

**Table 1
Survey Response Rates**

	Academic Year 2001/2002			Academic Year 1996/1997		
	<u>Student</u>	<u>Faculty</u>	<u>Staff</u>	<u>Student</u>	<u>Faculty</u>	<u>Staff</u>
<u>All Campuses*</u>						
Number of Respondents	2,146	470	1059	239	989	1,903
Number Attempted to Contact	39,219	2,336	3,938	2,533	2,397	4,232
Percent Responding	5%	20%	27%	9%	41%	45%
<u>Camden</u>						
Number of Respondents	203	44	77	49	116	147
Number Attempted to Contact	3,477	189	268	454	216	278
Percent Responding	6%	23%	29%	11%	54%	53%
<u>Newark</u>						
Number of Respondents	162	58	92	33	178	228
Number Attempted to Contact	5,144	324	462	535	399	526
Percent Responding	3%	18%	20%	6%	45%	43%
<u>New Brunswick Overall</u>						
Number of Respondents	1,675	368	890	157	695	1,528
Number Attempted to Contact	27,506	1,823	3,208	1,544	1,782	3,428
Percent Responding	6%	20%	28%	10%	39%	45%
<u>College Avenue</u>						
Number of Respondents	888	84	295	11	178	484
Number Attempted to Contact	14,228	402	941	142	438	957
Percent Responding	6%	21%	31%	8%	41%	51%
<u>Douglass/Cook</u>						
Number of Respondents	346	120	194	83	187	277
Number Attempted to Contact	6,485	524	831	686	537	741
Percent Responding	5%	23%	23%	12%	35%	37%
<u>Livingston/Busch</u>						
Number of Respondents	441	164	401	63	330	767
Number Attempted to Contact	6,793	897	1,436	716	807	1,730
Percent Responding	6%	18%	28%	9%	41%	44%
<u>University College**</u>						
Number of Respondents	106					
Number Attempted to Contact	3,092	na	na	na	na	na
Percent Responding	3%					

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 2.1
Use of any Rutgers computing services in a typical week from ON-CAMPUS

	Academic Year 2001/2002		Hours per Week				
	N	5 or less %	6-15 %	16-25 %	26-35 %	36-45 %	46+ %
<u>All Campuses*</u>							
Students	1,859	38	26	15	7	5	9
Faculty	403	23	28	26	8	10	4
Staff	875	16	22	18	22	19	4
<u>Camden</u>							
Students	176	59	27	7	2	3	2
Faculty	38	24	39	16	5	8	8
Staff	67	18	13	21	28	19	0
<u>Newark</u>							
Students	140	51	28	7	6	4	4
Faculty	54	31	28	28	9	0	4
Staff	71	13	41	10	18	15	3
<u>New Brunswick Overall</u>							
Students	1,458	32	27	17	7	5	11
Faculty	311	21	27	27	8	13	4
Staff	737	16	21	19	21	19	4
<u>College Avenue</u>							
Students	768	32	27	18	7	5	10
Faculty	72	19	28	33	10	10	0
Staff	255	18	20	20	22	15	5
<u>Douglass/Cook</u>							
Students	302	30	29	16	9	4	11
Faculty	95	23	26	28	6	12	4
Staff	148	24	27	20	15	12	2
<u>Livingston/Busch</u>							
Students	388	33	23	18	7	6	13
Faculty	144	21	26	23	9	15	6
Staff	334	11	19	18	23	25	4
<u>University College**</u>							
Students	85	68	18	6	4	2	2

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 2.2
Use of any Rutgers computing services in a typical week from OFF-CAMPUS

	Academic Year 2001/2002		Hours per Week				
	N	5 or less %	6-15 %	16-25 %	26-35 %	36-45 %	46+ %
<u>All Campuses</u>							
Students	1,291	67	21	7	2	1	2
Faculty	370	43	35	13	5	3	2
Staff	557	64	27	7	1	1	0
<u>Camden</u>							
Students	143	76	20	1	1	1	2
Faculty	37	32	30	19	5	5	8
Staff	42	48	45	2	2	2	0
<u>Newark</u>							
Students	102	68	24	5	1	0	3
Faculty	51	47	29	14	2	2	6
Staff	44	82	14	2	2	0	0
<u>New Brunswick Overall</u>							
Students	963	67	21	8	2	1	1
Faculty	282	43	36	12	5	2	1
Staff	471	64	26	8	1	1	0
<u>College Avenue</u>							
Students	514	62	23	9	3	1	2
Faculty	67	42	39	13	3	3	0
Staff	152	66	28	7	0	0	0
<u>Douglass/Cook</u>							
Students	188	73	22	3	1	0	0
Faculty	88	44	36	11	3	2	2
Staff	101	67	23	9	0	1	0
<u>Livingston/Busch</u>							
Students	261	70	18	7	2	1	2
Faculty	127	43	35	11	8	2	1
Staff	218	61	27	9	1	2	0
<u>University College**</u>							
Students	83	63	22	10	4	1	1

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 2.3
Description of Computer Competency

	Academic Year 2001/2002				Academic Year 1996/1997			
	<u>N</u>	<u>Novice %</u>	<u>Interm. %</u>	<u>Expert %</u>	<u>N</u>	<u>Novice %</u>	<u>Interm. %</u>	<u>Expert %</u>
<u>All Campuses</u>								
Students	2,007	4	62	34	236	12	69	19
Faculty	447	4	67	29	978	9	69	21
Staff	986	7	68	24	1,885	16	68	14
<u>Camden</u>								
Students	189	3	66	31	49	18	61	20
Faculty	41	2	68	29	112	6	72	21
Staff	71	13	69	18	144	22	69	7
<u>Newark</u>								
Students	149	3	58	39	32	16	63	22
Faculty	57	9	68	23	178	8	74	17
Staff	85	9	72	18	226	20	71	8
<u>New Brunswick Overall</u>								
Students	1,567	4	62	33	155	10	73	17
Faculty	349	3	67	30	688	10	67	23
Staff	830	7	68	25	1,515	15	68	16
<u>College Avenue</u>								
Students	834	4	62	34	11	18	82	0
Faculty	81	5	70	25	176	19	69	21
Staff	281	7	73	19	481	17	73	9
<u>Douglass/Cook</u>								
Students	325	6	74	20	83	8	75	17
Faculty	113	4	73	23	186	13	72	15
Staff	178	6	77	17	275	15	72	11
<u>Livingston/Busch</u>								
Students	408	4	53	42	61	10	69	21
Faculty	155	3	61	37	326	8	64	28
Staff	371	6	59	34	759	14	63	22
<u>University College**</u>								
Students	102	4	55	40	n/a	n/a	n/a	n/a

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 2.4
Primary Connection from Residence

Academic Year 2001/2002							
	<u>N</u>	<u>Dorm Direct Wire %</u>	<u>Rutgers Modem %</u>	<u>Non-Rutgers Modem %</u>	<u>DSL Services %</u>	<u>Cable Modem Service %</u>	<u>Other %</u>
<u>All Campuses</u>							
Students	1,903	49	11	15	5	16	4
Faculty	409		32	34	10	19	5
Staff	788		25	30	9	29	6
<u>Camden</u>							
Students	170	18	9	28	6	31	9
Faculty	39		21	36	18	26	0
Staff	58		21	26	12	38	3
<u>Newark</u>							
Students	140	19	12	30	6	25	9
Faculty	52		31	35	10	23	2
Staff	63		21	41	6	29	3
<u>New Brunswick Overall</u>							
Students	1,503	58	11	11	5	13	3
Faculty	318		33	34	9	17	6
Staff	667		25	30	9	29	7
<u>College Avenue</u>							
Students	796	51	14	14	4	14	3
Faculty	74		32	34	9	22	3
Staff	215		27	29	11	28	5
<u>Douglass/Cook</u>							
Students	313	66	7	10	5	9	2
Faculty	101		26	41	8	16	10
Staff	137		24	36	8	23	9
<u>Livingston/Busch</u>							
Students	394	65	9	6	4	13	3
Faculty	143		39	30	10	16	4
Staff	315		25	27	9	31	8
<u>University College**</u>							
Students	90	8	10	27	4	38	13

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 2.5
Usually dial-in directly to RUCS modem pool (weekends and holidays)

Academic Year 2001/2002

	<u>N</u>	<u>8 am to Noon %</u>	<u>12 pm to 4 pm %</u>	<u>4 pm to 8 pm %</u>	<u>8 pm to Midnight %</u>	<u>Midnight to 8 am %</u>
<u>All Campuses</u>						
Students	722	11	26	22	36	6
Faculty	243	21	30	16	31	1
Staff	378	25	26	20	28	2
<u>Camden</u>						
Students	71	17	32	18	31	1
Faculty	24	33	25	17	25	0
Staff	24	25	29	21	25	0
<u>Newark</u>						
Students	54	11	26	28	28	7
Faculty	31	29	39	13	16	3
Staff	35	14	29	23	34	0
<u>New Brunswick Overall</u>						
Students	555	8	25	22	38	7
Faculty	188	19	30	16	34	1
Staff	319	26	25	19	27	3
<u>College Avenue</u>						
Students	306	10	25	22	37	7
Faculty	44	18	32	14	34	2
Staff	111	26	28	15	28	3
<u>Douglass/Cook</u>						
Students	122	9	30	20	34	7
Faculty	56	21	27	13	39	0
Staff	65	28	26	15	31	0
<u>Livingston/Busch</u>						
Students	127	5	20	24	43	7
Faculty	88	17	31	20	31	1
Staff	143	25	23	24	24	3
<u>University College**</u>						
Students	42	29	26	17	26	2

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 2.6
Usually dial-in directly to RUCS modem pool (weekdays)

