44.3%	46.1%
Total respondent count (Percentages sum to 100%.)	43	1046	5815
	100.0%	100.0%	100.0%

2.1. Experience with: Digital preservation	Appalachian State University	MA Public Institutions	All US institutions
Poor	5	119	559
	11.4%	11.4%	9.6%
Fair	4	71	378
	9.1%	6.8%	6.5%
Neutral	5	155	838
	11.4%	14.8%	14.4%
Good	1	98	637
	2.3%	9.4%	11.0%
Excellent	4	36	225
	9.1%	3.4%	3.9%
N/A	25	565	3172
	56.8%	54.1%	54.6%
Total respondent count (Percentages sum to 100%.)	44	1044	5809
	100.0%	100.0%	100.0%

2.1. Experience with: Self-publishing	Appalachian State University	MA Public Institutions	All US institutions
Poor	2	107	522
	4.5%	10.3%	9.0%
Fair	1	53	282
	2.3%	5.1%	4.9%
Neutral	6	144	792
	13.6%	13.8%	13.6%
Good	1	60	395
	2.3%	5.8%	6.8%
Excellent	2	15	122
	4.5%	1.4%	2.1%
N/A	32	664	3697
	72.7%	63.7%	63.6%
Total respondent count (Percentages sum to 100%.)	44	1043	5810
	100.0%	100.0%	100.0%

2.2. My institution: Improves student outcomes through technology	Appalachian State University	MA Public Institutions	All US institutions
Don't know	4	142	809
	3.0%	5.7%	5.4%
Strongly disagree	6	90	389
	4.5%	3.6%	2.6%
Disagree	10	326	1469
	7.5%	13.1%	9.7%
Neutral	44	608	3353
	32.8%	24.5%	22.2%
Agree	60	1152	7487
	44.8%	46.4%	49.6%
Strongly agree	10	165	1582
	7.5%	6.6%	10.5%
Total respondent count (Percentages sum to 100%.)	134	2483	15089
	100.0%	100.0%	100.0%

2.2. My institution: Assists faculty with integration of information technology	Appalachian State University	MA Public Institutions	All US institutions
Don't know	0	12	83
	0.0%	1.1%	1.4%

	0.0%	1.1%	1.7%
Strongly disagree	3	69	349
	6.8%	6.6%	6.0%
Disagree	4	150	841
	9.1%	14.3%	14.4%
Neutral	7	207	1046
	15.9%	19.7%	17.9%
Agree	19	475	2699
	43.2%	45.3%	46.3%
Strongly agree	11	136	810
	25.0%	13.0%	13.9%
Total respondent count (Percentages sum to 100%)	44	1049	5828
	100.0%	100.0%	100.0%

2.2. My institution: Uses analytics to support critical institutional outcomes	Appalachian State University	MA Public Institutions	All US institutions
Don't know	8	291	1481
	18.2%	27.7%	25.5%
Strongly disagree	2	87	410
	4.5%	8.3%	7.1%
Disagree	5	164	744
	11.4%	15.6%	12.8%
Neutral	14	253	1363
	31.8%	24.1%	23.5%
Agree	13	214	1440
	29.5%	20.4%	24.8%
Strongly agree	2	40	367
	4.5%	3.8%	6.3%
Total respondent count (Percentages sum to 100%)	44	1049	5805
	100.0%	100.0%	100.0%

2.2. My institution: Supports the trends toward IT consumerization and BYOD	Appalachian State University	MA Public Institutions	All US institutions
Don't know	17	341	1967
	12.7%	13.8%	13.1%
Strongly disagree	3	171	675
	2.2%	6.9%	4.5%
Disagree	23	412	1856
	17.2%	16.6%	12.3%
Neutral	30	622	3574
	22.4%	25.1%	23.8%
Agree	51	762	5672
	38.1%	30.8%	37.7%
Strongly agree	10	168	1288
	7.5%	6.8%	8.6%
Total respondent count (Percentages sum to 100%)	134	2476	15032
	100.0%	100.0%	100.0%

2.2. My institution: Has a clear strategy for online learning	Appalachian State University	MA Public Institutions	All US institutions
Don't know	10	243	1379
	7.5%	9.8%	9.2%
Strongly disagree	24	332	1398
	18.0%	13.4%	9.3%
Disagree	31	641	3000
	23.3%	25.9%	20.0%
Neutral	42	595	3331
	31.6%	24.1%	22.2%
Agree	24	537	4113

	Agree	18.0%	21.7%	27.4%
	Strongly agree	2	126	1800
		1.5%	5.1%	12.0%
	Total respondent count (Percentages sum to 100%)	133	2474	15021
		100.0%	100.0%	100.0%

2.2. My institution: Facilitates a better understanding of information privacy and security	Appalachian State University	MA Public Institutions	All US institutions
	8	201	1209
Don't know	6.0%	8.1%	8.1%
	6	170	746
Strongly disagree	4.5%	6.9%	5.0%
	27	433	1993
Disagree	20.3%	17.5%	13.3%
	52	726	4142
Neutral	39.1%	29.4%	27.6%
	33	776	5482
Agree	24.8%	31.4%	36.6%
	7	163	1410
Strongly agree	5.3%	6.6%	9.4%
Total respondent count (Percentages sum to 100%)	133	2469	14982
	100.0%	100.0%	100.0%

2.2. My institution: Has an agile approach to IT infrastructure	Appalachian State University	MA Public Institutions	All US institutions
	6	121	725
Don't know	13.6%	11.6%	12.5%
	8	200	906
Strongly disagree	18.2%	19.1%	15.6%
	6	249	1163
Disagree	13.6%	23.8%	20.0%
	10	216	1300
Neutral	22.7%	20.7%	22.4%
	12	207	1358
Agree	27.3%	19.8%	23.4%
	2	53	363
Strongly agree	4.5%	5.1%	6.2%
Total respondent count (Percentages sum to 100%)	44	1046	5815
	100.0%	100.0%	100.0%

2.3. Privacy and security: Privacy and security policies impede productivity	Appalachian State University	MA Public Institutions	All US institutions
	3	48	264
Don't know	6.8%	4.6%	4.5%
	5	131	885
Strongly disagree	11.4%	12.5%	15.2%
	23	425	2616
Disagree	52.3%	40.5%	44.8%
	8	221	1066
Neutral	18.2%	21.1%	18.3%
	3	146	714
Agree	6.8%	13.9%	12.2%
	2	78	294
Strongly agree	4.5%	7.4%	5.0%
Total respondent count (Percentages sum to 100%)	44	1049	5839
	100.0%	100.0%	100.0%

2.3. Privacy and security: Confidence in my institution's	Appalachian State		
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ability to safeguard my personal info	University	MA Public Institutions	All US institutions
Don't know	6	49	243
	13.6%	4.7%	4.2%
Strongly disagree	0	92	460
	0.0%	8.7%	7.9%
Disagree	7	174	759
	15.9%	16.5%	13.0%
Neutral	14	267	1426
	31.8%	25.4%	24.4%
Agree	15	389	2404
	34.1%	37.0%	41.2%
Strongly agree	2	81	548
	4.5%	7.7%	9.4%
Total respondent count (Percentages sum to 100%)	44	1052	5840
	100.0%	100.0%	100.0%

2.3. Privacy and security: Access to resources to keep my data secure	Appalachian State University	MA Public Institutions	All US institutions
Don't know	5	144	842
	11.4%	13.8%	14.4%
Strongly disagree	2	67	288
	4.5%	6.4%	4.9%
Disagree	2	125	643
	4.5%	11.9%	11.0%
Neutral	15	267	1479
	34.1%	25.5%	25.4%
Agree	17	354	2054
	38.6%	33.8%	35.2%
Strongly agree	3	90	522
	6.8%	8.6%	9.0%
Total respondent count (Percentages sum to 100%)	44	1047	5828
	100.0%	100.0%	100.0%

2.3. Privacy and security: I take sufficient measures to keep my research and scholarly data secure.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	4	142	959
	3.0%	5.7%	6.4%
Strongly disagree	1	12	81
	0.7%	0.5%	0.5%
Disagree	4	128	650
	3.0%	5.2%	4.3%
Neutral	16	410	2501
	11.9%	16.6%	16.6%
Agree	79	1293	7536
	59.0%	52.3%	50.1%
Strongly agree	30	489	3305
	22.4%	19.8%	22.0%
Total respondent count (Percentages sum to 100%)	134	2474	15032
	100.0%	100.0%	100.0%

2.3. Privacy and security: I take sufficient measures to keep data about my students secure.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	4	68	433
	3.0%	2.7%	2.9%
Strongly disagree	0	8	58
	0.0%	0.3%	0.4%
Disagree	1	59	263
	0.7%	2.4%	1.7%
	12	250	1276

Neutral	9.0%	10.1%	8.5%
Agree	68	1254	7549
	50.7%	50.6%	50.2%
Strongly agree	49	840	5462
	36.6%	33.9%	36.3%
Total respondent count (Percentages sum to 100%)	134	2479	15041
	100.0%	100.0%	100.0%

2.4. Online learning: Helps students learn more effectively	Appalachian State University	MA Public Institutions	All US institutions
Don't know	3	65	452
	2.2%	2.6%	3.0%
Strongly disagree	17	359	1595
	12.7%	14.4%	10.6%
Disagree	37	645	3316
	27.6%	25.9%	22.0%
Neutral	34	776	4847
	25.4%	31.2%	32.1%
Agree	38	483	3362
	28.4%	19.4%	22.3%
Strongly agree	5	163	1527
	3.7%	6.5%	10.1%
Total respondent count (Percentages sum to 100%)	134	2491	15099
	100.0%	100.0%	100.0%

