

Messaging and Communications: Survey Questionnaire

July 2008

Thank you for your participation in this study on key issues related to messaging and communications in higher education. This study updates and expands our community's understanding of how technologies for e-mail, calendaring, landline telephony, mobile communications, and emergency communications are utilized and where they fit in institutional strategies.

This survey should be completed by the senior-most IT leader at your institution, or by the senior-most leader of the organization charged with management of each of the technologies discussed.

Responses will be kept confidential; only aggregate results will be reported. The survey consists of seven sections. Our testing suggests that it will require approximately 30 minutes to complete the survey. If you wish to preview the survey before completing it, a PDF version is available from the ECAR survey instruments website, <http://www.educause.edu/SurveyInstruments/1004>

Our survey software allows you to:

> **Print.** 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, you can print your responses by clicking the "Review" button at the end of the survey and selecting the "Print" option at the top of the page.

> **Save 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 in your browser, when you return to the survey you will be taken to the place you left off.

> **Revise, review, print, and save responses.** You may revise your answers until you click "Save" or "Finish." To revise a response, use the "Back" button or the page-number dropdown box to navigate through the survey. You may also review your answers before submitting them. When you reach the end of the survey, 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, August 5, 2008**. Once the study is complete, Key Findings will be available to all respondents from the ECAR website.

If you have any questions or concerns, please e-mail ecar@educause.edu.

Click the Next button to begin the survey. And again, thank you for your time!

Section 1: About You and Your Institution

1.1 What is your survey ID? *Required.* Obtain your survey ID from the e-mail invitation you received for this survey. _____

1.2 Please enter your name. *Required.* _____

1.3 What is your primary role at your institution? *Required.*

- CIO or equivalent
- Vice president/vice provost or equivalent, non-CIO
- Director of telecommunication services
- Director of administrative computing
- Director of academic computing
- Director of research computing
- Other IT management
- Other administrative management
- Other academic management
- Other

1.4 What is your institution's total number of residential students (those living in institutionally provided housing)?

<Drop-down menu: Don't know; None; 1–1,000; 1,001–2,000; 2,001–3,000 and so on up to 25,000; More than 25,000>

1.5 What is the total number of FTE staff employed by your institution, not including faculty members?

<Drop-down menu: Don't know; None; 1–100; 101–200; 201–300 and so on up to 5,000; More than 5,000>

Section 2: Enterprise Communications

2.1 For meeting faculty members' messaging and communication needs, how will the importance of the following technologies change at your institution in the next three years?

	Greatly decrease	Decrease	No change	Increase	Greatly increase	Don't Know
a. Institutionally provided e-mail services						
b. Outsourced e-mail services						
c. PBX-based landline telephony						
d. VoIP-based landline telephony						
e. Mobile telephones <u>without</u> Internet capability						
f. Mobile telephones <u>with</u> Internet capability						
g. SMS text messaging						
h. RSS feeds						
i. Blogs						
j. Wikis						
k. Campus portal						
l. Learning management system						
m. Desktop videoconferencing						
n. Conference/classroom videoconferencing						
o. Social networking websites such as Facebook, MySpace, etc.						
p. Virtual environments such as Second Life, Forterra, etc.						

2.2 For meeting staff members' messaging and communication needs, how will the importance of the following technologies change at your institution in the next three years?

	Greatly decrease	Decrease	No change	Increase	Greatly increase	Don't Know
a. Institutionally provided e-mail services						
b. Outsourced e-mail services						
c. PBX-based landline telephony						
d. VoIP-based landline telephony						
e. Mobile telephones <u>without</u> Internet capability						
f. Mobile telephones <u>with</u> Internet capability						
g. SMS text messaging						
h. RSS feeds						
i. Blogs						
j. Wikis						
k. Campus portal						
l. Learning management system						
m. Desktop videoconferencing						
n. Conference/classroom videoconferencing						
o. Social networking websites such as Facebook, MySpace, etc.						
p. Virtual environments such as Second Life, Forterra, etc.						

2.3 For meeting students' messaging and communication needs, how will the importance of the following technologies change at your institution in the next three years?