Academic Year 2001/2002

	<u>N</u>	<u>8 am to Noon %</u>	<u>12 pm to 4 pm %</u>	<u>4 pm to 8 pm %</u>	<u>8 pm to Midnight %</u>	<u>Midnight to 8 am %</u>
<u>All Campuses</u>						
Students	720	10	12	25	49	5
Faculty	239	15	11	11	59	3
Staff	380	12	7	20	59	2
<u>Camden</u>						
Students	71	11	15	28	44	1
Faculty	23	17	9	9	65	0
Staff	27	11	0	22	67	0
<u>Newark</u>						
Students	55	9	11	31	45	4
Faculty	32	16	16	19	44	6
Staff	32	9	6	19	63	3
<u>New Brunswick Overall</u>						
Students	552	9	12	24	49	5
Faculty	184	15	11	10	61	3
Staff	321	12	7	20	59	2
<u>College Avenue</u>						
Students	300	9	11	21	54	5
Faculty	38	18	16	11	50	5
Staff	113	12	5	21	60	2
<u>Douglass/Cook</u>						
Students	130	8	14	29	42	6
Faculty	61	21	13	10	52	3
Staff	68	13	12	18	51	6
<u>Livingston/Busch</u>						
Students	122	10	15	25	45	5
Faculty	85	9	7	11	72	1
Staff	140	12	7	19	61	1
<u>University College**</u>						
Students	42	17	10	21	50	2

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 3.1
Importance of Services to Work or Study

	Academic Year 2001/2002				Academic Year 1996/1997			
	How important were these services to your work?				How important are these services to your work or study?			
	Users		Very Important	Importance	Users		Very Important	Importance
	N	%	%	Indicator	N	%	%	Indicator
<u>All Campuses*</u>								
Students	2,124	99	38	4.3	234	98	58	4.8
Faculty	458	97	55	6.1	905	92	71	9.0
Staff	1,022	97	52	10.1	1,702	90	62	8.1
<u>Camden</u>								
Students	199	99	40	4.3	45	92	51	2.8
Faculty	43	98	72	13.3	111	96	86	15.8
Staff	71	92	54	8.1	130	89	63	11.4
<u>Newark</u>								
Students	157	98	42	5.3	32	100	94	all
Faculty	58	100	57	9.0	170	95	77	15.7
Staff	88	96	52	21.0	215	95	65	9.0
<u>New Brunswick Overall</u>								
Students	1,663	99	38	4.3	157	100	53	4.3
Faculty	357	97	53	5.7	624	90	67	7.3
Staff	863	97	52	10.1	1,357	90	62	8.1
<u>College Avenue</u>								
Students	883	99	39	4.3	11	100	18	2.7
Faculty	82	98	55	7.3	164	94	74	11.5
Staff	286	97	55	10.1	438	92	61	8.1
<u>Douglass/Cook</u>								
Students	345	100	35	3.8	83	100	51	6.1
Faculty	117	98	56	7.3	155	81	57	4.6
Staff	187	96	44	7.3	242	89	52	4.3
<u>Livingston/Busch</u>								
Students	435	99	37	4.2	63	100	62	3.5
Faculty	158	96	50	4.3	305	93	69	8.2
Staff	390	97	53	11.4	677	89	66	11.5
<u>University College**</u>								
Students	105	100	33	4.6	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 3.2
Satisfaction with RUCS Systems or Services

	Academic Year 2001/2002				Academic Year 1996/1997			
	Used at least one system or service				Used at least one system or service			
	Users		Very Satisfied %	Satisfaction Indicator	Users		Very Satisfied %	Satisfaction Indicator
N	%	N			%			
All Campuses*								
Students	2,101	98	26	5.3	232	98	9	1.5
Faculty	438	93	36	6.1	866	92	6	1.1
Staff	995	94	44	13.3	1,615	90	11	2.7
Camden								
Students	195	96	31	6.6	43	92	12	2.6
Faculty	41	93	61	10.0	105	96	23	3.3
Staff	72	94	61	18.8	122	89	18	6.1
Newark								
Students	152	94	20	3.5	32	100	6	<1
Faculty	57	98	30	5.3	160	95	3	<1
Staff	84	91	35	6.2	208	95	3	1.2
New Brunswick Overall								
Students	1,649	98	25	5.3	157	100	8	1.5
Faculty	340	92	34	6.1	601	90	4	1.1
Staff	839	94	44	13.4	1,285	90	11	3.5
College Avenue								
Students	872	98	26	5.7	11	100	18	4.6
Faculty	77	92	35	5.7	154	94	4	<1
Staff	278	94	44	13.3	411	92	9	2.6
Douglass/Cook								
Students	342	99	26	5.7	83	100	7	1.2
Faculty	113	94	38	5.7	148	81	3	1.0
Staff	179	92	34	11.6	225	89	8	2.3
Livingston/Busch								
Students	435	99	23	4.0	63	100	8	1.6
Faculty	150	91	31	7.3	299	93	5	1.4
Staff	382	95	48	15.7	649	89	14	4.0
University College**								
Students	105	99	34	8.0	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 4.2
Operating System of Computer at Residence

	Academic Year 2001/2002		Windows	PC-DOS	Mac	Mac	UNIX	Don't
	N	More than one %	95/98/2000 NT %	Windows 3.1 %	OS 7 or earlier %	OS 7.5 or later %		
<u>All Campuses</u>								
Students	1,931	13	92	3	<1	5	9	6
Faculty	424	14	84	4	1	16	9	1
Staff	871	10	90	3	3	8	5	3
<u>Camden</u>								
Students	174	13	93	<1	<1	7	6	5
Faculty	40	8	95	5	0	8	3	0
Staff	62	13	92	4	4	5	4	8
<u>Newark</u>								
Students	146	11	93	<1	<1	6	6	<1
Faculty	57	16	86	9	2	7	11	2
Staff	75	7	88	7	2	7	3	3
<u>New Brunswick Overall</u>								
Students	1,515	13	92	3	<1	4	9	6
Faculty	327	14	82	2	2	19	9	1
Staff	734	10	91	3	3	9	6	3
<u>College Avenue</u>								
Students	798	15	91	2	<1	6	10	6
Faculty	75	7	80	4	2	16	4	2
Staff	238	11	90	3	3	11	5	3
<u>Douglass/Cook</u>								
Students	315	9	90	4	<1	5	5	5
Faculty	106	9	83	1	1	20	6	0
Staff	155	6	92	6	2	6	2	3
<u>Livingston/Busch</u>								
Students	402	12	93	4	<1	2	9	8
Faculty	146	21	83	3	2	20	15	2
Staff	341	12	90	2	3	8	9	4
<u>University College**</u>								
Students	96	16	97	2	0	2	11	3

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 4.3
Operating System of Computer at Work

Academic Year 2001/2002		Windows 95/98/2000 NT %	PC-DOS Windows 3.1 %	Mac OS 7 or earlier %	Mac OS 7.5 or later %	UNIX Linux %	Don't Know Other %	
	<u>N</u>	<u>More than one %</u>						
<u>All Campuses</u>								
Students	1,491	16	90	3	2	9	12	5
Faculty	439	13	81	2	<1	15	15	1
Staff	971	11	93	3	1	9	9	2
<u>Camden</u>								
Students	136	18	95	3	2	8	10	5
Faculty	40	8	90	3	0	3	15	0
Staff	68	12	96	2	0	5	9	2
<u>Newark</u>								
Students	119	10	92	1	0	9	9	2
Faculty	54	22	91	6	0	10	17	2
Staff	84	10	96	4	0	10	4	2
<u>New Brunswick Overall</u>								
Students	1,159	16	89	3	3	9	13	6
Faculty	345	12	79	2	<1	17	15	2
Staff	819	11	93	3	1	10	9	2
<u>College Avenue</u>								
Students	610	17	89	2	3	11	15	5
Faculty	79	5	88	2	2	9	5	2
Staff	275	9	92	3	1	12	4	2
<u>Douglass/Cook</u>								
Students	249	13	85	4	3	9	8	11
Faculty	112	8	83	1	0	20	7	0
Staff	178	8	97	5	2	4	3	4
<u>Livingston/Busch</u>								
Students	300	16	92	4	3	7	13	5
Faculty	154	19	72	2	0	19	26	3
Staff	366	15	91	2	1	11	16	1
<u>University College**</u>								
Students	77	19	90	3	0	7	16	4

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 5.1
Frequency of Email using a Rutgers Account

	Academic Year 2001/2002					
	N	Several Times a Day %	Once a Day %	Several Times a Week %	Once a Week or Less %	Never %
<u>All Campuses*</u>						
Students	1,988	53	16	13	11	6
Faculty	451	91	5	1	0	2
Staff	986	94	2	2	1	1
<u>Camden</u>						
Students	185	43	19	18	11	9
Faculty	41	98	2	0	0	0
Staff	70	91	3	6	0	0
<u>Newark</u>						
Students	147	44	9	16	16	14
Faculty	58	86	9	3	0	2
Staff	86	88	5	6	1	0
<u>New Brunswick Overall</u>						
Students	1,555	57	17	12	10	5
Faculty	352	91	5	1	1	3
Staff	830	95	2	2	1	1
<u>College Avenue</u>						
Students	825	58	16	11	11	5
Faculty	82	87	9	2	1	1
Staff	282	94	2	3	1	0
<u>Douglass/Cook</u>						
Students	324	54	21	12	10	4
Faculty	114	94	3	1	0	3
Staff	177	93	2	2	1	2
<u>Livingston/Busch</u>						
Students	406	56	16	14	9	5
Faculty	156	90	5	1	1	3
Staff	371	96	1	1	1	1
<u>University College</u>						
Students	101	29	17	19	24	12

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 5.2
Satisfaction with RUCS Email Systems or Services

	Academic Year 2001/2002				Academic Year 1996/1997			
	Email by logging into a Rutgers computer (rci or eden, using pine, zmlite, or similar program or Netscape, Internet Explorer/Outlook Express, Pegasus, Endora, etc.)				E-mail to or from off-campus correspondents (Internet Mail)			
	<u>Users</u>		<u>Very Satisfied %</u>	<u>Satisfaction Indicator</u>	<u>Users</u>		<u>Very Satisfied %</u>	<u>Satisfaction Indicator</u>
	<u>N</u>	<u>%</u>			<u>N</u>	<u>%</u>		
<u>All Campuses*</u>								
Students	2,043	95	40	5.3	206	89	25	3.0
Faculty	397	84	53	9.1	834	90	21	2.6
Staff	949	90	60	17.0	1,407	82	29	5.3
<u>Camden</u>								
Students	190	94	50	13.3	32	71	31	3.5
Faculty	40	91	68	19.2	99	89	35	6.1
Staff	70	91	73	24.0	113	87	42	8.2
<u>Newark</u>								
Students	142	88	35	4.3	29	91	34	All
Faculty	53	91	49	6.7	154	92	18	2.8
Staff	79	86	61	10.1	192	92	20	4.0
<u>New Brunswick Overall</u>								
Students	1,614	96	39	4.6	145	94	22	2.3
Faculty	304	83	52	10.1	581	90	20	2.2
Staff	800	90	59	13.3	1,102	80	29	5.7
<u>College Avenue</u>								
Students	857	97	40	5.3	11	100	36	All
Faculty	80	95	56	13.4	151	91	17	1.3
Staff	272	92	58	11.4	372	84	27	3.8
<u>Douglass/Cook</u>								
Students	340	98	37	4.6	77	95	17	2.3
Faculty	104	87	47	9.0	150	87	18	2.3
Staff	172	89	55	32.3	201	80	25	3.1
<u>Livingston/Busch</u>								
Students	417	95	37	4.1	57	90	26	1.9
Faculty	120	73	53	8.1	280	92	23	3.2
Staff	356	89	62	13.3	529	78	31	11.5
<u>University College**</u>								
Students	97	91	45	8.9	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 5.3
Satisfaction with RUCS Email Systems or Services