2.4. Online learning: Will lead to pedagogical breakthroughs	Appalachian State University	MA Public Institutions	All US institutions
Don't know	4	105	690
	3.0%	4.2%	4.6%
Strongly disagree	9	274	1204
	6.7%	11.0%	8.0%
Disagree	35	519	2522
	26.1%	20.9%	16.7%
Neutral	48	744	4517
	35.8%	29.9%	29.9%
Agree	30	631	4236
	22.4%	25.4%	28.1%
Strongly agree	8	212	1915
	6.0%	8.5%	12.7%
Total respondent count (Percentages sum to 100%)	134	2485	15084
	100.0%	100.0%	100.0%

2.4. Online learning: Will make higher ed. available to more students	Appalachian State University	MA Public Institutions	All US institutions
Don't know	4	48	230
	3.0%	1.9%	1.5%
Strongly disagree	1	99	388
	0.8%	4.0%	2.6%
Disagree	12	219	834
	9.0%	8.8%	5.5%
Neutral	25	395	1984
	18.8%	15.9%	13.1%
Agree	66	1253	7374
	49.6%	50.4%	48.9%
Strongly agree	25	474	4285
	18.8%	19.1%	28.4%
Total respondent count (Percentages sum to 100%)	133	2488	15095
	100.0%	100.0%	100.0%

2.6. Tech support or assistance	Appalachian State University	MA Public Institutions	All US institutions
Friends or family	24	506	2938
	17.9%	20.3%	19.4%
Peers or colleagues	81	1468	8592
	60.4%	58.8%	56.7%
TA or RA	12	165	1342
	9.0%	6.6%	8.9%
Students	24	510	2639
	17.9%	20.4%	17.4%
Internet	55	1156	6730
	41.0%	46.3%	44.4%
Company/vendor	13	209	1573
	9.7%	8.4%	10.4%
Help Desk	110	1896	11203
	82.1%	76.0%	73.9%
Other	20	311	1739
	14.9%	12.5%	11.5%
Total respondent count	134	2496	15160

2.7. Help desk: Walk-in	Appalachian State University	MA Public Institutions	All US institutions
Service not offered	2	18	217
	6.5%	2.3%	5.2%
N/A	5	212	1593
	16.1%	27.1%	38.4%
Poor	1	22	84
	3.2%	2.8%	2.0%
Fair	0	44	189
	0.0%	5.6%	4.6%
Neutral	4	74	323
	12.9%	9.5%	7.8%
Good	10	206	891
	32.3%	26.3%	21.5%
Excellent	9	206	852
	29.0%	26.3%	20.5%
Total respondent count (Percentages sum to 100%.)	31 100.0%	782 100.0%	4149 100.0%

2.7. Help desk: Phone	Appalachian State University	MA Public Institutions	All US institutions
Service not offered	0	1	25
	0.0%	0.1%	0.6%
N/A	2	46	350
	6.3%	5.8%	8.2%
Poor	2	27	162
	6.3%	3.4%	3.8%
Fair	0	82	344
	0.0%	10.3%	8.1%
Neutral	2	65	329
	6.3%	8.1%	7.8%
Good	13	315	1643
	40.6%	39.5%	38.7%
Excellent	13	262	1391
	40.6%	32.8%	32.8%
Total respondent count (Percentages sum to 100%.)	32 100.0%	798 100.0%	4244 100.0%

2.7. Help desk: E-mail	Appalachian State University	MA Public Institutions	All US institutions
Service not offered	0	5	54
	0.0%	0.6%	1.3%
N/A	2	75	394
	6.3%	9.5%	9.4%
Poor	0	28	166
	0.0%	3.5%	3.9%
Fair	2	92	381
	6.3%	11.6%	9.0%
Neutral	2	71	386
	6.3%	9.0%	9.2%
Good	16	327	1674
	50.0%	41.4%	39.8%
Excellent	10	192	1156
	31.3%	24.3%	27.5%
Total respondent count (Percentages sum to 100%)	32	790	4211
	100.0%	100.0%	100.0%

2.7. Help desk: Web form	Appalachian State University	MA Public Institutions	All US institutions
Service not offered	4	49	304
	12.5%	6.4%	7.4%
N/A	3	284	1444
	9.4%	36.8%	34.9%
Poor	0	42	197
	0.0%	5.4%	4.8%
Fair	1	70	304
	3.1%	9.1%	7.4%
Neutral	2	96	537
	6.3%	12.5%	13.0%
Good	12	161	916
	37.5%	20.9%	22.2%
Excellent	10	69	430
	31.3%	8.9%	10.4%
Total respondent count (Percentages sum to 100%)	32	771	4132
	100.0%	100.0%	100.0%

2.7. Help desk: Chat/instant messaging	Appalachian State University	MA Public Institutions	All US institutions
Service not offered	7	142	701
	23.3%	18.5%	17.0%
N/A	16	475	2270
	53.3%	61.8%	55.2%
Poor	0	11	78
	0.0%	1.4%	1.9%
Fair	0	18	92
	0.0%	2.3%	2.2%
Neutral	2	58	354
	6.7%	7.6%	8.6%
Good	2	34	356
	6.7%	4.4%	8.6%
Excellent	3	30	265
	10.0%	3.9%	6.4%
Total respondent count (Percentages sum to 100%)	30	768	4116
	100.0%	100.0%	100.0%

2.7. Help desk: Remote assistance/desktop	Appalachian State University	MA Public Institutions	All US institutions
Service not offered	3	57	336
	9.7%	7.4%	8.1%
N/A	11	311	1616
	35.5%	40.2%	39.0%
Poor	1	18	86
	3.2%	2.3%	2.1%
Fair	0	44	185
	0.0%	5.7%	4.5%
Neutral	2	62	335
	6.5%	8.0%	8.1%
Good	6	139	854
	19.4%	18.0%	20.6%
Excellent	8	142	727
	25.8%	18.4%	17.6%
Total respondent count (Percentages sum to 100%)	31	773	4139
	100.0%	100.0%	100.0%

2.7. Help desk: Self-service FAQ	Appalachian State University	MA Public Institutions	All US institutions
Service not offered	2	23	235
	6.3%	3.0%	5.7%
N/A	6	224	1173
	18.8%	28.9%	28.4%
Poor	2	73	366
	6.3%	9.4%	8.9%
Fair	1	96	447
	3.1%	12.4%	10.8%
Neutral	5	136	739
	15.6%	17.6%	17.9%
Good	10	169	894
	31.3%	21.8%	21.7%
Excellent	6	53	272
	18.8%	6.8%	6.6%
Total respondent count (Percentages sum to 100%)	32	774	4126
	100.0%	100.0%	100.0%

2.7. Help desk: Overall rating of help-desk services	Appalachian State University	MA Public Institutions	All US institutions
Service not offered	0	0	12
	0.0%	0.0%	0.1%
N/A	0	7	82
	0.0%	0.4%	0.7%
Poor	1	55	318
	0.9%	2.9%	2.9%
Fair	4	192	943
	3.6%	10.2%	8.5%
Neutral	6	167	951
	5.5%	8.9%	8.5%
Good	53	850	5155
	48.2%	45.1%	46.3%
Excellent	46	614	3673
	41.8%	32.6%	33.0%
Total respondent count (Percentages sum to 100%)	110	1885	11134
	100.0%	100.0%	100.0%

3.1. Teaching and learning: I wish students were better prepared to use institution-specific tech	Appalachian State University	MA Public Institutions	All US institutions
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Don't know	1	25	193
	2.3%	2.5%	3.5%
Strongly disagree	4	35	206
	9.1%	3.4%	3.7%
Somewhat disagree	9	194	957
	20.5%	19.1%	17.3%
Neutral	14	219	1221
	31.8%	21.6%	22.1%
Agree	13	376	1973
	29.5%	37.0%	35.8%
Strongly agree	3	167	966
	6.8%	16.4%	17.5%
Total respondent count (Percentages sum to 100%)	44	1016	5516
	100.0%	100.0%	100.0%

3.1. Teaching and learning: I wish students were better prepared to use basic software programs and apps	Appalachian State University	MA Public Institutions	All US institutions
Don't know	0	26	159
	0.0%	2.6%	2.9%
Strongly disagree	2	51	299
	4.5%	5.0%	5.4%
Somewhat disagree	13	233	1264
	29.5%	23.0%	22.9%
Neutral	11	212	1210
	25.0%	20.9%	21.9%
Agree	12	319	1670
	27.3%	31.4%	30.3%
Strongly agree	6	174	911
	13.6%	17.1%	16.5%
Total respondent count (Percentages sum to 100%)	44	1015	5513
	100.0%	100.0%	100.0%

3.1. Teaching and learning: Most of my students have adequate technology skills	Appalachian State University	MA Public Institutions	All US institutions
Don't know	0	13	122
	0.0%	0.5%	0.9%
Strongly disagree	3	79	442
	2.4%	3.3%	3.1%
Somewhat disagree	23	378	2142
	18.1%	15.9%	15.3%
Neutral	15	366	2116
	11.8%	15.4%	15.1%
Agree	72	1338	7980
	56.7%	56.2%	56.9%
Strongly agree	14	207	1233
	11.0%	8.7%	8.8%
Total respondent count (Percentages sum to 100%)	127	2381	14035
	100.0%	100.0%	100.0%

3.1. Teaching and learning: Too many of my students look to me or my TAs for tech support	Appalachian State University	MA Public Institutions	All US institutions
Don't know	4	109	622
	3.1%	4.6%	4.4%
Strongly disagree	16	225	1208
	12.5%	9.4%	8.6%
Somewhat disagree	44	918	5135
	34.4%	38.5%	36.6%
Neutral	31	526	2913