	Greatly decrease	Decrease	No change	Increase	Greatly increase	Don't Know
a. Institutionally provided e-mail services						
b. Outsourced e-mail services						
c. PBX-based landline telephony						
d. VoIP-based landline telephony						
e. Mobile telephones <u>without</u> Internet capability						
f. Mobile telephones <u>with</u> Internet capability						
g. SMS text messaging						
h. RSS feeds						
i. Blogs						
j. Wikis						
k. Campus portal						
l. Learning management system						
m. Desktop videoconferencing						
n. Conference/classroom videoconferencing						
o. Social networking websites such as Facebook, MySpace, etc.						
p. Virtual environments such as Second Life, Forterra, etc.						

2.4 Overall, the official information our institution disseminates electronically:

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Don't know
a. Is accurate						
b. Is timely						
c. Reaches its intended recipients						
d. Accomplishes its communication goals						

2.5 Our institution's current messaging and communication infrastructure meets the institution's needs.

- { } Strongly disagree
- { } Disagree
- { } Neutral
- { } Agree
- { } Strongly agree
- { } Don't know

2.6 Our institution's current messaging and communication infrastructure will meet the institution's needs over the next three years.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

2.7 Do the following groups pay a flat-rate technology fee that includes messaging or communication services?

	No	Yes	Don't know
a. Faculty members or their departments			
b. Staff members or their departments			

2.8 Does your institution charge a general student technology fee?

- No
- Yes
- Don't know

2.9 Does your institution have a central directory service (e.g., Active Directory, LDAP) that stores information about users of the data network?

- No
- Yes
- Don't know

2.10 Does your campus offer broadband Internet access to residential students?

- No residential students
- No
- Yes
- Don't know

2.11 What percentage of residence halls at your institution have wireless network access?

<Pull-down menu: Don't know; Not applicable; 0–100%

2.12 In general, the individuals who determine which official information from our institution is disseminated to various constituents (faculty, staff, students, others) understand the communication preferences of those constituents.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

2.13 Our central IT organization understands the communication preferences of its constituents.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

2.14 What best characterizes your institution in terms of adopting new electronic messaging and communication technologies?

- Early adopter
- Mainstream adopter
- Late adopter
- Don't know

2.15 Does your institution have a written policy in place to deal with e-discovery requests such as subpoenas and court orders?

- No
- Yes
- Don't know

2.16 Which functional office is responsible for coordinating e-discovery requests?

- No single functional office has this responsibility
- President or chancellor's office
- Office of the general counsel
- Office of the provost
- University business officer
- Public affairs/university relations
- University auditor
- Chief information officer
- University library
- Other
- Don't know

2.17 Estimate how many times in the past 12 months your institution has responded to e-discovery requests.

<Drop down menu: Don't know, Decline to answer, 0-100 by ones, and More than 100>

2.18 Overall, our institution's process for responding to e-discovery requests meets the demands placed upon it.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

Section 3: E-Mail and Calendaring

3.1 Estimate the total number of e-mail systems hosted at your institution for use by faculty, staff, or students. Required. <Drop down: Don't know, 0-100, Over 100>

3.2 In the next three years, the number of e-mail systems hosted at our institution will:

- Greatly decrease
- Decrease
- Not change
- Increase
- Greatly increase
- Don't know

3.3 Indicate whether each member of the following groups is required to have an institutional e-mail account.

	Not required	Required	Don't know
a. Faculty			
b. Staff			
c. Students			

3.4 Will your institution automatically forward messages from an institutional e-mail account to a student-specified account when requested by a student?

- No
- Yes
- Don't know

3.5 Which of the following hosts your institution's primary faculty/staff e-mail system? Required.

- No e-mail system is primary <Go to 3.7>
- The central IT organization
- Another organization at the institution (school, college, center)
- Another academic institution
- A government agency (district office, state agency)
- A commercial provider
- Other

3.6 Our primary faculty/staff e-mail system was developed:

- In-house
- By another academic institution
- By a government agency (district office, state agency)
- By a commercial provider
- By an open source software provider (e.g., Zimbra)
- Other

3.7 Estimate the total number of calendaring systems hosted at your institution for use by faculty, staff, or students. Required. <Drop down: Don't know, 0-100, Over 100> <Don't know, 0, and 1 go to 3.9>

3.8 The integration among the different calendar systems in use at our institution is:

- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't know

3.9 Does your institution have a written policy for electronic records management of faculty/staff e-mail? *Required.*

- No <Go to 3.12>
- Yes
- Don't know <Go to 3.12>

3.10 Does your institution's electronic records management policy specify how long faculty/staff e-mail records should be retained?