	Academic Year 1996/1997				Academic Year 1996/1997			
	Unix/Mainframe-based mail on RUCS systems (BEN, etc.)				Workstation-mail (Pegasus, GroupWise, etc.)			
	Users		Very Satisfied %	Satisfaction Indicator	Users		Very Satisfied %	Satisfaction Indicator
	N	%			N	%		
All Campuses*								
Students	120	56	13	2.4	61	30	20	5.3
Faculty	449	55	16	2.0	284	37	11	2.4
Staff	838	54	21	3.4	817	52	27	6.1
Camden								
Students	25	53	8	2.1	10	24	0	1.5
Faculty	83	81	27	4.6	14	17	21	1.8
Staff	61	54	28	6.7	29	27	14	13.3
Newark								
Students	13	41	15	All	25	78	36	5.3
Faculty	77	51	18	1.4	83	54	7	2.3
Staff	88	48	9	3.5	114	64	15	5.3
New Brunswick Overall								
Students	82	60	13	2.0	26	20	12	11.6
Faculty	289	51	13	1.9	187	34	11	2.4
Staff	689	55	22	3.2	674	53	30	6.1
College Avenue								
Students	2				1			
Faculty	72	52	6	1.1	49	46	12	1.8
Staff	194	51	15	2.3	253	62	31	7.3
Douglass/Cook								
Students	53	71	8	1.9	15	21	13	
Faculty	80	51	14	1.4	44	31	7	3.0
Staff	101	46	20	1.9	86	39	22	2.6
Livingston/Busch								
Students	27	47	26	2.0	10	19	10	4.0
Faculty	137	51	17	3.0	94	36	13	3.0
Staff	394	60	25	4.8	335	52	31	7.3
University College**								
Students	na				na			

Table 6.1
Satisfaction with Selected Online Services

	Academic Year 2001/2002				Academic Year 2001/2002			
	Calendar of Events (Web)				University Schedule of Classes (Web)			
	<u>Users</u>		<u>Very Satisfied</u>	<u>Satisfaction Indicator</u>	<u>Users</u>		<u>Very Satisfied</u>	<u>Satisfaction Indicator</u>
<u>N</u>	<u>%</u>	<u>%</u>	<u>N</u>		<u>%</u>	<u>%</u>		
<u>All Campuses*</u>								
Students	1,384	64	52	6.2	2,040	95	68	13.1
Faculty	165	35	44	6.1	214	45	51	6.6
Staff	508	48	55	11.5	430	41	70	32.3
<u>Camden</u>								
Students	137	67	50	9.0	184	91	66	11.6
Faculty	17	39	41	4.6	19	43	63	8.1
Staff	30	39	47	4.9	28	36	71	24.0
<u>Newark</u>								
Students	105	65	49	4.9	151	93	60	9.0
Faculty	19	33	47	5.3	30	52	43	4.9
Staff	51	55	53	15.7	52	56	63	24.0
<u>New Brunswick Overall</u>								
Students	1,074	64	51	6.1	1,606	96	69	15.7
Faculty	129	35	44	6.1	165	45	52	6.2
Staff	427	48	55	10.1	350	39	71	32.3
<u>College Avenue</u>								
Students	558	63	51	5.7	841	95	70	13.3
Faculty	31	37	48	3.5	39	46	54	8.2
Staff	145	49	52	7.3	120	41	73	19.2
<u>Douglass/Cook</u>								
Students	231	67	57	9.0	338	98	70	19.0
Faculty	46	38	33	4.9	49	41	39	4.0
Staff	84	43	51	11.4	83	43	71	82.0
<u>Livingston/Busch</u>								
Students	285	65	47	5.3	427	97	66	15.7
Faculty	52	32	52	15.7	77	47	58	8.1
Staff	198	49	59	15.7	147	37	70	49.0
<u>University College**</u>								
Students	68	64	72	11.4	99	93	74	15.7

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 6.2
Satisfaction with Selected Online Services

	Academic Year 2001/2002				Academic Year 2001/2002			
	Rutgers Online Directory (Find People)				Home Address Update (students) Address Update for Faculty or Staff			
	<u>Users</u>		<u>Very Satisfied</u>	<u>Satisfaction Indicator</u>	<u>Users</u>		<u>Very Satisfied</u>	<u>Satisfaction Indicator</u>
<u>N</u>	<u>%</u>	<u>%</u>	<u>N</u>		<u>%</u>	<u>%</u>		
<u>All Campuses*</u>								
Students	1,871	87	60	13.3	892	42	64	10.1
Faculty	385	82	57	11.5	183	39	52	6.7
Staff	954	91	69	32.0	600	57	63	11.5
<u>Camden</u>								
Students	167	82	57	11.5	86	42	55	8.1
Faculty	33	75	64	15.7	13	30	77	11.5
Staff	61	79	77	49.0	36	47	72	All
<u>Newark</u>								
Students	140	86	50	9.0	68	42	66	8.0
Faculty	45	78	51	10.7	21	36	43	5.7
Staff	81	88	63	49.0	61	66	52	13.3
<u>New Brunswick Overall</u>								
Students	1,486	89	61	15.7	694	41	64	10.1
Faculty	307	83	57	11.4	149	40	51	6.7
Staff	812	91	69	32.0	503	57	63	10.1
<u>College Avenue</u>								
Students	790	89	61	13.4	358	40	63	9.0
Faculty	70	83	60	13.3	35	42	63	7.4
Staff	273	92	69	24.0	143	48	63	11.5
<u>Douglass/Cook</u>								
Students	318	92	61	15.5	138	40	71	15.5
Faculty	98	82	50	10.1	49	41	49	7.3
Staff	169	87	67	32.3	100	51	55	8.1
<u>Livingston/Busch</u>								
Students	378	86	60	13.3	198	45	60	10.1
Faculty	139	85	61	11.4	65	40	46	5.6
Staff	370	92	71	19.2	260	65	67	10.1
<u>University College**</u>								
Students	78	74	60	8.0	44	41	75	23.8

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 7.1
Satisfaction with Telecommunications and Networking

	Academic Year 2001/2002				Academic Year 1996/1997			
	Hosting your web pages on a Rutgers system (e.g., rci, eden, crab, clam, andromeda, pegasus)				Personal World Wide Web home pages			
	Users		Very Satisfied %	Satisfaction Indicator	Users		Very Satisfied %	Satisfaction Indicator
N	%	N			%			
<u>All Campuses*</u>								
Students	828	39	44	6.7	91	40	14	4.0
Faculty	182	39	55	11.5	313	36	13	3.8
Staff	358	34	59	13.3	631	37	24	4.6
<u>Camden</u>								
Students	56	28	45	13.3	19	42	32	3.6
Faculty	29	66	59	32.3	49	47	16	2.8
Staff	36	47	69	8.0	51	38	37	6.1
<u>Newark</u>								
Students	64	40	39	4.0	8			
Faculty	25	43	52	5.3	54	35	15	4.0
Staff	33	36	45	5.6	88	45	16	3.8
<u>New Brunswick Overall</u>								
Students	679	40	45	6.7	64	42	9	5.6
Faculty	129	35	55	15.5	210	35	11	4.0
Staff	289	32	59	15.7	492	36	24	4.6
<u>College Avenue</u>								
Students	368	41	49	8.1	2			
Faculty	30	36	47	3.3	60	39	5	4.0
Staff	93	31	54	13.3	145	34	21	4.0
<u>Douglass/Cook</u>								
Students	135	39	39	4.9	33	42	6	3.2
Faculty	46	38	54	48.5	54	32	19	3.8
Staff	52	27	60	24.3	73	30	23	2.8
<u>Livingston/Busch</u>								
Students	176	40	39	5.7	29	46	14	13.3
Faculty	52	32	62	0.0	96	33	11	4.0
Staff	144	36	63	15.7	274	39	25	6.1
<u>University College**</u>								
Students	29	27	48	8.9	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 7.2
Satisfaction with Telecommunications and Networking

	Academic Year 2001/2002				Academic Year 1996/1997			
	Access to pages elsewhere on the World Wide Web				World Wide Web			
	Users		Very Satisfied	Satisfaction	Users		Very Satisfied	Satisfaction
	N	%	%	Indicator	N	%	%	Indicator
All Campuses*								
Students	1,820	85	51	7.3	201	86	19	4.0
Faculty	347	74	57	6.2	767	85	20	3.5
Staff	817	77	56	8.2	1,375	78	28	8.1
Camden								
Students	162	80	60	10.0	37	80	22	4.3
Faculty	36	82	72	11.4	103	95	24	4.0
Staff	60	78	70	29.0	115	82	38	11.5
Newark								
Students	137	85	48	5.3	27	84	11	1.3
Faculty	43	74	58	13.3	138	84	12	2.1
Staff	69	75	48	10.1	164	81	15	5.7
New Brunswick Overall								
Students	1,447	86	50	6.7	137	88	20	5.3
Faculty	268	73	55	5.7	526	83	21	3.8
Staff	688	77	55	8.0	1,096	77	29	8.1
College Avenue								
Students	773	87	53	8.1	7			
Faculty	62	74	58	6.7	136	87	27	2.7
Staff	227	77	58	8.1	374	84	29	8.9
Douglass/Cook								
Students	289	84	48	8.9	73	90	16	4.6
Faculty	88	73	60	5.3	123	72	21	2.4
Staff	138	71	45	6.7	168	68	21	9.1
Livingston/Busch								
Students	385	87	45	4.9	57	90	23	6.1
Faculty	118	72	49	5.7	267	88	18	7.3
Staff	323	81	58	8.1	554	77	32	8.1
University College**								
Students	74	70	59	23.8	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 7.3
Satisfaction with Telecommunications and Networking