	24.2%	22.1%	20.8%
Agree	26	474	3194
	20.3%	19.9%	22.8%
Strongly agree	7	132	952
	5.5%	5.5%	6.8%
Total respondent count (Percentages sum to 100%.)	128	2384	14024
	100.0%	100.0%	100.0%

3.3. Institutional alerts: Guidance about courses they may consider taking in the future	Appalachian State University	MA Public Institutions	All US institutions
Don't know	11	141	793
	8.5%	5.9%	5.6%
Not at all interested	23	410	1830
	17.7%	17.2%	13.0%
Not very interested	36	458	2447
	27.7%	19.2%	17.4%
Moderately interested	46	844	4984
	35.4%	35.3%	35.4%
Very interested	10	396	2891
	7.7%	16.6%	20.5%
Extremely interested	4	139	1129
	3.1%	5.8%	8.0%
Total respondent count (Percentages sum to 100%.)	130	2388	14074
	100.0%	100.0%	100.0%

3.3. Institutional alerts: Alerts if it appears a student's progress in a course is declining	Appalachian State University	MA Public Institutions	All US institutions
Don't know	4	55	314
	3.1%	2.3%	2.2%
Not at all interested	10	206	868
	7.7%	8.6%	6.2%
Not very interested	17	293	1395
	13.1%	12.3%	9.9%
Moderately interested	55	802	4205
	42.3%	33.6%	29.9%
Very interested	33	749	4994
	25.4%	31.4%	35.5%
Extremely interested	11	280	2284
	8.5%	11.7%	16.2%
Total respondent count (Percentages sum to 100%.)	130	2385	14060
	100.0%	100.0%	100.0%

3.3. Institutional alerts: Suggestions for how to improve performance in a course	Appalachian State University	MA Public Institutions	All US institutions
Don't know	5	72	388
	3.9%	3.0%	2.8%
Not at all interested	13	228	963
	10.1%	9.6%	6.9%
Not very interested	22	301	1456
	17.1%	12.7%	10.4%
Moderately interested	51	802	4232
	39.5%	33.7%	30.2%
Very interested	29	750	4907
	22.5%	31.5%	35.0%
Extremely interested	9	225	2074
	7.0%	9.5%	14.8%
Total respondent count (Percentages sum to 100%.)	129	2378	14020
	100.0%	100.0%	100.0%

3.3. Institutional alerts: Suggestions about new or different academic resources for your students	Appalachian State University	MA Public Institutions	All US institutions
Don't know	2	17	101
	4.5%	1.7%	1.8%
Not at all interested	4	38	184
	9.1%	3.8%	3.3%
Not very interested	6	69	275
	13.6%	6.8%	5.0%
Moderately interested	17	352	1620
	38.6%	34.7%	29.4%
Very interested	11	361	2136
	25.0%	35.6%	38.8%
Extremely interested	4	176	1188
	9.1%	17.4%	21.6%
Total respondent count (Percentages sum to 100%)	44	1013	5504
	100.0%	100.0%	100.0%

3.3. Institutional alerts: Automated tracking of attendance via ID card scanners/automated means	Appalachian State University	MA Public Institutions	All US institutions
Don't know	2	31	192
	4.5%	3.0%	3.5%
Not at all interested	8	242	1088
	18.2%	23.7%	19.7%
Not very interested	10	179	908
	22.7%	17.5%	16.4%
Moderately interested	8	201	1127
	18.2%	19.7%	20.4%
Very interested	10	196	1124
	22.7%	19.2%	20.3%
Extremely interested	6	171	1097
	13.6%	16.8%	19.8%
Total respondent count (Percentages sum to 100%)	44	1020	5536
	100.0%	100.0%	100.0%

3.4. More effective if better skilled with integrating: LMS	Appalachian State University	MA Public Institutions	All US institutions
Don't know	11	105	810
	8.5%	4.4%	5.8%
Strongly disagree	8	174	828
	6.2%	7.3%	5.9%
Disagree	20	307	1603
	15.4%	12.9%	11.5%
Neutral	32	525	3259
	24.6%	22.0%	23.3%
Agree	49	995	5807
	37.7%	41.8%	41.5%
Strongly Agree	10	276	1691
	7.7%	11.6%	12.1%
Total respondent count (Percentages sum to 100%)	130	2382	13998
	100.0%	100.0%	100.0%

3.4. More effective if better skilled with integrating: Online collaboration tools	Appalachian State University	MA Public Institutions	All US institutions
Don't know	9	124	786
	6.9%	5.2%	5.6%
Strongly disagree	5	152	692
	3.8%	6.4%	5.0%

Disagree	27	286	1477
	20.8%	12.0%	10.6%
Neutral	38	524	3316
	29.2%	22.0%	23.7%
Agree	41	1021	5955
	31.5%	42.9%	42.6%
Strongly Agree	10	275	1745
	7.7%	11.5%	12.5%
Total respondent count (Percentages sum to 100%)	130	2382	13971
	100.0%	100.0%	100.0%

3.4. More effective if better skilled with integrating: E-portfolios	Appalachian State University	MA Public Institutions	All US institutions
Don't know	15	282	2102
	11.5%	11.9%	15.2%
Strongly disagree	12	216	941
	9.2%	9.1%	6.8%
Disagree	22	297	1560
	16.9%	12.6%	11.3%
Neutral	35	648	4351
	26.9%	27.4%	31.4%
Agree	39	678	3691
	30.0%	28.7%	26.6%
Strongly Agree	7	242	1219
	5.4%	10.2%	8.8%
Total respondent count (Percentages sum to 100%)	130	2363	13864
	100.0%	100.0%	100.0%

3.4. More effective if better skilled with integrating: E-books or e-textbooks	Appalachian State University	MA Public Institutions	All US institutions
Don't know	6	100	683
	4.7%	4.2%	4.9%
Strongly disagree	7	188	860
	5.5%	7.9%	6.2%
Disagree	21	266	1442
	16.4%	11.2%	10.4%
Neutral	47	723	3938
	36.7%	30.5%	28.3%
Agree	38	811	5202
	29.7%	34.2%	37.3%
Strongly Agree	9	284	1804
	7.0%	12.0%	13.0%
Total respondent count (Percentages sum to 100%)	128	2372	13929
	100.0%	100.0%	100.0%

3.4. More effective if better skilled with integrating: Free, web-based content	Appalachian State University	MA Public Institutions	All US institutions
Don't know	9	89	621
	7.0%	3.8%	4.5%
Strongly disagree	10	156	717
	7.8%	6.6%	5.1%
Disagree	24	256	1178
	18.8%	10.8%	8.4%
Neutral	33	535	3114
	25.8%	22.6%	22.3%
Agree	40	1010	6133
	31.3%	42.6%	44.0%
Strongly Agree	12	324	2179
	9.4%	13.7%	15.6%

	2.4 / 0	13.7 / 0	13.0 / 0
Total respondent count	128	2370	13942
(Percentages sum to 100%.)	100.0%	100.0%	100.0%

3.4. More effective if better skilled with integrating: Simulations or educational games	Appalachian State University	MA Public Institutions	All US institutions
Don't know	8	143	950
	6.2%	6.0%	6.8%
Strongly disagree	9	203	956
	6.9%	8.6%	6.9%
Disagree	23	291	1462
	17.7%	12.3%	10.5%
Neutral	39	547	3225
	30.0%	23.1%	23.2%
Agree	37	877	5408
	28.5%	37.1%	38.8%
Strongly Agree	14	305	1926
	10.8%	12.9%	13.8%
Total respondent count	130	2366	13927
(Percentages sum to 100%.)	100.0%	100.0%	100.0%

3.4. More effective if better skilled with integrating: Lecture capture/recordings	Appalachian State University	MA Public Institutions	All US institutions
Don't know	4	100	954
	3.1%	4.2%	6.9%
Strongly disagree	15	231	968
	11.5%	9.8%	7.0%
Disagree	18	333	1627
	13.8%	14.1%	11.7%
Neutral	42	565	3304
	32.3%	23.9%	23.7%
Agree	42	846	5176
	32.3%	35.8%	37.2%
Strongly Agree	9	289	1896
	6.9%	12.2%	13.6%
Total respondent count	130	2364	13925
(Percentages sum to 100%.)	100.0%	100.0%	100.0%

3.4. More effective if better skilled with integrating: Students' tablets during class	Appalachian State University	MA Public Institutions	All US institutions
Don't know	8	124	1440
	6.2%	5.2%	10.4%
Strongly disagree	12	278	1265
	9.3%	11.7%	9.1%
Disagree	32	355	1876
	24.8%	15.0%	13.5%
Neutral	44	657	3720
	34.1%	27.7%	26.7%
Agree	28	749	4360
	21.7%	31.6%	31.3%
Strongly Agree	5	211	1249
	3.9%	8.9%	9.0%
Total respondent count	129	2374	13910
(Percentages sum to 100%.)	100.0%	100.0%	100.0%

3.4. More effective if better skilled with integrating: Students' smartphones during class	Appalachian State University	MA Public Institutions	All US institutions
Don't know	9	112	1315
	6.9%	4.7%	9.5%

Strongly disagree	31	511	2490
	23.8%	21.6%	17.9%
Disagree	33	463	2671
	25.4%	19.6%	19.2%
Neutral	25	504	3145
	19.2%	21.3%	22.6%
Agree	31	617	3381
	23.8%	26.1%	24.3%
Strongly Agree	1	156	913
	0.8%	6.6%	6.6%
Total respondent count (Percentages sum to 100%)	130	2363	13915
	100.0%	100.0%	100.0%