- No
- Yes
- Don't know

3.11 Is your institution's electronic records management policy enforced consistently for faculty/staff e-mail?

- Very inconsistently
- Somewhat inconsistently
- Neither inconsistently nor consistently
- Somewhat consistently
- Very consistently
- Don't know

3.12 Which of the following hosts your institution's primary student e-mail system?

- No e-mail system is primary
- The central IT organization
- Another organization at the institution (school, college, center)
- Another academic institution
- A government agency (district office, state agency)
- A commercial provider
- Other

3.13 Does your institution have a written policy for electronic records management of student e-mail? *Required.*

- No <Go to 3.16>
- Yes
- Don't know <Go to 3.16>

3.14 Does your institution's electronic records management policy specify how long student e-mail records should be retained?

- No
- Yes
- Don't know

3.15 Is your institution's electronic records management policy enforced consistently for student e-mail?

- Very inconsistently
- Somewhat inconsistently
- Neither inconsistently nor consistently
- Somewhat consistently
- Very consistently
- Don't know

3.16 What percentage of e-mail arriving at your institution is spam?

<Drop-down menu: Don't know; 0–100%>

3.17 What best describes your institution's effectiveness at reducing the volume of spam carried by your institution's e-mail system(s).

- We do not filter spam
- Very ineffective
- Somewhat ineffective
- Neither ineffective nor effective
- Somewhat effective
- Very effective
- Don't know

3.18 In the next three years, we expect the overall volume of e-mail transiting our system to:

- Greatly decrease
- Decrease
- Not change
- Increase
- Greatly increase
- Don't know

3.19 In the next three years, how will the following technologies affect faculty members' use of e-mail?

	Large decrease in e-mail use	Small decrease in e-mail use	No change in e-mail use	Small increase in e-mail use	Large increase in e-mail use	Don't know
a. SMS text messaging						
b. RSS feeds						
c. Social networking websites such as Facebook or MySpace						

3.20 In the next three years, how will the following technologies affect staff members' use of e-mail?

	Large decrease in e-mail use	Small decrease in e-mail use	No change in e-mail use	Small increase in e-mail use	Large increase in e-mail use	Don't know
a. SMS text messaging						
b. RSS feeds						
c. Social networking websites such as Facebook or MySpace						

3.21 In the next three years, how will the following technologies affect student use of e-mail?

	Large decrease in e-mail use	Small decrease in e-mail use	No change in e-mail use	Small increase in e-mail use	Large increase in e-mail use	Don't know
a. SMS text messaging						
b. RSS feeds						
c. Social networking websites such as Facebook or MySpace						

3.22 Does your institution have a policy that allows only certain individuals (roles) to send official e-mail messages over the Internet to large groups of recipients? *Required.*

- No <Go to 3.24>
- Yes
- Don't know <Go to 3.24>

3.23 How effective is your institution's policy at limiting who sends official e-mail messages over the Internet to large groups of constituents?

- Very ineffective
- Somewhat ineffective
- Neither ineffective nor effective
- Somewhat effective
- Very effective
- Don't know

3.24 Our institution is able to send official e-mail messages over the Internet to large groups of constituents without being placed on spam block lists.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

3.25 Overall, students at our institution are satisfied with the e-mail services we provide them.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Not applicable
- Don't know

3.26 Overall, faculty members at our institution are satisfied with the e-mail services we provide them.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Not applicable
- Don't know

3.27 Overall, staff members at our institution are satisfied with the e-mail services we provide them.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Not applicable
- Don't know

Section 4: Telephony

4.1 At your institution, is the central IT organization responsible for all landline telephone services for faculty and staff?

- No
- Not responsible now, but plans to be within five years
- Responsible now, but plans not to be within five years
- Yes
- Don't know

4.2 At your institution, is the central IT organization responsible for all landline telephone services for residential students?