	Academic Year 2001/2002				Academic Year 1996/1997			
	Mailing list services (ListServ, Majordomo)				Mailing list servers (ListServ, Majordomo)			
	Users		Very Satisfied %	Satisfaction Indicator	Users		Very Satisfied %	Satisfaction Indicator
N	%	N			%			
All Campuses*								
Students	764	36	41	5.3	93	42	17	15.5
Faculty	146	31	53	9.0	412	47	17	4.9
Staff	423	40	55	10.2	671	40	22	8.1
Camden								
Students	70	34	56	6.7	16	39	19	2.9
Faculty	22	50	64	10.1	62	57	23	15.7
Staff	31	40	61	6.7	59	45	34	32.2
Newark								
Students	43	27	37	3.8	10	31	0	<1
Faculty	17	29	35	2.3	67	43	13	2.2
Staff	37	40	38	4.9	52	27	13	4.0
New Brunswick Overall								
Students	617	37	39	5.2	67	44	19	32.3
Faculty	107	29	54	13.3	283	46	17	5.6
Staff	355	40	56	13.3	560	41	22	8.1
College Avenue								
Students	325	37	43	5.7	4			
Faculty	29	35	41	8.9	99	63	13	4.0
Staff	120	41	55	10.2	209	50	24	6.7
Douglass/Cook								
Students	138	40	41	6.2	38	48	11	19.0
Faculty	38	32	63	19.0	85	50	18	6.1
Staff	69	36	54	15.8	97	40	18	11.5
Livingston/Busch								
Students	154	35	31	3.8	25	41	20	<1
Faculty	40	24	55	19.0	99	35	20	6.7
Staff	166	41	58	13.4	254	37	22	9.0
University College**								
Students	34	32	47	5.7	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 7.4
Satisfaction with Telecommunications and Networking

	Academic Year 2001/2002				Academic Year 1996/1997			
	Usenet news groups				Usenet news groups			
	Users		Very Satisfied %	Satisfaction Indicator	Users		Very Satisfied %	Satisfaction Indicator
N	%	N			%			
<u>All Campuses*</u>								
Students	288	13	24	2.2	103	45	12	1.7
Faculty	36	8	25	2.6	300	35	13	2.4
Staff	127	12	42	6.2	598	36	19	5.6
<u>Camden</u>								
Students	22	11	50	4.3	23	51	9	<1
Faculty	4				44	43	11	1.9
Staff	10	13	50	All	46	35	20	6.7
<u>Newark</u>								
Students	17	10	18	1.9	12	37	8	<1
Faculty	7				66	42	15	2.0
Staff	11	12	36	10.1	67	34	10	4.2
<u>New Brunswick Overall</u>								
Students	232	14	22	2.1	68	44	13	3.2
Faculty	25	7	32	2.1	190	31	13	2.7
Staff	106	12	42	5.7	485	36	21	5.7
<u>College Avenue</u>								
Students	124	14	19	2.1	2			
Faculty	4				44	29	11	1.9
Staff	24	8	54	24.0	138	34	17	4.1
<u>Douglass/Cook</u>								
Students	49	14	35	4.6	36	46	6	2.6
Faculty	8				47	28	17	2.7
Staff	19	10	26	2.7	80	33	16	4.9
<u>Livingston/Busch</u>								
Students	59	13	17	1.2	30	48	17	4.0
Faculty	13	8	31	1.2	99	35	11	3.3
Staff	63	16	41	5.3	267	38	24	6.7
<u>University College**</u>								
Students	17	16	29	4.6	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 7.5
Satisfaction with Telecommunications and Networking

	Academic Year 2001/2002				Academic Year 1996/1997			
	Dialup modem services				Standard dial-in modem services (terminal services)			
	<u>Users</u>		<u>Very Satisfied</u>	<u>Satisfaction</u>	<u>Users</u>		<u>Very Satisfied</u>	<u>Satisfaction</u>
	<u>N</u>	<u>%</u>	<u>%</u>	<u>Indicator</u>	<u>N</u>	<u>%</u>	<u>%</u>	<u>Indicator</u>
<u>All Campuses*</u>								
Students	817	38	26	1.7	150	65	9	<1
Faculty	231	49	21	1.6	609	68	4	<1
Staff	354	33	31	2.8	782	46	5	<1
<u>Camden</u>								
Students	62	30	50	4.3	20	44	30	3.0
Faculty	21	48	33	5.7	78	76	15	1.8
Staff	25	32	48	4.0	50	38	30	5.3
<u>Newark</u>								
Students	61	38	28	1.9	17	53	12	1.4
Faculty	24	41	13	1.0	108	66	4	<1
Staff	29	31	31	3.2	66	33	6	1.3
<u>New Brunswick Overall</u>								
Students	655	39	22	1.5	113	73	4	<1
Faculty	186	50	21	1.6	423	67	2	<1
Staff	300	34	30	2.7	666	49	3	<1
<u>College Avenue</u>								
Students	380	43	22	1.5	7			
Faculty	38	45	16	1.4	122	77	2	<1
Staff	94	32	30	2.3	234	56	5	<1
<u>Douglass/Cook</u>								
Students	121	35	23	1.4	67	81	3	<1
Faculty	58	48	21	1.5	107	61	2	<1
Staff	54	28	20	1.7	143	60	1	<1
<u>Livingston/Busch</u>								
Students	154	35	22	1.7	39	64	8	<1
Faculty	90	55	23	1.6	194	66	2	<1
Staff	152	38	34	4.0	289	41	3	<1
<u>University College**</u>								
	39	37	41	1.8	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 7.6
Satisfaction with Telecommunications and Networking

	Academic Year 2001/2002				Academic Year 1996/1997				
	Access to Rutgers from ISP, cable modem, etc.		Very Satisfied %	Satisfaction Indicator	Extended dial-in modem services (PPP, other services)		Very Satisfied %	Satisfaction Indicator	
	Users				Users				
	N	%			N	%			
<u>All Campuses*</u>									
Students	1,064	50	40	3.5	99	43	7	<1	
Faculty	172	37	44	4.9	405	46	2	<1	
Staff	373	35	42	4.9	562	34	6	<1	
<u>Camden</u>									
Students	99	49	51	5.7	14	31	29	3.8	
Faculty	24	55	54	11.5	49	48	12	1.2	
Staff	33	43	52	7.3	34	26	44	1.8	
<u>Newark</u>									
Students	83	51	37	3.0	5				
Faculty	20	34	35	4.0	71	45	0	<1	
Staff	28	30	25	2.5	40	50	0	1.2	
<u>New Brunswick Overall</u>									
Students	823	49	39	3.4	80	52	4	<1	
Faculty	128	35	43	4.6	285	46	1	<1	
Staff	312	35	42	5.3	488	36	4	<1	
<u>College Avenue</u>									
Students	428	48	39	3.7	2				
Faculty	30	36	43	4.9	76	49	0	<1	
Staff	99	34	44	4.2	151	37	5	<1	
<u>Douglass/Cook</u>									
Students	184	53	39	3.8	50	63	4	<1	
Faculty	37	31	49	5.3	64	38	2	<1	
Staff	60	31	33	6.3	106	44	3	<1	
<u>Livingston/Busch</u>									
Students	211	48	37	3.1	28	44	4	<1	
Faculty	61	37	39	4.6	145	50	1	<1	
Staff	153	38	44	6.1	231	33	4	<1	
<u>University College**</u>									
Students	59	56	51	2.9	na				

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 7.7
Satisfaction with Telecommunications and Networking

	Academic Year 2001/2002				Academic Year 1996/1997			
	Office or lab direct network connection				Office or laboratory direct network connection (Ethernet data Jack)			
	Users		Very Satisfied	Satisfaction	Users		Very Satisfied	Satisfaction
	N	%	%	Indicator	N	%	%	Indicator
All Campuses*								
Students	882	42	46	6.1	65	29	12	1.0
Faculty	290	62	57	6.1	538	61	20	2.5
Staff	481	45	56	8.0	604	36	25	5.3
Camden								
Students	77	38	48	6.1	9			
Faculty	29	66	52	6.6	79	74	23	5.7
Staff	40	52	68	11.6	52	40	33	7.4
Newark								
Students	68	42	29	2.2	14	44	14	1.3
Faculty	35	60	60	7.4	105	67	12	1.1
Staff	42	46	52	13.1	60	31	13	1.6
New Brunswick Overall								
Students	702	42	47	7.3	42	28	10	<1
Faculty	226	61	57	5.7	354	57	21	2.8
Staff	399	45	55	7.3	492	37	25	6.6
College Avenue								
Students	373	42	49	8.1	2			
Faculty	47	56	60	3.6	85	54	31	5.3
Staff	126	43	55	8.1	174	42	24	4.9
Douglass/Cook								
Students	138	40	46	8.1	21	27	5	<1
Faculty	64	53	61	7.3	76	44	12	1.8
Staff	76	39	39	3.7	60	26	25	5.7
Livingston/Busch								
Students	191	43	43	5.3	19	31	16	1.3
Faculty	115	70	54	7.3	193	67	20	2.8
Staff	197	49	62	9.0	258	37	26	8.1
University College**								
Students	35	33	57	10.1	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 7.8
Satisfaction with Telecommunications and Networking

	Academic Year 2001/2002				Academic Year 1996/1997			
	Residence hall direct network connection				NOT AVAILABLE			
	Users		Very Satisfied	Satisfaction	Users		Very Satisfied	Satisfaction
	N	%	%	Indicator	N	%	%	Indicator
<u>All Campuses*</u>								
Students	1,127	53	31	2.2				
<u>Camden</u>								
Students	42	21	24	2.0				
<u>Newark</u>								
Students	37	23	22	1.3				
<u>New Brunswick Overall</u>								
Students	1,030	61	32	2.3				
<u>College Avenue</u>								
Students	485	55	32	2.5				
<u>Douglass/Cook</u>								
Students	242	70	34	3.2				
<u>Livingston/Busch</u>								
Students	303	69	30	1.5				
<u>University College**</u>								
Students	18	17	44	3.5	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 8.1
Satisfaction with the Campus Computing Store