3.4. More effective if better skilled with integrating: Students' laptops during class	Appalachian State University	MA Public Institutions	All US institutions
Don't know	8	115	1373
	6.2%	4.8%	9.9%
Strongly disagree	19	301	1307
	14.6%	12.7%	9.4%
Disagree	27	371	1961
	20.8%	15.6%	14.1%
Neutral	38	643	3683
	29.2%	27.1%	26.5%
Agree	34	741	4338
	26.2%	31.2%	31.2%
Strongly Agree	4	206	1256
	3.1%	8.7%	9.0%
Total respondent count (Percentages sum to 100%)	130	2377	13918
	100.0%	100.0%	100.0%

3.4. More effective if better skilled with integrating: Social media as a teaching and learning tool	Appalachian State University	MA Public Institutions	All US institutions
Don't know	8	97	758
	6.3%	4.1%	5.4%
Strongly disagree	16	339	1776
	12.5%	14.3%	12.8%
Disagree	33	442	2407
	25.8%	18.7%	17.3%
Neutral	35	612	3711
	27.3%	25.9%	26.6%
Agree	33	683	4142
	25.8%	28.9%	29.7%
Strongly Agree	3	194	1135
	2.3%	8.2%	8.1%
Total respondent count (Percentages sum to 100%)	128	2367	13929
	100.0%	100.0%	100.0%

3.4. More effective if better skilled with integrating: 3D printers	Appalachian State University	MA Public Institutions	All US institutions
Don't know	28	525	3228
	21.7%	22.2%	23.2%
Strongly disagree	26	358	1845
	20.2%	15.1%	13.3%
Disagree	25	445	2455
	19.4%	18.8%	17.6%
Neutral	36	610	3853
	27.9%	25.8%	27.7%
Agree	9	299	1793
	7.0%	12.6%	12.8%

	7.0%	12.6%	12.9%
Strongly Agree	5	129	743
	3.9%	5.5%	5.3%
Total respondent count (Percentages sum to 100%)	129	2366	13917
	100.0%	100.0%	100.0%

3.4. More effective if better skilled with integrating: Non-keyboard or non-mouse computer interfaces	Appalachian State University	MA Public Institutions	All US institutions
Don't know	15	205	1475
	11.5%	8.7%	10.6%
Strongly disagree	8	236	1119
	6.2%	10.0%	8.0%
Disagree	24	384	2083
	18.5%	16.2%	15.0%
Neutral	48	766	4495
	36.9%	32.4%	32.3%
Agree	31	596	3643
	23.8%	25.2%	26.2%
Strongly Agree	4	178	1092
	3.1%	7.5%	7.9%
Total respondent count (Percentages sum to 100%)	130	2365	13907
	100.0%	100.0%	100.0%

For question 3.6, respondents ranked up to three items 1–3. Unranked items were given a rank of 9 for analysis purposes. Value reported is mean rank. Lower values represent a higher ranking.

3.6. Motivating factors for technology integration		Appalachian State University	MA Public Institutions	All US institutions
More/better technology-oriented professional development opportunities	Mean	7.9	7.6	7.6
	SD	2.6	2.8	2.8
	N	134	2496	15160
A monetary or other value-oriented incentive	Mean	7.3	7.8	7.8
	SD	3.1	2.7	2.6
	N	134	2496	15160
Tenure decisions and other professional advancement considerations	Mean	8.3	8.4	8.5
	SD	2.2	1.9	1.9
	N	134	2496	15160
Release time to design/redesign my courses	Mean	6.6	6.4	6.9
	SD	3.5	3.5	3.3
	N	134	2496	15160
Direct assistance from an instructional design expert	Mean	7.4	7.4	7.5
	SD	2.9	2.9	2.9
	N	134	2496	15160
Direct assistance from IT staff	Mean	7.9	7.4	7.4
	SD	2.5	2.9	2.9
	N	134	2496	15160
A teaching assistant to assist with technology implementation	Mean	8.4	8.1	8.1
	SD	1.9	2.4	2.3
	N	134	2496	15160
Support/encouragement from peers	Mean	8.9	8.7	8.8
	SD	0.9	1.3	1.3
	N	134	2496	15160
Working in a faculty cohort or community	Mean	7.9	7.8	7.8
	SD	2.6	2.6	2.6
	N	134	2496	15160
A better understanding of the relevant types of technologies	Mean	7.1	7.0	6.9
	SD	3.1	3.2	3.2
	N	134	2496	15160

Confidence that the technology would work the way I planned	Mean	7.0	6.9	6.9
	SD	3.2	3.3	3.2
	N	134	2496	15160
Increased student expectations of technology integration	Mean	8.4	8.5	8.4
	SD	2.0	1.8	2.0
	N	134	2496	15160
Clear indication/evidence that students would benefit	Mean	5.5	6.2	6.2
	SD	3.7	3.6	3.6
	N	134	2496	15160
Other please specify below	Mean	8.8	8.8	8.8
	SD	1.1	1.2	1.0
	N	134	2496	15160

Question 4.1 is intentionally omitted.

4.2. Have you taught a completely online course in the past year?	Appalachian State University	MA Public Institutions	All US institutions
No	33	741	3418
	75.0%	72.7%	61.7%
Yes, less than half my teaching load was completely online.	5	175	850
	11.4%	17.2%	15.3%
Yes, about half my teaching load was completely online.	3	40	328
	6.8%	3.9%	5.9%
Yes, more than half (but not all) my teaching load was completely online.	2	28	299
	4.5%	2.7%	5.4%
Yes, all my teaching load was completely online.	1	35	645
	2.3%	3.4%	11.6%
Total respondent count (Percentages sum to 100%)	44	1019	5540
	100.0%	100.0%	100.0%

4.3. Have you taught a MOOC in the past year?	Appalachian State University	MA Public Institutions	All US institutions
No, and I don't know what a MOOC is.	0	40	511
	0.0%	14.4%	24.1%
No, but I do know what a MOOC is.	11	235	1541
	100.0%	84.5%	72.6%
Yes, through the institution that asked me to take this survey.	0	2	29
	0.0%	0.7%	1.4%
Yes, through another institution.	0	1	28
	0.0%	0.4%	1.3%
Yes, through a MOOC provider.	0	0	13
	0.0%	0.0%	0.6%
Total respondent count	11	278	2122

4.4. Perception of the value of MOOCs	Appalachian State University	MA Public Institutions	All US institutions
Don't know	17	350	2506
	13.1%	14.6%	17.8%
Completely opposed	10	319	1254
	7.7%	13.3%	8.9%
Generally opposed, but willing to consider	46	765	3518
	35.4%	32.0%	25.0%
Neutral	21	314	2051
	16.2%	13.1%	14.6%
Generally supportive, but somewhat skeptical	32	539	3720
	24.6%	22.6%	26.4%
Completely supportive	4	103	1032
	3.1%	4.3%	7.3%

	3.1%	4.3%	1.3%
Total respondent count	130	2390	14081
(Percentages sum to 100%)	100.0%	100.0%	100.0%

4.5. Classroom tech: Availability of classrooms with multimedia equipment	Appalachian State University	MA Public Institutions	All US institutions
N/A	4	41	670
	9.3%	4.0%	12.1%
Very dissatisfied	2	110	388
	4.7%	10.8%	7.0%
Dissatisfied	3	151	732
	7.0%	14.9%	13.2%
Neutral	5	141	766
	11.6%	13.9%	13.9%
Satisfied	19	416	2076
	44.2%	40.9%	37.6%
Very satisfied	10	157	894
	23.3%	15.5%	16.2%
Total respondent count	43	1016	5526
(Percentages sum to 100%)	100.0%	100.0%	100.0%

4.5. Classroom tech: Variety of equipment available	Appalachian State University	MA Public Institutions	All US institutions
N/A	2	48	658
	4.5%	4.8%	12.0%
Very dissatisfied	3	80	304
	6.8%	8.0%	5.5%
Dissatisfied	4	151	827
	9.1%	15.0%	15.0%
Neutral	10	257	1295
	22.7%	25.5%	23.5%
Satisfied	18	380	1911
	40.9%	37.8%	34.7%
Very satisfied	7	90	506
	15.9%	8.9%	9.2%
Total respondent count	44	1006	5501
(Percentages sum to 100%)	100.0%	100.0%	100.0%

4.5. Classroom tech: Reliability of equipment available	Appalachian State University	MA Public Institutions	All US institutions
N/A	1	28	539
	2.3%	2.8%	9.8%
Very dissatisfied	1	94	405
	2.3%	9.3%	7.3%
Dissatisfied	7	181	953
	15.9%	17.8%	17.2%
Neutral	5	192	1007
	11.4%	18.9%	18.2%
Satisfied	21	418	2059
	47.7%	41.1%	37.3%
Very satisfied	9	103	563
	20.5%	10.1%	10.2%
Total respondent count	44	1016	5526
(Percentages sum to 100%)	100.0%	100.0%	100.0%

4.5. Classroom tech: Refresh/update frequency of equipment	Appalachian State University	MA Public Institutions	All US institutions
N/A	2	60	716
	4.5%	5.0%	12.0%

	4.0%	3.9%	13.0%
Very dissatisfied	2	139	541
	4.5%	13.7%	9.8%
Dissatisfied	8	209	1067
	18.2%	20.7%	19.3%
Neutral	13	244	1279
	29.5%	24.1%	23.2%
Satisfied	12	293	1517
	27.3%	29.0%	27.5%
Very satisfied	7	67	400
	15.9%	6.6%	7.2%
Total respondent count (Percentages sum to 100%.)	44	1012	5520
	100.0%	100.0%	100.0%

4.5. Classroom tech: Variety of software	Appalachian State University	MA Public Institutions	All US institutions
N/A	2	82	717
	4.5%	8.1%	13.0%
Very dissatisfied	1	70	306
	2.3%	6.9%	5.6%
Dissatisfied	4	138	742
	9.1%	13.6%	13.5%
Neutral	11	252	1398
	25.0%	24.9%	25.4%
Satisfied	20	375	1889
	45.5%	37.1%	34.3%
Very satisfied	6	94	455
	13.6%	9.3%	8.3%
Total respondent count (Percentages sum to 100%.)	44	1011	5507
	100.0%	100.0%	100.0%

