

Working Together: Multi-Institutional Efforts to Develop and Deliver Technology Services Survey Questionnaire September 2006

EDUCAUSE needs five minutes of your time. That is all it will take for you to help shape an important research study of how institutions collaborate to develop and deliver essential technology services. The study is being conducted by the EDUCAUSE Center for Applied Research (ECAR). It will employ multiple research methods including a two-stage survey process, interviews, case studies, and focus groups.

Collaboration in higher education information technology takes many forms. Our institutions frequently cooperate to share information, insights, and solutions. Campuses within systems of higher education work collaboratively to operate services and to perform specific projects. Recently, we have seen collaborations form to develop open source software solutions or to operate regional networks. If we stretch the boundaries of collaboration to include other forms of support provided by one campus to another, we find more examples. For example, several institutions have begun to provide outsourcing services to other institutions in their area.

Before tackling a topic this broad, we need to better understand the landscape for collaboration. This survey asks you to tell us if your institution is involved in a collaboration or agreement to purchase services from (or sell them to) other institutions today. Specifically, we are interested in work performed with other institutions that involves an essential technology service.

The survey itself is only seven questions and will take you no more than five minutes to complete. Your responses will enable us to tailor follow-up surveys to specific populations of institutions with common collaboration experiences. This two-step survey process will allow us to ask deeper, more relevant questions and make our surveys shorter and easier to complete. We know we have your support for both these goals.

Our survey software now has features that address requests from our constituency:

> Printing. To print a blank copy of the survey before completing it, click “Printable version of this survey” in the header. Once you have completed the online survey, **we strongly suggest that you print your responses by clicking the “Review” button at the end of the survey.**

> Saving partially completed surveys. To save and return to a partially completed survey, set a Favorite (Bookmark) for the survey and then click the SAVE button. If cookies are enabled, when you return to the survey you will be taken to the place you left off.

> Reviewing, revising, and saving responses. You may review your answers before submitting your responses (i.e., before clicking the “Finish” button). Choose the “**Review**” button to review, print, and save your responses. **We strongly suggest that you print and save your responses before you submit them.**

Please complete this survey by Tuesday, September 19, 2006. As thanks for your time and valuable input, each participant is entitled to receive a summary of key findings from the study. We appreciate your time and participation. If you have any questions or concerns, please e-mail ecar@educause.edu.

Click the Next button to begin the survey. Once again, thank you for your input!

Section 1: Involvement in IT Collaboration

1.1 Survey ID [Required]

1.2 Your name [Required]

1.3 Your position [Required]

- President/chancellor
- Vice president/provost/vice provost or equivalent (non-CIO)
- CIO (or equivalent)
- Director of administrative computing
- Director of academic computing
- Other IT management
- Other administrative management
- Other academic management
- Other

For the following questions, please consider “an essential IT resource” to mean any service, tool, or application for which reliability and quality are of paramount importance to your institution, to a significant number of users, or to a critically important group of users (research faculty, for example).

1.4 Are you now or have you in the past 24 months been a major participant (leader, integral contributor) in a partnership with at least one other institution to provide an essential IT resource that involved sharing risk, resources (financial or personnel), and/or management control?

- No
- Yes

1.5 Are you now or have you in the past 24 months been a major participant (leader, integral contributor) in a partnership with at least one other institution to develop an essential IT resource (such as open source software) that involved sharing risk, resources, and/or management control?

- No
- Yes

1.6 Do you receive one or more essential IT resources from at least one other institution (either within your own system or external to it) or consortium of institutions?

- No
- Yes

1.7 Are you a provider of one or more essential IT resources to at least one other institution (either within your own system or external to it)?

- No
- Yes

You have reached the end of the survey. Thank you! Choose the “Review” button to review, revise, and print your answers (always print a copy of your completed survey and retain it for your records). Once this is done, submit the survey by clicking “Finish.” Full ECAR studies are available either through subscription or purchase at the ECAR Web site, <http://www.educause.edu/ecar/>. If you have any questions or concerns, please e-mail ecar@educause.edu.

– END SURVEY –