	Academic Year 2001/2002			
	Users		Very Satisfied	Satisfaction Indicator
	N	%	%	
<u>All Campuses*</u>				
Students	472	22	18	1.3
Faculty	122	26	34	2.8
Staff	312	29	38	3.8
<u>Camden</u>				
Students	37	18	32	2.0
Faculty	6	14	0	1.0
Staff	13	17	46	All
<u>Newark</u>				
Students	23	14	17	<1
Faculty	8			
Staff	21	23	48	3.2
<u>New Brunswick Overall</u>				
Students	391	23	17	1.3
Faculty	108	29	35	3.2
Staff	278	31	37	3.5
<u>College Avenue</u>				
Students	244	27	16	1.4
Faculty	17	20	12	1.9
Staff	84	28	24	2.5
<u>Douglass/Cook</u>				
Students	53	15	19	1.7
Faculty	40	33	50	5.3
Staff	63	32	41	5.3
<u>Livingston/Busch</u>				
Students	94	21	18	1.1
Faculty	51	31	31	2.8
Staff	131	33	44	4.0
<u>University College</u>				
Students	21	20	19	2.0

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 8.2
Satisfaction with Telephone Consulting

	Academic Year 2001/2002				Academic Year 1996/1997			
	Telephone Consulting (Information Center or help desk)				Telephone Consulting (Information Center)			
	Users		Very Satisfied	Satisfaction	Users		Very Satisfied	Satisfaction
	N	%	%	Indicator	N	%	%	Indicator
<u>All Campuses*</u>								
Students	1,039	48	30	2.4	96	41	19	1.7
Faculty	171	36	37	3.2	500	54	8	< 1
Staff	538	25	45	4.6	909	51	14	2.0
<u>Camden</u>								
Students	68	33	29	2.7	15	31	13	1.1
Faculty	18	41	50	4.9	57	52	14	1.5
Staff	41	53	59	13.3	69	53	23	4.8
<u>Newark</u>								
Students	62	38	27	1.9	9			
Faculty	28	48	32	3.5	93	56	2	< 1
Staff	55	60	49	4.0	120	55	6	2.0
<u>New Brunswick Overall</u>								
Students	867	52	29	2.4	72	46	19	1.9
Faculty	125	34	37	3.0	350	54	9	1.1
Staff	442	50	43	4.3	720	50	15	2.0
<u>College Avenue</u>								
Students	427	48	31	2.6	8			All
Faculty	29	35	31	3.2	108	66	12	< 1
Staff	140	47	44	6.7	278	61	14	1.9
<u>Douglass/Cook</u>								
Students	196	57	30	2.7	43	52	9	2.6
Faculty	43	36	40	2.3	90	51	4	2.2
Staff	87	45	36	2.6	123	48	14	1.9
<u>Livingston/Busch</u>								
Students	244	55	25	1.9	21	33	24	< 1
Faculty	53	32	38	3.5	152	49	9	< 1
Staff	215	54	46	4.1	319	44	16	2.2
<u>University College**</u>								
Students	42	40	38	2.2	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 8.3
Satisfaction with Email Consulting

	Academic Year 2001/2002				Academic Year 1996/1997			
	Email Consulting (help@rci, help @eden, etc.)				Electronic mail consulting via RUCS Information Center			
	Users		Very Satisfied	Satisfaction	Users		Very Satisfied	Satisfaction
	N	%	%	Indicator	N	%	%	Indicator
<u>All Campuses*</u>								
Students	646	30	34	2.7	99	43	23	2.3
Faculty	119	25	46	4.2	377	41	11	1.3
Staff	350	33	51	6.6	629	36	18	2.6
<u>Camden</u>								
Students	64	31	44	4.0	14	29	36	1.9
Faculty	20	45	65	19	61	54	30	3.2
Staff	27	35	70	All	63	49	24	9.1
<u>Newark</u>								
Students	46	28	28	1.4	11	37	36	<1
Faculty	11	19	36	1.2	67	40	4	<1
Staff	35	38	40	2.8	93	44	9	2.1
<u>New Brunswick Overall</u>								
Students	497	30	33	2.7	74	48	19	1.9
Faculty	88	24	43	4.1	249	38	8	1.2
Staff	288	32	51	6.7	473	33	19	2.4
<u>College Avenue</u>								
Students	263	30	35	2.8	5			
Faculty	25	30	44	4.0	85	51	9	<1
Staff	90	30	47	6.2	184	41	18	2.1
<u>Douglass/Cook</u>								
Students	94	27	32	3.2	44	56	14	1.3
Faculty	25	21	32	4.0	55	31	4	1.6
Staff	55	28	49	4.3	65	26	18	1.8
<u>Livingston/Busch</u>								
Students	140	32	28	2.0	25	40	24	5.3
Faculty	38	23	50	4.6	109	46	4	1.4
Staff	143	36	54	4.8	224	31	19	2.8
<u>University College**</u>								
Students	39	37	36	3.3	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 8.4
Satisfaction with RUCS Publications on Paper

	Academic Year 2001/2002				Academic Year 1996/1997			
	RUCS Publications on paper				RUCS Publications on paper			
	Users		Very Satisfied	Satisfaction	Users		Very Satisfied	Satisfaction
	N	%	%	Indicator	N	%	%	Indicator
<u>All Campuses*</u>								
Students	538	25	30	4.5	83	36	19	3.5
Faculty	85	18	28	7.3	530	57	9	3.5
Staff	257	24	40	10.1	873	50	13	5.7
<u>Camden</u>								
Students	63	31	38	5.7	10	22	50	9.0
Faculty	14	32	29	6.1	66	61	5	2.6
Staff	29	38	48	13.3	54	41	17	4.3
<u>Newark</u>								
Students	47	29	26	4.1	13	43	15	11.5
Faculty	7				109	66	6	2.4
Staff	28	30	25	4.6	124	60	6	3.8
<u>New Brunswick Overall</u>								
Students	394	24	29	4.3	60	39	15	2.7
Faculty	64	17	28	6.7	355	54	12	4.1
Staff	200	22	41	10.2	695	50	14	6.1
<u>College Avenue</u>								
Students	198	22	29	4.9	1			
Faculty	7				106	65	19	2.6
Staff	54	18	41	10.1	249	56	15	4.6
<u>Douglass/Cook</u>								
Students	93	27	37	4.9	34	42	18	4.6
Faculty	26	22	38	7.3	91	51	7	4.9
Staff	29	15	52	15.5	104	42	11	6.2
<u>Livingston/Busch</u>								
Students	103	23	24	2.8	25	40	12	1.5
Faculty	31	19	23	10.1	158	51	9	6.1
Staff	117	29	38	10.2	342	48	13	7.3
<u>University College**</u>								
Students	34	32	35	4.6	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 8.5
Satisfaction with RUCS Information on the Web

	Academic Year 2001/2002				Academic Year 1996/1997			
	RUCS information on the Web				RUCS Publications online			
	<u>Users</u>		<u>Very Satisfied</u>	<u>Satisfaction</u>	<u>Users</u>		<u>Very Satisfied</u>	<u>Satisfaction</u>
	<u>N</u>	<u>%</u>	<u>%</u>	<u>Indicator</u>	<u>N</u>	<u>%</u>	<u>%</u>	<u>Indicator</u>
<u>All Campuses*</u>								
Students	1,301	61	34	5.7	59	25	22	3.2
Faculty	263	56	37	8.1	311	34	8	1.8
Staff	660	62	45	9.0	467	27	15	3.8
<u>Camden</u>								
Students	133	65	34	4.9	10	21	60	9.0
Faculty	28	64	50	6.1	49	46	14	1.9
Staff	50	65	54	15.7	30	23	27	4.0
<u>Newark</u>								
Students	114	70	37	3.5	8			
Faculty	28	48	29	8.2	58	36	10	1.0
Staff	61	66	43	10.2	68	33	9	3.0
<u>New Brunswick Overall</u>								
Students	977	58	33	6.1	41	26	17	2.4
Faculty	207	56	37	8.2	204	32	5	2.0
Staff	549	62	44	8.1	369	26	15	4.3
<u>College Avenue</u>								
Students	520	59	34	6.7	1			
Faculty	39	46	46	9.0	51	32	16	1.0
Staff	164	56	43	7.3	103	24	16	3.8
<u>Douglass/Cook</u>								
Students	193	56	35	6.1	26	32	23	2.2
Faculty	70	58	34	9.0	46	26	2	1.9
Staff	112	58	42	5.7	55	22	15	2.7
<u>Livingston/Busch</u>								
Students	264	60	28	4.8	14	22	7	2.4
Faculty	98	60	35	8.1	107	35	2	3.0
Staff	273	68	46	10.1	211	30	15	5.3
<u>University College**</u>								
Students	77	73	45	6.1	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 8.6
Satisfaction with RUCS Education Series Classes or Workshops

	Academic Year 2001/2002				Academic Year 1996/1997			
	RUCS Education Series Classes or Workshops since September 1999				RUCS Education Program classes and workshops			
	Users		Very Satisfied	Satisfaction	Users		Very Satisfied	Satisfaction
	N	%	%	Indicator	N	%	%	Indicator
<u>All Campuses*</u>								
Students	206	10	33	3.3	46	20	41	3.7
Faculty	59	12	41	3.3	340	37	13	1.8
Staff	294	28	48	8.1	818	46	15	2.4
<u>Camden</u>								
Students	18	9	39	3.5	11	23	27	2.7
Faculty	11	25	45	10.0	60	56	18	4.5
Staff	27	35	44	8.0	75	53	19	4.3
<u>Newark</u>								
Students	28	17	43	2.5	6			
Faculty	5				56	33	9	<1
Staff	33	36	42	3.7	93	44	10	1.1
<u>New Brunswick Overall</u>								
Students	144	9	30	3.6	29	19	55	6.1
Faculty	43	12	40	2.6	224	35	13	1.9
Staff	234	26	49	9.0	650	46	15	2.4
<u>College Avenue</u>								
Students	68	8	31	5.7	2			
Faculty	8				68	42	16	1.4
Staff	78	26	53	10.4	214	48	9	2.1
<u>Douglass/Cook</u>								
Students	30	9	33	6.1	17	22	59	3.2
Faculty	23	19	35	2.8	57	33	5	1.0
Staff	46	24	39	8.1	97	38	21	1.9
<u>Livingston/Busch</u>								
Students	46	10	26	1.7	10	26	40	<1
Faculty	12	7	50	3.0	99	32	15	4.0
Staff	110	27	51	10.1	339	47	17	3.0
<u>University College**</u>								
Students	16	15	31	2.2	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 8.7
Satisfaction with RUCS Microcomputer Support Services Group