4.5. Classroom tech: Refresh/update frequency of software	Appalachian State University	MA Public Institutions	All US institutions
N/A	3	88	770
	6.8%	8.7%	14.0%
Very dissatisfied	0	97	418
	0.0%	9.6%	7.6%
Dissatisfied	2	141	790
	4.5%	13.9%	14.3%
Neutral	12	252	1328
	27.3%	24.9%	24.1%
Satisfied	18	344	1743
	40.9%	33.9%	31.6%
Very satisfied	9	92	462
	20.5%	9.1%	8.4%
Total respondent count (Percentages sum to 100%.)	44	1014	5511
	100.0%	100.0%	100.0%

4.5. Classroom tech: General ease-of-use of podium systems	Appalachian State University	MA Public Institutions	All US institutions
N/A	2	118	891
	4.5%	11.6%	16.1%
Very dissatisfied	2	76	317
	4.5%	7.5%	5.7%
Dissatisfied	4	116	685
	9.1%	11.4%	12.4%
Neutral	7	175	920
	15.9%	17.2%	16.7%
	17	404	2008

Satisfied	38.6%	39.7%	36.4%
Very satisfied	12	128	697
	27.3%	12.6%	12.6%
Total respondent count (Percentages sum to 100%)	44	1017	5518
	100.0%	100.0%	100.0%

4.5. Classroom tech: Computers in the podiums	Appalachian State University	MA Public Institutions	All US institutions
N/A	2	178	1169
	4.5%	17.6%	21.2%
Very dissatisfied	3	93	337
	6.8%	9.2%	6.1%
Dissatisfied	4	118	626
	9.1%	11.7%	11.3%
Neutral	7	164	875
	15.9%	16.2%	15.8%
Satisfied	19	346	1890
	43.2%	34.3%	34.2%
Very satisfied	9	111	627
	20.5%	11.0%	11.4%
Total respondent count (Percentages sum to 100%)	44	1010	5524
	100.0%	100.0%	100.0%

4.5. Classroom tech: Software on the podium computers	Appalachian State University	MA Public Institutions	All US institutions
N/A	3	183	1217
	6.8%	18.0%	22.1%
Very dissatisfied	2	59	265
	4.5%	5.8%	4.8%
Dissatisfied	3	111	604
	6.8%	10.9%	11.0%
Neutral	8	203	1099
	18.2%	20.0%	19.9%
Satisfied	22	365	1826
	50.0%	36.0%	33.1%
Very satisfied	6	93	504
	13.6%	9.2%	9.1%
Total respondent count (Percentages sum to 100%)	44	1014	5515
	100.0%	100.0%	100.0%

4.5. Classroom tech: Computer projection	Appalachian State University	MA Public Institutions	All US institutions
N/A	1	24	583
	2.3%	2.4%	10.5%
Very dissatisfied	3	78	297
	6.8%	7.7%	5.4%
Dissatisfied	2	123	624
	4.5%	12.1%	11.3%
Neutral	1	133	702
	2.3%	13.1%	12.7%
Satisfied	23	483	2386
	52.3%	47.5%	43.2%
Very satisfied	14	175	937
	31.8%	17.2%	16.9%
Total respondent count (Percentages sum to 100%)	44	1016	5529
	100.0%	100.0%	100.0%

4.5. Classroom tech: Audience response systems	Appalachian State		

	University	MA Public Institutions	All US institutions
N/A	23	558	2931
	52.3%	54.8%	53.1%
Very dissatisfied	1	79	338
	2.3%	7.8%	6.1%
Dissatisfied	0	83	459
	0.0%	8.1%	8.3%
Neutral	15	204	1052
	34.1%	20.0%	19.1%
Satisfied	3	73	560
	6.8%	7.2%	10.1%
Very satisfied	2	22	181
	4.5%	2.2%	3.3%
Total respondent count (Percentages sum to 100%)	44	1019	5521
	100.0%	100.0%	100.0%

4.5. Classroom tech: Wireless access	Appalachian State University	MA Public Institutions	All US institutions
N/A	0	39	608
	0.0%	3.8%	11.0%
Very dissatisfied	3	89	374
	6.8%	8.8%	6.8%
Dissatisfied	6	186	733
	13.6%	18.3%	13.3%
Neutral	8	142	753
	18.2%	14.0%	13.6%
Satisfied	18	410	2059
	40.9%	40.3%	37.3%
Very satisfied	9	151	994
	20.5%	14.8%	18.0%
Total respondent count (Percentages sum to 100%)	44	1017	5521
	100.0%	100.0%	100.0%

4.5. Classroom tech: Overall satisfaction	Appalachian State University	MA Public Institutions	All US institutions
N/A	4	114	1071
	3.1%	4.8%	7.7%
Very dissatisfied	7	282	1277
	5.4%	11.9%	9.1%
Dissatisfied	18	413	2255
	13.8%	17.4%	16.1%
Neutral	53	878	5369
	40.8%	36.9%	38.4%
Satisfied	41	604	3519
	31.5%	25.4%	25.1%
Very satisfied	7	88	506
	5.4%	3.7%	3.6%
Total respondent count (Percentages sum to 100%)	130	2379	13997
	100.0%	100.0%	100.0%

4.6a. LMS usage	Appalachian State University	MA Public Institutions	All US institutions
I don't use the LMS at all.	14	313	2013
	10.8%	13.0%	14.2%
To push out information	82	1537	8153
	63.1%	63.9%	57.5%
To promote interaction outside the classroom	74	1145	5794
	56.9%	47.6%	40.9%
	33	531	2705

To teach partially online courses	25	22.1%	19.1%
	25	449	4027
To teach completely online courses	19.2%	18.7%	28.4%
Total respondent count	130	2406	14168

4.6b. Typical LMS usage	Appalachian State University	MA Public Institutions	All US institutions
Less than monthly	2	47	321
	1.7%	2.3%	2.7%
Monthly	2	79	438
	1.7%	3.8%	3.6%
Weekly	40	811	4224
	34.5%	39.2%	35.1%
Daily	72	1132	7043
	62.1%	54.7%	58.6%
Total respondent count	116	2069	12026
(Percentages sum to 100%)	100.0%	100.0%	100.0%

4.6c. What LMS do you typically use?	Appalachian State University	MA Public Institutions	All US institutions
Blackboard	3	930	5437
	2.6%	45.0%	45.2%
Desire2Learn	0	346	1312
	0.0%	16.7%	10.9%
Instructure Canvas	0	166	1395
	0.0%	8.0%	11.6%
Jenzabar e-Racer	0	0	1
	0.0%	0.0%	0.0%
Moodle (Moodle Trust)	86	404	1737
	74.1%	19.5%	14.4%
Moodlerooms Joule	0	1	75
	0.0%	0.0%	0.6%
Pearson eCollege	0	8	201
	0.0%	0.4%	1.7%
Sakai	0	26	215
	0.0%	1.3%	1.8%
Homegrown/locally developed solution	6	20	137
	5.2%	1.0%	1.1%
Other product; please specify	17	158	1427
	14.7%	7.6%	11.9%
Don't know	4	9	89
	3.4%	0.4%	0.7%
Total respondent count	116	2068	12026
(Percentages sum to 100%)	100.0%	100.0%	100.0%

4.6d. LMS: System availability	Appalachian State University	MA Public Institutions	All US institutions
N/A	0	13	59
	0.0%	1.5%	1.2%
Very dissatisfied	1	17	102
	2.7%	1.9%	2.1%
Dissatisfied	0	58	266
	0.0%	6.5%	5.6%
Neutral	4	161	752
	10.8%	18.0%	15.8%
Satisfied	17	487	2585
	45.9%	54.4%	54.2%
Very satisfied	15	159	1003

very satisfied	40.5%	17.8%	21.0%
Total respondent count (Percentages sum to 100%)	37	895	4767
	100.0%	100.0%	100.0%

4.6d. LMS: System response time	Appalachian State University	MA Public Institutions	All US institutions
N/A	1	32	132
	2.7%	3.6%	2.8%
Very dissatisfied	1	40	198
	2.7%	4.5%	4.2%
Dissatisfied	0	92	512
	0.0%	10.3%	10.8%
Neutral	9	212	940
	24.3%	23.8%	19.7%
Satisfied	18	412	2284
	48.6%	46.2%	48.0%
Very satisfied	8	104	695
	21.6%	11.7%	14.6%
Total respondent count (Percentages sum to 100%)	37	892	4761
	100.0%	100.0%	100.0%

4.6d. LMS: Ease of use	Appalachian State University	MA Public Institutions	All US institutions
N/A	0	19	75
	0.0%	0.9%	0.6%
Very dissatisfied	5	152	684
	4.3%	7.4%	5.7%
Dissatisfied	13	387	1928
	11.3%	18.8%	16.1%
Neutral	26	476	2433
	22.6%	23.1%	20.3%
Satisfied	58	880	5508
	50.4%	42.6%	46.0%
Very satisfied	13	150	1340
	11.3%	7.3%	11.2%
Total respondent count (Percentages sum to 100%)	115	2064	11968
	100.0%	100.0%	100.0%

4.6d. LMS: Initial use training	Appalachian State University	MA Public Institutions	All US institutions
N/A	4	96	416
	10.8%	10.7%	8.7%
Very dissatisfied	1	84	360
	2.7%	9.4%	7.5%
Dissatisfied	5	145	769
	13.5%	16.2%	16.1%
Neutral	6	207	1048
	16.2%	23.2%	22.0%
Satisfied	15	290	1672
	40.5%	32.4%	35.0%
Very satisfied	6	72	507
	16.2%	8.1%	10.6%
Total respondent count (Percentages sum to 100%)	37	894	4772
	100.0%	100.0%	100.0%