	Academic Year 2001/2002				Academic Year 1996/1997			
	Microcomputer Support Services Group (site licenses, software distribution)				Software Distribution			
	Users		Very Satisfied	Satisfaction	Users		Very Satisfied	Satisfaction
	N	%	%	Indicator	N	%	%	Indicator
<u>All Campuses*</u>								
Students	296	14	35	4.0	51	22	10	1.4
Faculty	143	30	57	6.7	327	36	4	1.0
Staff	343	32	58	11.5	565	33	10	1.3
<u>Camden</u>								
Students	28	14	43	3.8	8			
Faculty	16	36	50	15.7	45	41	2	1.3
Staff	25	32	48	5.3	31	24	6	1.4
<u>Newark</u>								
Students	29	18	45	4.0	8			
Faculty	15	26	53	4.0	58	34	0	<1
Staff	27	29	48	6.1	80	38	0	<1
<u>New Brunswick Overall</u>								
Students	225	13	32	3.8	35	23	11	1.2
Faculty	112	30	58	6.2	224	35	6	1.2
Staff	291	33	59	13.3	454	33	12	1.5
<u>College Avenue</u>								
Students	119	13	34	5.3	2			
Faculty	12	14	58	11.4	49	31	4	<1
Staff	74	25	57	11.5	133	31	11	1.0
<u>Douglass/Cook</u>								
Students	38	11	32	3.8	24	30	8	1.0
Faculty	41	34	66	13.3	57	32	0	1.1
Staff	63	32	62	32.3	80	32	10	1.6
<u>Livingston/Busch</u>								
Students	68	15	28	2.6	9			1.3
Faculty	59	36	53	4.3	118	39	9	1.6
Staff	154	38	60	13.3	241	34	13	1.8
<u>University College**</u>								
Students	16	15	31	2.2	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 8.8
Satisfaction with Walk-in Consultation

	Academic Year 2001/2002				Academic Year 1996/1997			
	Walk-in Consultation				Walk-in consulting, disk recovery, account services, documentation (Info. Center)			
	Users		Very Satisfied	Satisfaction	Users		Very Satisfied	Satisfaction
	N	%	%	Indicator	N	%	%	Indicator
<u>All Campuses*</u>								
Students	487	23	39	3.5	116	50	16	2.1
Faculty	63	13	60	6.7	322	35	9	1.4
Staff	143	13	59	6.2	471	27	20	2.4
<u>Camden</u>								
Students	71	35	48	3.0	23	48	13	2.3
Faculty	12	27	83	All	58	54	16	2.7
Staff	18	23	61	8.1	40	31	35	4.6
<u>Newark</u>								
Students	50	31	38	2.6	17	57	35	2.4
Faculty	13	22	46	5.6	75	44	1	1.0
Staff	19	21	58	5.3	79	37	11	<1
<u>New Brunswick Overall</u>								
Students	336	20	37	3.8	76	49	13	2.0
Faculty	38	10	58	5.3	189	29	10	1.4
Staff	106	12	58	6.1	352	25	20	2.8
<u>College Avenue</u>								
Students	163	18	39	4.6	5			
Faculty	5				39	24	18	1.4
Staff	27	9	44	4.5	117	27	15	2.2
<u>Douglass/Cook</u>								
Students	80	23	31	3.3	49	60	8	1.9
Faculty	12	10	67	11.5	34	19	9	1.6
Staff	17	9	59	7.3	62	24	18	4.3
<u>Livingston/Busch</u>								
Students	93	21	39	3.4	22	35	23	1.8
Faculty	21	13	57	9.0	116	38	8	1.3
Staff	62	15	65	8.1	173	24	25	3.2
<u>University College**</u>								
Students	30	28	40	5.2	na			

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 9.1
Student Satisfaction with Administrative Data Services

	Academic Year 2001/2002				Academic Year 2001/2002				Academic Year 2001/2002			
	Grades, Transcripts, Class Schedules Web				Financial Aid Award Status Web				Statement of Financial Accounts (i.e., charges and payments)			
	Users		Very Satisfied %	Satisfaction Indicator	Users		Very Satisfied %	Satisfaction Indicator	Users		Very Satisfied %	Satisfaction Indicator
N	%	N			%	N			%			
<u>All Campuses*</u>												
Students	2,061	96	69	15.7	663	31	51	5.6	944	44	49	5.3
<u>Camden</u>												
Students	193	95	65	15.5	65	32	48	5.7	82	40	50	4.9
<u>Newark</u>												
Students	155	96	61	8.1	50	31	62	3.2	87	54	52	3.0
<u>New Brunswick Overall</u>												
Students	1,612	96	69	18.8	520	31	49	5.6	723	43	48	5.8
<u>College Avenue</u>												
Students	849	96	69	18.8	246	28	52	4.9	361	41	48	5.1
<u>Douglass/Cook</u>												
Students	336	97	72	32.3	124	36	54	7.3	47	42	52	6.0
<u>Livingston/Busch</u>												
Students	427	97	67	15.5	150	34	42	4.9	215	49	44	7.0
<u>University College**</u>												
Students	101	95	82	19.0	28	26	71	12.0	52	49	67	5.5

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 9.2
Student Satisfaction with Administrative Data Services

	Academic Year 2001/2001				Academic Year 2001/2001				Academic Year 1996/1997				
	Course Registration Web		Very Satisfied %	Satisfaction Indicator	Course Registration TTTR		Very Satisfied %	Satisfaction Indicator	Course Registration TTTR		Very Satisfied %	Satisfaction Indicator	
	Users				Users				Users				
	N	%			N	%			N	%			
<u>All Campuses*</u>													
Students	1,988	93	59	5.3	1,180	55	42	2.8	190	85	33	9.0	
<u>Camden</u>													
Students	179	88	68	13.3	96	47	57	10.0	43	91	40	13.3	
<u>Newark</u>													
Students	133	82	68	8.1	133	82	68	8.1	24	80	29	7.3	
<u>New Brunswick Overall</u>													
Students	1,581	94	56	4.9	1,581	94	56	4.9	123	84	31	9.0	
<u>College Avenue</u>													
Students	830	93	58	5.3	473	53	39	2.2	9				
<u>Douglass/Cook</u>													
Students	334	96	52	4.6	223	64	41	2.6	63	86	35	15.7	
<u>Livingston/Busch</u>													
Students	417	95	54	3.8	254	58	36	2.7	51	81	25	7.3	
<u>University College**</u>													
Students	95	90	75	11.5	95	90	75	11.5	na				

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 9.3
Student Satisfaction with Administrative Data Services

Academic Year 2001/2001

Online Directory Management - Web (i.e., restricting display of directory data)
--

	Users		Very Satisfied	Satisfaction Indicator
	N	%	%	
<u>All Campuses*</u>				
Students	777	36	60	11.5
<u>Camden</u>				
Students	57	28	61	7.3
<u>Newark</u>				
Students	56	35	64	8.1
<u>New Brunswick Overall</u>				
Students	626	37	59	11.5
<u>College Avenue</u>				
Students	317	36	57	15.7
<u>Douglass/Cook</u>				
Students	129	37	67	13.3
<u>Livingston/Busch</u>				
Students	180	41	56	6.2
<u>University College**</u>				
Students	38	36	71	19.0

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 10.1
Faculty and Staff Satisfaction with Administrative Data Services

	Academic Year 2001/2002				Academic Year 2001/2002			
	Student Mail Services Web				First Year Sectioning System (Client Server application)			
	Users		Very Satisfied %	Satisfaction Indicator	Users		Very Satisfied %	Satisfaction Indicator
N	%	N			%			
<u>All Campuses*</u>								
Faculty	24	5	38	7.3	3			
Staff	79	7	59	18.8	26	2	46	11.5
<u>Camden</u>								
Faculty	2				0			
Staff	6				2			
<u>Newark</u>								
Faculty	7				0			
Staff	11	12	55	10.1	2			
<u>New Brunswick Overall</u>								
Faculty	15	4	40	13.3	3			
Staff	62	7	61	19.0	22	2	55	9.1
<u>College Avenue</u>								
Faculty	5				0			
Staff	14	5	57	6.1	5			
<u>Douglass/Cook</u>								
Faculty	4				0			
Staff	12	6	50	All	3			
<u>Livingston/Busch</u>								
Faculty	6				3			
Staff	36	9	67	32.7	14	3	57	6.1

* Includes Camden, Newark, and New Brunswick overall.

Table 10.2
Faculty and Staff Satisfaction with Administrative Data Services

	Academic Year 2001/2002				Academic Year 2001/2002			
	Undergraduate Admissions System (NJAS)				Graduate Admissions System			
	Users		Very Satisfied %	Satisfaction Indicator	Users		Very Satisfied %	Satisfaction Indicator
N	%	N			%			
<u>All Campuses*</u>								
Faculty	9				17	4	24	1.4
Staff	99	9	42	5.6	77	7	43	11.5
<u>Camden</u>								
Faculty	1				3			
Staff	7				3			
<u>Newark</u>								
Faculty	1				2			
Staff	12	13	42	2.0	14	15	43	13.3
<u>New Brunswick Overall</u>								
Faculty	7				12	3	33	3.0
Staff	80	9	43	6.2	60	7	45	11.5
<u>College Avenue</u>								
Faculty	1				3			
Staff	22	7	55	6.2	24	8	50	24.0
<u>Douglass/Cook</u>								
Faculty	2				3			
Staff	15	8	40	6.2	12	6	25	11.5
<u>Livingston/Busch</u>								
Faculty	4				6			
Staff	43	11	37	6.1	24	6	50	6.8

* Includes Camden, Newark, and New Brunswick overall.