4.6d. LMS: Ongoing training/professional development	Appalachian State University	MA Public Institutions	All US institutions
N/A	2	128	605
	5.4%	14.3%	12.7%

	0.7%	17.3%	12.7%
Very dissatisfied	0	65	309
	0.0%	7.3%	6.5%
Dissatisfied	5	124	721
	13.5%	13.9%	15.1%
Neutral	8	269	1343
	21.6%	30.2%	28.2%
Satisfied	14	245	1379
	37.8%	27.5%	28.9%
Very satisfied	8	61	411
	21.6%	6.8%	8.6%
Total respondent count (Percentages sum to 100%)	37	892	4768
	100.0%	100.0%	100.0%

4.6d. LMS: Posting content	Appalachian State University	MA Public Institutions	All US institutions
N/A	0	11	34
	0.0%	1.2%	0.7%
Very dissatisfied	0	25	122
	0.0%	2.8%	2.6%
Dissatisfied	2	75	359
	5.6%	8.4%	7.5%
Neutral	6	110	551
	16.7%	12.3%	11.5%
Satisfied	14	485	2531
	38.9%	54.1%	53.0%
Very satisfied	14	191	1180
	38.9%	21.3%	24.7%
Total respondent count (Percentages sum to 100%)	36	897	4777
	100.0%	100.0%	100.0%

4.6d. LMS: Managing assignments	Appalachian State University	MA Public Institutions	All US institutions
N/A	4	105	483
	10.8%	11.8%	10.1%
Very dissatisfied	2	36	173
	5.4%	4.0%	3.6%
Dissatisfied	2	83	468
	5.4%	9.3%	9.8%
Neutral	8	194	907
	21.6%	21.8%	19.0%
Satisfied	14	373	2036
	37.8%	41.9%	42.7%
Very satisfied	7	100	701
	18.9%	11.2%	14.7%
Total respondent count (Percentages sum to 100%)	37	891	4768
	100.0%	100.0%	100.0%

4.6d. LMS: Monitoring or managing enrollments	Appalachian State University	MA Public Institutions	All US institutions
N/A	6	140	631
	16.2%	15.7%	13.3%
Very dissatisfied	1	40	148
	2.7%	4.5%	3.1%
Dissatisfied	1	82	473
	2.7%	9.2%	9.9%
Neutral	7	207	997
	18.9%	23.2%	20.9%
Satisfied	12	341	1929

	Satisfied	32.4%	38.2%	40.5%
	Very satisfied	10	83	581
		27.0%	9.3%	12.2%
	Total respondent count (Percentages sum to 100%)	37	893	4759
		100.0%	100.0%	100.0%

4.6d. LMS: Entering student progress information	Appalachian State University	MA Public Institutions	All US institutions	
	4	69	339	
	10.8%	7.7%	7.1%	
	2	66	282	
	5.4%	7.4%	5.9%	
	4	150	715	
	10.8%	16.8%	15.0%	
	8	151	735	
	21.6%	16.9%	15.4%	
	15	361	1973	
	40.5%	40.3%	41.4%	
	4	98	727	
	10.8%	10.9%	15.2%	
	Total respondent count (Percentages sum to 100%)	37	895	4771
	100.0%	100.0%	100.0%	

4.6d. LMS: Receiving course assignments reliably	Appalachian State University	MA Public Institutions	All US institutions	
	4	111	516	
	11.4%	12.4%	10.8%	
	0	23	103	
	0.0%	2.6%	2.2%	
	0	44	257	
	0.0%	4.9%	5.4%	
	2	154	741	
	5.7%	17.2%	15.6%	
	17	434	2288	
	48.6%	48.5%	48.0%	
	12	129	859	
	34.3%	14.4%	18.0%	
	Total respondent count (Percentages sum to 100%)	35	895	4764
	100.0%	100.0%	100.0%	

4.6d. LMS: Engaging in meaningful interactions with students	Appalachian State University	MA Public Institutions	All US institutions	
	19	378	1758	
	16.5%	18.4%	14.8%	
	3	92	447	
	2.6%	4.5%	3.8%	
	9	297	1520	
	7.8%	14.5%	12.8%	
	37	566	3055	
	32.2%	27.6%	25.6%	
	40	613	4107	
	34.8%	29.9%	34.5%	
	7	104	1026	
	6.1%	5.1%	8.6%	
	Total respondent count (Percentages sum to 100%)	115	2050	11913
	100.0%	100.0%	100.0%	

4.6d. LMS: Overall satisfaction	Appalachian State		

	University	MA Public Institutions	All US institutions
N/A	0	15	61
	0.0%	1.3%	0.9%
Very dissatisfied	2	46	191
	2.6%	4.0%	2.7%
Dissatisfied	5	121	752
	6.6%	10.5%	10.6%
Neutral	21	359	1805
	27.6%	31.1%	25.3%
Satisfied	43	550	3677
	56.6%	47.7%	51.6%
Very satisfied	5	62	635
	6.6%	5.4%	8.9%
Total respondent count (Percentages sum to 100%)	76	1153	7121
	100.0%	100.0%	100.0%

4.6e. LMS: Critical to my teaching	Appalachian State University	MA Public Institutions	All US institutions
Don't know	0	22	121
	0.0%	1.1%	1.0%
Strongly disagree	8	139	698
	7.0%	6.8%	5.8%
Disagree	15	323	1575
	13.2%	15.7%	13.2%
Neutral	21	413	2270
	18.4%	20.1%	19.0%
Agree	42	684	3983
	36.8%	33.3%	33.3%
Strongly agree	28	475	3302
	24.6%	23.1%	27.6%
Total respondent count (Percentages sum to 100%)	114	2056	11949
	100.0%	100.0%	100.0%

4.6e. LMS: Very useful as a tool to enhance my teaching	Appalachian State University	MA Public Institutions	All US institutions
Don't know	1	22	120
	0.9%	1.1%	1.0%
Strongly disagree	2	55	282
	1.7%	2.7%	2.4%
Disagree	7	142	741
	6.1%	6.9%	6.2%
Neutral	15	331	1927
	13.0%	16.1%	16.1%
Agree	61	1020	5726
	53.0%	49.7%	48.0%
Strongly agree	29	483	3136
	25.2%	23.5%	26.3%
Total respondent count (Percentages sum to 100%)	115	2053	11932
	100.0%	100.0%	100.0%

4.6e. LMS: Very useful as a tool to enhance student learning	Appalachian State University	MA Public Institutions	All US institutions
Don't know	1	24	124
	0.9%	1.2%	1.0%
Strongly disagree	4	53	267
	3.5%	2.6%	2.2%
Disagree	3	136	729
	2.6%	6.6%	6.1%
	23	428	2339

Neutral	20.2%	20.9%	19.6%
Agree	55	980	5558
	48.2%	47.9%	46.6%
Strongly agree	28	427	2912
	24.6%	20.8%	24.4%
Total respondent count (Percentages sum to 100%)	114	2048	11929
	100.0%	100.0%	100.0%

4.7. In-class policy: Smartphone	Appalachian State University	MA Public Institutions	All US institutions
Ban students from using it in class	42	735	3834
	32.6%	30.9%	27.7%
Discourage students from using it in class	37	573	3359
	28.7%	24.1%	24.2%
Neither discourage nor encourage students	38	753	4831
	29.5%	31.7%	34.9%
Encourage students to use it in class	11	276	1667
	8.5%	11.6%	12.0%
Require students to use it in class	1	42	165
	0.8%	1.8%	1.2%
Total respondent count (Percentages sum to 100%)	129	2379	13856
	100.0%	100.0%	100.0%

4.7. In-class policy: Tablet or iPad	Appalachian State University	MA Public Institutions	All US institutions
Ban students from using it in class	14	267	1266
	10.9%	11.3%	9.2%
Discourage students from using it in class	16	242	1261
	12.4%	10.2%	9.1%
Neither discourage nor encourage students	64	1168	6966
	49.6%	49.2%	50.4%
Encourage students to use it in class	32	628	3971
	24.8%	26.5%	28.7%
Require students to use it in class	3	68	356
	2.3%	2.9%	2.6%
Total respondent count (Percentages sum to 100%)	129	2373	13820
	100.0%	100.0%	100.0%

4.7. In-class policy: Laptop	Appalachian State University	MA Public Institutions	All US institutions
Ban students from using it in class	11	215	990
	8.5%	9.1%	7.2%
Discourage students from using it in class	14	208	1067
	10.9%	8.8%	7.7%
Neither discourage nor encourage students	59	1129	6377
	45.7%	47.7%	46.2%
Encourage students to use it in class	39	680	4448
	30.2%	28.8%	32.2%
Require students to use it in class	6	133	921
	4.7%	5.6%	6.7%
Total respondent count (Percentages sum to 100%)	129	2365	13803
	100.0%	100.0%	100.0%

4.7. In-class policy: Wearable (e.g., Google Glass)	Appalachian State University	MA Public Institutions	All US institutions
Ban students from using it in class	33	551	2804
	26.6%	24.2%	21.0%
Discourage students from using it in class	14	233	1463

	11.3%	10.2%	11.0%
Neither discourage nor encourage students	77	1408	8469
	62.1%	61.7%	63.4%
Encourage students to use it in class	0	83	565
	0.0%	3.6%	4.2%
Require students to use it in class	0	6	47
	0.0%	0.3%	0.4%
Total respondent count	124	2281	13348
(Percentages sum to 100%)	100.0%	100.0%	100.0%