Table 10.3
Faculty and Staff Satisfaction with Administrative Data Services

	Academic Year 2001/2002				Academic Year 2001/2002			
	Student Information Management System				Student Grades and Transcripts Web			
	Users		Very Satisfied %	Satisfaction Indicator	Users		Very Satisfied %	Satisfaction Indicator
N	%	N			%			
<u>All Campuses*</u>								
Faculty	11	2	18	2.7	67	14	58	3.3
Staff	93	9	42	7.3	236	22	75	23.8
<u>Camden</u>								
Faculty	3				13	29	77	5.3
Staff	3				18	23	89	All
<u>Newark</u>								
Faculty	1				4			
Staff	11	12	55	4.6	24	26	71	11.5
<u>New Brunswick Overall</u>								
Faculty	7				50	14	56	3.2
Staff	79	9	41	7.4	194	22	75	19.2
<u>College Avenue</u>								
Faculty	0				11	13	55	10.1
Staff	25	8	48	24.0	67	23	76	23.8
<u>Douglass/Cook</u>								
Faculty	0				15	13	60	2.8
Staff	15	8	13	2.7	47	24	70	15.5
<u>Livingston/Busch</u>								
Faculty	7				24	15	54	2.4
Staff	39	10	46	8.2	80	20	76	24.0

* Includes Camden, Newark, and New Brunswick overall.

Table 10.4
Faculty and Staff Satisfaction with Administrative Data Services

	Academic Year 2001/2002				Academic Year 2001/2002				
	Class Rosters Web		Very Satisfied %	Satisfaction Indicator	Course Analysis Web		Very Satisfied %	Satisfaction Indicator	
	Users				Users				
	N	%			N	%			
<u>All Campuses*</u>									
Faculty	198	42	52	5.7	23	5	35	2.8	
Staff	179	17	69	15.7	81	8	48	6.1	
<u>Camden</u>									
Faculty	32	73	63	32.3	1				
Staff	23	30	78	All	6				
<u>Newark</u>									
Faculty	34	59	44	4.6	4				
Staff	23	25	78	23.8	7				
<u>New Brunswick Overall</u>									
Faculty	132	36	52	5.3	18	5	28	2.0	
Staff	133	15	65	11.5	68	8	49	5.7	
<u>College Avenue</u>									
Faculty	30	36	47	4.9	7				
Staff	38	13	68	15.7	23	8	65	6.7	
<u>Douglass/Cook</u>									
Faculty	31	26	48	2.1	7				
Staff	30	15	67	32.3	13	7	38	5.6	
<u>Livingston/Busch</u>									
Faculty	71	43	55	11.5	4				
Staff	65	16	63	8.1	32	8	41	5.7	

* Includes Camden, Newark, and New Brunswick overall.

**Table 10.5
Faculty and Staff Satisfaction with Administrative Data Services**

	Academic Year 2001/2002				Academic Year 2001/2002			
	FASIP (Client Server application)				Faculty Survey Web			
	Users		Very Satisfied	Satisfaction	Users		Very Satisfied	Satisfaction
	N	%	%	Indicator	N	%	%	Indicator
<u>All Campuses*</u>								
Faculty	21	4	33	1.6	204	43	34	3.2
Staff	48	4	56	7.3	124	12	48	5.3
<u>Camden</u>								
Faculty	1				28	64	36	2.5
Staff	7				8			
<u>Newark</u>								
Faculty	2				28	48	36	2.6
Staff	3				11	12	55	10.1
<u>New Brunswick Overall</u>								
Faculty	18	5	28	1.6	148	40	33	3.5
Staff	38	4	53	6.2	105	12	49	5.3
<u>College Avenue</u>								
Faculty	3				32	38	34	7.3
Staff	15	5	40	4.0	29	10	48	4.8
<u>Douglass/Cook</u>								
Faculty	6				51	42	33	3.5
Staff	5				15	8	33	6.1
<u>Livingston/Busch</u>								
Faculty	9				65	40	32	2.6
Staff	18	4	56	8.1	61	15	52	5.2

* Includes Camden, Newark, and New Brunswick overall.

Table 10.6
Faculty and Staff Satisfaction with Administrative Data Services

	Academic Year 2001/2002				Academic Year 2001/2002			
	HR Information (Client Server application)				Pay for Performance Web			
	Users		Very Satisfied	Satisfaction	Users		Very Satisfied	Satisfaction
	N	%	%	Indicator	N	%	%	Indicator
<u>All Campuses*</u>								
Faculty	21	4	29	2.5	25	5	32	5.3
Staff	259	24	47	6.6	407	38	42	6.1
<u>Camden</u>								
Faculty	1				1			
Staff	19	25	63	8.1	26	34	46	4.1
<u>Newark</u>								
Faculty	2				1			
Staff	14	15	43	1.8	36	39	42	3.4
<u>New Brunswick Overall</u>								
Faculty	18	5	28	2.6	23	6	30	4.8
Staff	226	25	46	6.7	345	39	41	6.7
<u>College Avenue</u>								
Faculty	2				4			
Staff	84	28	44	4.9	113	38	36	8.1
<u>Douglass/Cook</u>								
Faculty	3				8			
Staff	39	20	44	11.6	65	33	48	11.6
<u>Livingston/Busch</u>								
Faculty	13	8	15	1.6	11	7	36	2.7
Staff	103	26	50	7.4	167	42	43	4.9

* Includes Camden, Newark, and New Brunswick overall.

Table 10.7
Faculty and Staff Satisfaction with Administrative Data Services

	Academic Year 2001/2002				Academic Year 2001/2002			
	Online Financial Information System (OFIS)				Online Working Budget System (OWBS)			
	Users		Very Satisfied %	Satisfaction Indicator	Users		Very Satisfied %	Satisfaction Indicator
N	%	N			%			
<u>All Campuses*</u>								
Faculty	10				6			
Staff	192	18	33	2.9	57	5	35	7.1
<u>Camden</u>								
Faculty	1				0			
Staff	16	21	38	4.3	8			
<u>Newark</u>								
Faculty	1				0			
Staff	21	23	29	4.3	4			
<u>New Brunswick Overall</u>								
Faculty	8				6			
Staff	155	17	34	2.7	45	5	38	8.0
<u>College Avenue</u>								
Faculty	0				1			
Staff	49	17	33	2.8	20	7	40	4.0
<u>Douglass/Cook</u>								
Faculty	3				3			
Staff	37	19	30	2.4	5			
<u>Livingston/Busch</u>								
Faculty	5				2			
Staff	69	17	36	2.8	20	5	35	19.0

* Includes Camden, Newark, and New Brunswick overall.

Table 10.8
Satisfaction with Administrative Data Services

	Academic Year 1996/1997				Academic Year 1996/1997			
	Financial Information System				Accounts Receivable System			
	Users		Very Satisfied %	Satisfaction Indicator	Users		Very Satisfied %	Satisfaction Indicator
N	%	N			%			
<u>All Campuses*</u>								
Faculty	94	11	5	<1	65	8	9	<1
Staff	685	39	17	2.7	344	20	13	2.0
<u>Camden</u>								
Faculty	6				4			
Staff	47	36	17	6.7	28	21	11	2.6
<u>Newark</u>								
Faculty	32	21	6	<1	25	17	8	<1
Staff	98	47	4	1.4	52	26	4	<1
<u>New Brunswick Overall</u>								
Faculty	56	10	5	<1	36	6	11	<1
Staff	540	38	19	2.8	264	9	15	2.6
<u>College Avenue</u>								
Faculty	13	9	0	1.2	11	8	18	<1
Staff	168	38	16	2.2	78	18	14	2.3
<u>Douglass/Cook</u>								
Faculty	26	16	8	1.0	12	7	17	2.0
Staff	82	33	20	1.2	36	15	17	1.4
<u>Livingston/Busch</u>								
Faculty	17	6	6	<1	13	5	0	<1
Staff	290	40	21	4.6	150	21	15	3.2

* Includes Camden, Newark, and New Brunswick overall.

Table 10.9
Faculty and Staff Satisfaction with Administrative Data Services

	Academic Year 2001/2002				Academic Year 2001/2002			
	Financial Accounting System				PBP (Payroll) System			
	Users		Very Satisfied %	Satisfaction Indicator	Users		Very Satisfied %	Satisfaction Indicator
N	%	N			%			
<u>All Campuses*</u>								
Faculty	11	2	9	2.7	7			
Staff	73	7	30	4.8	67	6	42	4.3
<u>Camden</u>								
Faculty	1				1			
Staff	5				1			
<u>Newark</u>								
Faculty	1				1			
Staff	5				6			
<u>New Brunswick Overall</u>								
Faculty	9				5			
Staff	63	7	32	5.3	60	7	47	4.3
<u>College Avenue</u>								
Faculty	0				0			
Staff	17	6	24	1.8	13	4	54	5.3
<u>Douglass/Cook</u>								
Faculty	5				1			
Staff	23	12	26	6.7	13	7	31	5.3
<u>Livingston/Busch</u>								
Faculty	4				4			
Staff	23	6	43	23.8	34	8	50	3.8

* Includes Camden, Newark, and New Brunswick overall.

Table 10.10
Faculty and Staff Satisfaction with Administrative Data Services

Academic Year 2001/2001

Financial Aid System (FAMS)			
-----------------------------	--	--	--

	Users		Very Satisfied %	Satisfaction Indicator
	N	%		
<u>All Campuses*</u>				
Faculty	5			
Staff	76	7	38	11.5
<hr/>				
<u>Camden</u>				
Faculty	0			
Staff	9			
<hr/>				
<u>Newark</u>				
Faculty	1			
Staff	5			
<hr/>				
<u>New Brunswick Overall</u>				
Faculty	4			
Staff	62	7	32	10.0
<hr/>				
<u>College Avenue</u>				
Faculty	1			
Staff	28	9	32	8.1
<hr/>				
<u>Douglass/Cook</u>				
Faculty	0			
Staff	8			
<hr/>				
<u>Livingston/Busch</u>				
Faculty	3			
Staff	26	6	35	7.4
<hr/>				

* Includes Camden, Newark, and New Brunswick overall.