4.8. Devices in class: The use of mobile devices in-class can enhance learning.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	1	46	602
	0.8%	1.9%	4.3%
Strongly disagree	12	234	1104
	9.4%	9.8%	7.9%
Disagree	10	220	1454
	7.8%	9.2%	10.4%
Neutral	30	574	3414
	23.4%	24.1%	24.5%
Agree	66	1061	5887
	51.6%	44.6%	42.2%
Strongly agree	9	245	1489
	7.0%	10.3%	10.7%
Total respondent count	128	2380	13950
(Percentages sum to 100%)	100.0%	100.0%	100.0%

4.8. Devices in class: In-class use of mobile devices is distracting.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	0	26	551
	0.0%	1.1%	4.0%
Strongly disagree	3	90	498
	2.3%	3.8%	3.6%
Disagree	8	236	1440
	6.3%	9.9%	10.3%
Neutral	17	394	2543
	13.3%	16.5%	18.3%
Agree	69	1055	5877
	53.9%	44.3%	42.2%
Strongly agree	31	583	3025
	24.2%	24.5%	21.7%
Total respondent count	128	2384	13934
(Percentages sum to 100%)	100.0%	100.0%	100.0%

4.8. Devices in class: I am concerned about the security/privacy problems of mobile technology.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	2	93	786
	1.6%	3.9%	5.7%
Strongly disagree	12	146	799
	9.3%	6.1%	5.8%
Disagree	37	557	3099
	28.7%	23.4%	22.3%
Neutral	32	730	4085
	24.8%	30.7%	29.4%
Agree	30	605	3829
	23.3%	25.5%	27.6%
Strongly agree	16	246	1282
	12.4%	10.3%	9.2%

Total respondent count (Percentages sum to 100%.)	129	2377	13880
	100.0%	100.0%	100.0%

4.8. Devices in class: I'd like more training on incorporating mobile devices into my courses.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	0	59	808
	0.0%	2.5%	5.8%
Strongly disagree	14	232	1012
	10.9%	9.8%	7.3%
Disagree	25	325	1873
	19.4%	13.7%	13.5%
Neutral	30	549	3147
	23.3%	23.1%	22.7%
Agree	46	898	5221
	35.7%	37.7%	37.7%
Strongly agree	14	316	1805
	10.9%	13.3%	13.0%
Total respondent count (Percentages sum to 100%.)	129	2379	13866
	100.0%	100.0%	100.0%

4.8. Devices in class: I create assignments that take advantage of mobile technologies.	Appalachian State University	MA Public Institutions	All US institutions
Don't know	7	206	1665
	5.6%	8.7%	12.0%
Strongly disagree	27	433	2202
	21.6%	18.3%	15.9%
Disagree	37	638	3604
	29.6%	27.0%	26.0%
Neutral	26	444	2742
	20.8%	18.8%	19.8%
Agree	23	477	2823
	18.4%	20.2%	20.4%
Strongly agree	5	163	817
	4.0%	6.9%	5.9%
Total respondent count (Percentages sum to 100%.)	125	2361	13853
	100.0%	100.0%	100.0%

5.1. Research support: Resources for cross-institution research	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	9	143	751
	10.6%	12.1%	12.4%
Don't know	16	199	901
	18.8%	16.9%	14.9%
Strongly disagree	9	162	709
	10.6%	13.7%	11.7%
Disagree	18	228	1009
	21.2%	19.3%	16.6%
Neutral	20	250	1283
	23.5%	21.2%	21.1%
Agree	11	176	1202
	12.9%	14.9%	19.8%
Strongly Agree	2	23	212
	2.4%	1.9%	3.5%
Total respondent count (Percentages sum to 100%.)	85	1181	6067
	100.0%	100.0%	100.0%

5.1. Research support: Access to specialized research software	Appalachian State University	MA Public Institutions	All US institutions
	9	107	665

Not applicable to my research	10.7%	9.1%	10.9%
Don't know	5	50	225
	6.0%	4.2%	3.7%
Strongly disagree	7	133	594
	8.3%	11.3%	9.8%
Disagree	12	212	940
	14.3%	18.0%	15.5%
Neutral	13	225	1074
	15.5%	19.1%	17.7%
Agree	32	380	2115
	38.1%	32.2%	34.8%
Strongly Agree	6	72	466
	7.1%	6.1%	7.7%
Total respondent count (Percentages sum to 100%)	84	1179	6079
	100.0%	100.0%	100.0%

5.1. Research support: Access to specialized research hardware	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	20	260	1339
	23.5%	22.1%	22.1%
Don't know	5	51	229
	5.9%	4.3%	3.8%
Strongly disagree	5	128	529
	5.9%	10.9%	8.7%
Disagree	10	163	752
	11.8%	13.9%	12.4%
Neutral	12	211	1116
	14.1%	17.9%	18.4%
Agree	28	314	1739
	32.9%	26.7%	28.7%
Strongly Agree	5	49	365
	5.9%	4.2%	6.0%
Total respondent count (Percentages sum to 100%)	85	1176	6069
	100.0%	100.0%	100.0%

5.1. Research support: Adequate and appropriate support from IT	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	6	130	666
	7.1%	11.0%	11.0%
Don't know	5	61	253
	5.9%	5.2%	4.2%
Strongly disagree	5	137	603
	5.9%	11.6%	9.9%
Disagree	10	161	823
	11.8%	13.7%	13.5%
Neutral	17	244	1277
	20.0%	20.7%	21.0%
Agree	34	371	1969
	40.0%	31.5%	32.4%
Strongly Agree	8	74	483
	9.4%	6.3%	8.0%
Total respondent count (Percentages sum to 100%)	85	1178	6074
	100.0%	100.0%	100.0%

5.1. Research support: Timely support from IT	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	3	93	453
	9.4%	15.6%	16.0%

Don't know	4	35	179
	12.5%	5.9%	6.3%
Strongly disagree	3	69	282
	9.4%	11.6%	10.0%
Disagree	1	77	318
	3.1%	12.9%	11.3%
Neutral	4	116	548
	12.5%	19.4%	19.4%
Agree	11	165	802
	34.4%	27.6%	28.4%
Strongly Agree	6	42	242
	18.8%	7.0%	8.6%
Total respondent count (Percentages sum to 100%)	32	597	2824
	100.0%	100.0%	100.0%

5.1. Research support: Tech support for promotion and tenure	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	1	48	327
	3.1%	8.0%	11.6%
Don't know	8	107	515
	25.0%	17.9%	18.2%
Strongly disagree	3	118	486
	9.4%	19.7%	17.2%
Disagree	7	127	494
	21.9%	21.2%	17.4%
Neutral	5	98	460
	15.6%	16.4%	16.2%
Agree	6	82	451
	18.8%	13.7%	15.9%
Strongly Agree	2	18	98
	6.3%	3.0%	3.5%
Total respondent count (Percentages sum to 100%)	32	598	2831
	100.0%	100.0%	100.0%

5.1. Research support: Effective software for grants	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	1	77	426
	3.2%	12.9%	15.1%
Don't know	8	119	487
	25.8%	19.9%	17.2%
Strongly disagree	4	81	369
	12.9%	13.5%	13.0%
Disagree	4	98	442
	12.9%	16.4%	15.6%
Neutral	5	112	492
	16.1%	18.7%	17.4%
Agree	7	94	519
	22.6%	15.7%	18.3%
Strongly Agree	2	17	95
	6.5%	2.8%	3.4%
Total respondent count (Percentages sum to 100%)	31	598	2830
	100.0%	100.0%	100.0%

5.1. Research support: Adequate text analysis capabilities	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	8	186	895
	25.0%	31.2%	31.7%
Don't know	13	164	772

	40.6%	27.5%	27.3%
Strongly disagree	3	60	227
	9.4%	10.1%	8.0%
Disagree	3	61	244
	9.4%	10.2%	8.6%
Neutral	3	88	417
	9.4%	14.8%	14.8%
Agree	0	28	216
	0.0%	4.7%	7.6%
Strongly Agree	2	9	54
	6.3%	1.5%	1.9%
Total respondent count (Percentages sum to 100%)	32	596	2825
	100.0%	100.0%	100.0%

5.1. Research support: Generally satisfied with research support	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	0	34	240
	0.0%	2.9%	4.0%
Don't know	3	31	165
	3.5%	2.6%	2.7%
Strongly disagree	7	176	719
	8.2%	15.0%	11.9%
Disagree	16	224	1090
	18.8%	19.1%	18.0%
Neutral	17	303	1507
	20.0%	25.9%	25.0%
Agree	38	362	2005
	44.7%	30.9%	33.2%
Strongly Agree	4	41	314
	4.7%	3.5%	5.2%
Total respondent count (Percentages sum to 100%)	85	1171	6040
	100.0%	100.0%	100.0%

5.2. Do you conduct data-intensive research?	Appalachian State University	MA Public Institutions	All US institutions
No	62	835	4367
	72.9%	71.0%	72.3%
Yes	23	341	1670
	27.1%	29.0%	27.7%
Total respondent count (Percentages sum to 100%)	85	1176	6037
	100.0%	100.0%	100.0%

5.3. Data research support: Adequate bandwidth	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	1	15	85
	4.3%	4.4%	5.1%
Don't know	2	20	59
	8.7%	5.9%	3.6%
Strongly disagree	1	29	152
	4.3%	8.6%	9.2%
Disagree	2	44	187
	8.7%	13.0%	11.3%
Neutral	4	57	291
	17.4%	16.9%	17.6%
Agree	7	139	734
	30.4%	41.1%	44.4%
Strongly Agree	6	34	144
	26.1%	10.1%	8.7%

Total respondent count	23	338	1652
(Percentages sum to 100%)	100.0%	100.0%	100.0%

5.3. Data research support: Adequate data storage	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	0	9	53
	0.0%	2.7%	3.2%
Don't know	1	11	47
	4.5%	3.3%	2.9%
Strongly disagree	3	58	227
	13.6%	17.3%	13.8%
Disagree	3	53	237
	13.6%	15.8%	14.4%
Neutral	3	55	264
	13.6%	16.4%	16.0%
Agree	9	125	677
	40.9%	37.2%	41.1%
Strongly Agree	3	25	143
	13.6%	7.4%	8.7%
Total respondent count	22	336	1648
(Percentages sum to 100%)	100.0%	100.0%	100.0%

5.3. Data research support: Most of my data are stored in a cloud	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	0	19	132
	0.0%	5.6%	8.0%
Don't know	1	7	34
	4.3%	2.1%	2.1%
Strongly disagree	6	98	441
	26.1%	29.0%	26.7%
Disagree	8	116	522
	34.8%	34.3%	31.6%
Neutral	3	40	185
	13.0%	11.8%	11.2%
Agree	3	44	257
	13.0%	13.0%	15.5%
Strongly Agree	2	14	82
	8.7%	4.1%	5.0%
Total respondent count	23	338	1653
(Percentages sum to 100%)	100.0%	100.0%	100.0%

5.3. Data research support: IT is proactive in responding to my needs	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	1	29	118
	4.3%	8.6%	7.1%
Don't know	4	24	101
	17.4%	7.1%	6.1%
Strongly disagree	2	88	355
	8.7%	26.0%	21.4%
Disagree	8	83	433
	34.8%	24.6%	26.1%
Neutral	3	68	348
	13.0%	20.1%	21.0%
Agree	2	31	225
	8.7%	9.2%	13.6%
Strongly Agree	3	15	76
	13.0%	4.4%	4.6%
Total respondent count	23	338	1656
(Percentages sum to 100%)			

	100.0%	100.0%	100.0%
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5.3. Data research support: Wait time for consultation is too long	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	6 26.1%	65 19.3%	264 16.0%
Don't know	2 8.7%	41 12.2%	211 12.8%
Strongly disagree	4 17.4%	26 7.7%	116 7.0%
Disagree	4 17.4%	47 13.9%	267 16.2%
Neutral	5 21.7%	89 26.4%	466 28.2%
Agree	0 0.0%	46 13.6%	228 13.8%
Strongly Agree	2 8.7%	23 6.8%	100 6.1%
Total respondent count (Percentages sum to 100%)	23 100.0%	337 100.0%	1652 100.0%

5.3. Data research support: Communication with IT is adequate and appropriate	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	1 12.5%	24 13.6%	75 10.1%
Don't know	0 0.0%	5 2.8%	30 4.1%
Strongly disagree	1 12.5%	29 16.5%	126 17.1%
Disagree	1 12.5%	36 20.5%	120 16.2%
Neutral	3 37.5%	43 24.4%	181 24.5%
Agree	2 25.0%	31 17.6%	163 22.1%
Strongly Agree	0 0.0%	8 4.5%	44 6.0%
Total respondent count (Percentages sum to 100%)	8 100.0%	176 100.0%	739 100.0%

5.3. Data research support: IT plays an integral part	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	0 0.0%	13 7.4%	65 8.8%
Don't know	1 12.5%	11 6.3%	33 4.5%
Strongly disagree	1 12.5%	52 29.5%	196 26.5%
Disagree	2 25.0%	40 22.7%	145 19.6%
Neutral	4 50.0%	31 17.6%	134 18.1%
Agree	0 0.0%	19 10.8%	113 15.3%
Strongly Agree	0 0.0%	10 5.7%	53 7.2%
Total respondent count (Percentages sum to 100%)	8 100.0%	176 100.0%	739 100.0%

	100.0%	100.0%	100.0%
5.3. Data research support: Generally satisfied with research computing	Appalachian State University	MA Public Institutions	All US institutions
Not applicable to my research	0	7	49
	0.0%	2.1%	3.0%
Don't know	0	7	37
	0.0%	2.1%	2.2%
Strongly disagree	4	72	269
	18.2%	21.3%	16.3%
Disagree	6	93	372
	27.3%	27.5%	22.5%
Neutral	2	75	366
	9.1%	22.2%	22.1%
Agree	8	71	480
	36.4%	21.0%	29.0%
Strongly Agree	2	13	82
	9.1%	3.8%	5.0%
Total respondent count (Percentages sum to 100%.)	22	338	1655
	100.0%	100.0%	100.0%

For the next set of questions, respondents were asked to rate themselves on a scale of 0–100.

6.1a. Disposition towards IT		Appalachian State University	MA Public Institutions	All US institutions
Reluctant vs. Enthusiast	Mean	73.9	72.5	74.2
	SD	22.2	23.6	23.3
	N	131	2448	14835
Late adopter vs. Early adopter	Mean	64.5	62.4	63.2
	SD	26.6	27.3	27.4
	N	130	2412	14620
Technophobe vs. Technophile	Mean	66.6	64.3	65.5
	SD	25.9	24.8	25.0
	N	131	2408	14508
Skeptic vs. Cheerleader	Mean	60.0	59.9	62.5
	SD	25.0	25.7	25.8
	N	130	2406	14546
By-the-book vs. Experimenter	Mean	64.5	64.1	64.7
	SD	26.9	25.6	25.4
	N	131	2417	14542
Critic vs. Supporter	Mean	65.1	64.5	66.9
	SD	23.8	25.2	25.0
	N	129	2420	14607
Conservative vs. Radical	Mean	54.8	53.8	54.1
	SD	20.8	21.3	21.8
	N	131	2398	14503

6.1b. Attitude towards IT		Appalachian State University	MA Public Institutions	All US institutions
Dissatisfied vs. Satisfied	Mean	69.2	65.3	68.0
	SD	19.1	22.7	22.8
	N	132	2425	14706
Discontent vs. Content	Mean	68.2	63.5	66.3
	SD	20.5	22.7	22.9
	N	131	2409	14566
Perturbed vs. Pleased	Mean	65.7	63.3	66.3
	SD	21.6	23.2	23.2
	N	132	2411	14526
	Mean	69.5	67.1	69.8

Burdensome vs. Beneficial	SD	20.4	25.1	24.7
	N	131	2406	14564
Useless vs. Useful	Mean	78.2	76.3	77.9
	SD	17.8	20.6	20.7
Distraction vs. Enhancement	N	132	2411	14595
	Mean	69.0	66.7	69.4
	SD	21.5	24.2	24.0
N	131	2400	14525	

6.1c. Usage of IT		Appalachian State University	MA Public Institutions	All US institutions
Never connected vs. Always connected	Mean	80.9	79.5	81.2
	SD	19.2	20.5	20.2
	N	132	2444	14825
Peripheral vs. Central	Mean	71.5	71.0	72.7
	SD	21.9	23.2	23.0
	N	131	2424	14633
Old media vs. New media	Mean	68.0	67.7	69.0
	SD	21.4	22.5	22.6
	N	132	2427	14657
Infrequent vs. Frequent	Mean	82.3	79.1	80.6
	SD	18.0	20.9	20.6
	N	132	2428	14712
Satiabile vs. Insatiable	Mean	55.0	54.8	56.5
	SD	25.4	25.1	25.1
	N	129	2379	14446

6.2. Gender		Appalachian State University	MA Public Institutions	All US institutions
Male		60	1096	6776
		44.8%	44.6%	45.3%
Female		71	1272	7661
		53.0%	51.7%	51.3%
Other		0	5	17
		0.0%	0.2%	0.1%
Prefer not to answer		3	85	489
		2.2%	3.5%	3.3%
Total respondent count (Percentages sum to 100%)		134	2458	14943
		100.0%	100.0%	100.0%

6.3. Faculty load area		Appalachian State University	MA Public Institutions	All US institutions
Agriculture and natural resources		1	41	310
		0.8%	1.7%	2.1%
Biological/life sciences		5	147	883
		3.8%	5.9%	5.9%
Business, management, marketing		10	182	1287
		7.5%	7.4%	8.6%
Communications/journalism		6	111	474
		4.5%	4.5%	3.2%
Computer and information sciences		2	74	640
		1.5%	3.0%	4.3%
Education, including physical education		19	306	1426
		14.3%	12.4%	9.5%
Engineering and architecture		2	104	644
		1.5%	4.2%	4.3%
Fine and performing arts		8	119	664
		6.0%	4.8%	4.4%

Health sciences, including professional programs	12	195	1715
	9.0%	7.9%	11.4%
Humanities	21	307	1661
	15.8%	12.4%	11.0%
Liberal arts/general studies	9	98	785
	6.8%	4.0%	5.2%
Manufacturing, construction, repair, or transportation	0	8	73
	0.0%	0.3%	0.5%
Physical sciences, including mathematical sciences	15	247	1403
	11.3%	10.0%	9.3%
Public administration, legal, social, and protective services	2	13	188
	1.5%	0.5%	1.3%
Social sciences	10	351	1667
	7.5%	14.2%	11.1%
Other; please describe	11	170	1215
	8.3%	6.9%	8.1%
Total respondent count (Percentages sum to 100%.)	133	2473	15035
	100.0%	100.0%	100.0%

6.4. Ethnicity	Appalachian State University	MA Public Institutions	All US institutions
White	117	1917	11854
	87.3%	76.8%	78.2%
Black/African American	0	41	439
	0.0%	1.6%	2.9%
Hispanic	2	130	564
	1.5%	5.2%	3.7%
American Indian or Alaskan native	1	25	159
	0.7%	1.0%	1.0%
Asian/Pacific Islander	3	118	646
	2.2%	4.7%	4.3%
Other	0	42	211
	0.0%	1.7%	1.4%
Prefer not to answer	12	241	1350
	9.0%	9.7%	8.9%
Total respondent count	134	2496	15160