Table 11.1
Satisfaction with Instructional Facilities and Services

Academic Year 2001/2002

Public Computing Labs				
-----------------------	--	--	--	--

	Users		Very Satisfied	Satisfaction Indicator
	N	%	%	
<u>All Campuses*</u>				
Students	1,719	80	36	5.3
Faculty	95	20	26	4.0
Staff	185	17	46	8.1
<hr/>				
<u>Camden</u>				
Students	155	76	35	4.2
Faculty	14	32	29	13.3
Staff	16	21	63	All
<hr/>				
<u>Newark</u>				
Students	134	83	20	1.7
Faculty	11	19	36	4.5
Staff	27	29	44	5.7
<hr/>				
<u>New Brunswick Overall</u>				
Students	1,362	81	37	6.1
Faculty	70	19	24	3.3
Staff	142	16	44	8.0
<hr/>				
<u>College Avenue</u>				
Students	694	78	39	6.7
Faculty	15	18	27	4.0
Staff	36	12	47	6.1
<hr/>				
<u>Douglass/Cook</u>				
Students	297	86	35	5.6
Faculty	18	15	22	2.6
Staff	28	14	25	4.6
<hr/>				
<u>Livingston/Busch</u>				
Students	371	84	36	5.3
Faculty	37	23	24	3.7
Staff	78	19	50	11.5
<hr/>				
<u>University College**</u>				
Students	68	64	37	4.0

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 11.2
Satisfaction with Instructional Facilities and Services

Academic Year 2001/2002

Course Web Pages (e.g., using WebCT or other software for online course materials)

	Users		Very Satisfied	Satisfaction Indicator
	N	%	%	
<u>All Campuses*</u>				
Students	1,436	67	38	5.3
Faculty	108	23	25	1.3
Staff	148	14	41	6.7
<u>Camden</u>				
Students	116	57	41	4.9
Faculty	14	32	36	1.8
Staff	8			
<u>Newark</u>				
Students	90	56	37	2.3
Faculty	16	28	38	1.7
Staff	16	17	38	3.0
<u>New Brunswick Overall</u>				
Students	1,178	70	38	5.7
Faculty	78	21	21	1.2
Staff	124	14	40	6.8
<u>College Avenue</u>				
Students	570	64	39	6.2
Faculty	19	23	21	<1
Staff	42	14	40	6.1
<u>Douglass/Cook</u>				
Students	259	75	42	7.4
Faculty	23	19	26	1.9
Staff	22	11	45	9.0
<u>Livingston/Busch</u>				
Students	349	79	34	4.3
Faculty	36	22	17	1.0
Staff	60	15	37	6.2
<u>University College**</u>				
Students	52	50	31	5.3

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 11.3
Satisfaction with Instructional Facilities and Services

Academic Year 2001/2002

Listserv or Discussion Lists

	Users		Very Satisfied	Satisfaction
	N	%	%	Indicator
<u>All Campuses*</u>				
Students	595	28	35	4.3
Faculty	76	16	47	6.6
Staff	185	17	46	15.7
<u>Camden</u>				
Students	41	20	41	13.1
Faculty	10	23	40	9.0
Staff	9			
<u>Newark</u>				
Students	28	17	18	2.6
Faculty	5			
Staff	15	16	20	13.3
<u>New Brunswick Overall</u>				
Students	504	30	35	4.3
Faculty	61	17	51	6.7
Staff	161	18	48	13.4
<u>College Avenue</u>				
Students	251	28	37	3.8
Faculty	20	24	30	5.7
Staff	61	21	43	10.2
<u>Douglass/Cook</u>				
Students	125	36	35	6.6
Faculty	25	21	56	5.3
Staff	38	20	53	32.7
<u>Livingston/Busch</u>				
Students	128	29	31	4.0
Faculty	16	10	69	15.7
Staff	62	15	50	15.7
<u>University College**</u>				
Students	22	21	41	4.6

* Includes Camden, Newark, New Brunswick overall, and University College

** University College excluded from above (except "All Campuses")

Table 12
Three Most Important Improvements to the Rutgers Computing Environment

	Academic Year 2001/2002			Academic Year 1996/1997		
	Student %	Faculty %	Staff %	Student %	Faculty %	Staff %
N =	1,840	424	903	197	806	1,463
Computing support staff in your department	19	54	46	42	75	72
Support for departments providing info on RUCS World Wide Web servers	13	20	24	20	35	52
Tools for backing up your personal computer or workstation over the network	30	31	29	23	25	35
PC computers in public computing facilities	48	9	9	64	20	23
Mac computers in public computing facilities	7	8	3	na	na	na
Unix computers in public computing facilities	7	2	2	na	na	na
Computing support in public facilities	18	9	6	na	na	na
A phone help line for basic questions or problems that come up during regular business hours	17	22	39	na	na	na
Consistent telephone consulting	18	11	21	na	na	na
Telephone consulting during evening hours	25	13	17	na	na	na
Computer labs completely devoted to class instruction	19	15	11	na	na	na
Assistance with office PC's, courses in how to maintain, fix, add/delete software	16	21	35	na	na	na
Dial-in modem services and access	23	34	21	na	na	na
Unix/Linux computers for research and instruction	9	10	4	35	26	14
Different software on UNIX/Linux computers for research and instruction	1	3	1	19	18	8
Different software in public computing facilities	4	2	1	27	10	14
New or improved web applications and services for students, faculty, and staff	6	8	10	na	na	na

Table 13
Three Most Important Improvements to the Rutgers Computing Environment

WORKSHEET: STUDENT RANKS	Academic Year 2001/2002			Academic Year 1996/1997		
	<u>Student %</u>	<u>Faculty %</u>	<u>Staff %</u>	<u>Student %</u>	<u>Faculty %</u>	<u>Staff %</u>
N =	1,840	424	903	197	806	1,463
PC computers in public computing facilities	1	12	11	1	5	4
Tools for backing up your personal computer or workstation over the network	2	3	4	5	4	3
Telephone consulting during evening hours	3	8	8	n/a	n/a	n/a
Dial-in modem services and access	4	2	6	n/a	n/a	n/a
Computing support staff in your department	5	1	1	2	1	1
Computer labs completely devoted to class instruction	6	7	9	n/a	n/a	n/a
Consistent telephone consulting	7	9	7	n/a	n/a	n/a
Computing support in public facilities	8	11	12	n/a	n/a	n/a
A phone help line for basic questions or problems that come up during regular business hours	9	4	2	n/a	n/a	n/a
Assistance with office PC's, courses in how to maintain, fix, add/delete software	10	5	3	n/a	n/a	n/a
Support for departments providing info on RUCS World Wide Web servers	11	6	5	6	2	2
Unix/Linux computers for research and instruction	12	10	13	3	3	5
Mac computers in public computing facilities	13	13	14	n/a	n/a	n/a
Unix computers in public computing facilities	14	16	15	n/a	n/a	n/a
New or improved web applications and services for students, faculty, and staff	15	14	10	n/a	n/a	n/a
Different software in public computing facilities	16	17	17	4	7	6
Different software on UNIX/Linux computers for research and instruction	17	15	16	7	6	7

Table 13
Three Most Important Improvements to the Rutgers Computing Environment

WORKSHEET: STAFF RANKS	Academic Year 2001/2002			Academic Year 1996/1997		
	<u>Student %</u>	<u>Faculty %</u>	<u>Staff %</u>	<u>Student %</u>	<u>Faculty %</u>	<u>Staff %</u>
N =	1,840	424	903	197	806	1,463
Computing support staff in your department	5	1	1	2	1	1
A phone help line for basic questions or problems that come up during regular business hours	9	4	2	n/a	n/a	n/a
Assistance with office PC's, courses in how to maintain, fix, add/delete software	10	5	3	n/a	n/a	n/a
Tools for backing up your personal computer or workstation over the network	2	3	4	5	4	3
Support for departments providing info on RUCS World Wide Web servers	11	6	5	6	2	2
Dial-in modem services and access	4	2	6	n/a	n/a	n/a
Consistent telephone consulting	7	9	7	n/a	n/a	n/a
Telephone consulting during evening hours	3	8	8	n/a	n/a	n/a
Computer labs completely devoted to class instruction	6	7	9	n/a	n/a	n/a
New or improved web applications and services for students, faculty, and staff	15	14	10	n/a	n/a	n/a
PC computers in public computing facilities	1	12	11	1	5	4
Computing support in public facilities	8	11	12	n/a	n/a	n/a
Unix/Linux computers for research and instruction	12	10	13	3	3	5
Mac computers in public computing facilities	13	13	14	n/a	n/a	n/a
Unix computers in public computing facilities	14	16	15	n/a	n/a	n/a
Different software on UNIX/Linux computers for research and instruction	17	15	16	7	6	7
Different software in public computing facilities	16	17	17	4	7	6

Table 13
Three Most Important Improvements to the Rutgers Computing Environment

WORKSHEET: FACULTY RANKS	Academic Year 2001/2002			Academic Year 1996/1997		
	<u>Student %</u>	<u>Faculty %</u>	<u>Staff %</u>	<u>Student %</u>	<u>Faculty %</u>	<u>Staff %</u>
N =	1,840	424	903	197	806	1,463
Computing support staff in your department	5	1	1	2	1	1
Dial-in modem services and access	4	2	6	na	na	na
Tools for backing up your personal computer or workstation over the network	2	3	4	5	4	3
A phone help line for basic questions or problems that come up during regular business hours	9	4	2	na	na	na
Assistance with office PC's, courses in how to maintain, fix, add/delete software	10	5	3	na	na	na
Support for departments providing info on RUCS World Wide Web servers	11	6	5	6	2	2
Computer labs completely devoted to class instruction	6	7	9	na	na	na
Telephone consulting during evening hours	3	8	8	na	na	na
Consistent telephone consulting	7	9	7	na	na	na
Unix/Linux computers for research and instruction	12	10	13	3	3	5
Computing support in public facilities	8	11	12	na	na	na
PC computers in public computing facilities	1	12	11	1	5	4
Mac computers in public computing facilities	13	13	14	na	na	na
New or improved web applications and services for students, faculty, and staff	15	14	10	na	na	na
Different software on UNIX/Linux computers for research and instruction	17	15	16	7	6	7
Unix computers in public computing facilities	14	16	15	na	na	na
Different software in public computing facilities	16	17	17	4	7	6