- No
- Not responsible now, but plans to be within five years
- Responsible now, but plans not to be within five years
- Yes
- Don't know

4.3 Which best describes faculty/staff options for institution-provided landline telephone service? *Required.*

- No institution-provided landline telephone service is available <Go to 4.7>
- The institution provides landline telephone service only if the faculty/staff member (or department) requests it
- The institution provides landline telephone service unless the faculty/staff member (or department) declines it
- The institution provides landline telephone service to all faculty and staff
- Other

4.4 The landline telephone service provided by our institution to faculty and staff:

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	Don't know
a. Is well understood by faculty and staff						
b. Routinely exceeds the expectations of faculty and staff						
c. Will be financially sustainable over the next three years						

4.5 In the next three years, demand for faculty/staff landline telephone service will:

- Greatly decrease
- Decrease
- Not change
- Increase
- Greatly increase
- Don't know

4.6 What is the average per-minute rate your institution charges for long-distance use of faculty and staff landline telephones?

<Drop down menu: Don't know; Not applicable; 0 to More than \$1.00 in one-cent increments>

The following questions deal with enterprise-scale voice-over-IP (VoIP) installations; unless otherwise specified, do not consider PC-based VoIP usage in your responses.

4.7 What is the status of your institution's adoption of VoIP for faculty and staff landline telephone service? *Required.*

- Not planning to do <Go to 4.11>
- Considering <Go to 4.11>
- Planned for the future <Go to 4.10>
- Work is in progress <Go to 4.9>
- Work is completed

4.8 Overall, faculty and staff are satisfied with the VoIP telephone services our institution provides.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

4.9 What percentage of your institution's current landline telephone desksets for faculty and staff use VoIP technology?

<Drop-down menu: Don't know; 0–100%>

4.10 In three years, what percentage of your institution's landline telephone desksets for faculty and staff do you predict will use VoIP technology?

<Drop-down menu: Don't know; 0–100%>

4.11 Which best describes your institution's policy toward the use of PC-based VoIP (e.g., Skype) for faculty and staff communications?

- No policy
- Policy prohibits its use
- Policy discourages its use
- Policy allows its use but neither discourages nor encourages it
- Policy encourages its use
- Policy mandates its use
- Don't know

4.12 What is the status of your institution's adoption of VoIP for residential student landline telephone service? *Required.*

- Not planning to do <Go to 4.16>
- Considering <Go to 4.16>
- Planned for the future <Go to 4.15>
- Work is in progress <Go to 4.14>
- Work is completed

4.13 Overall, residential students are satisfied with the VoIP telephone services our institution provides.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

4.14 What percentage of your institution's current landline telephone desksets for residential students use VoIP technology?

<Drop-down menu: Don't know; 0–100%>

4.15 In three years, what percentage of your institution's landline telephone desksets for residential students do you predict will use VoIP technology?

<Drop-down menu: Don't know; 0–100%>

4.16 Which best describes your institution's policy toward the use of PC-based VoIP (e.g., Skype) for student communications?

- No policy
- Policy prohibits its use
- Policy discourages its use
- Policy allows its use but neither discourages nor encourages it
- Policy encourages its use
- Policy mandates its use
- Don't know

Section 5: Mobile Communications

5.1 Does your institution use SMS text messaging as a medium for official, non-emergency communications to:

	No	Yes	Don't know
a. Faculty and staff			
b. Students			
c. Parents of students			
d. Prospective students			
e. Alumni			
f. Vendors			

5.2 To what extent has your institution:

	Not at all	A very small extent	A small extent	A moderate extent	A large extent	A very large extent	Don't know
a. Adapted its <u>preexisting</u> online services for delivery via SMS text messaging to mobile communication devices							
b. Adapted its <u>preexisting</u> web-based services for delivery to web-enabled mobile communication devices such as BlackBerry, Treo, and iPhone							
c. Developed <u>new</u> web-based services for delivery to web-enabled mobile communication devices							

5.3 The ubiquity of mobile communication devices (cell phones and the like) will cause our institution to make significant changes to our online services in the next three years.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

5.4 Does your institution have an institution-wide process for providing faculty and staff with mobile communication services? *Required.*

- No <Go to 5.8>
- Yes
- Don't know <Go to 5.8>

5.5 For what percentage of faculty members at your institution does the institution subsidize or pay outright for mobile communication services?

<Drop down menu: Don't know; 0–100%>

5.6 For what percentage of staff members at your institution does the institution subsidize or pay outright for mobile communication services?

<Drop down menu: Don't know; 0–100%>

5.7 The financial support my institution offers to faculty and staff for mobile communication services:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know
a. Is well understood by faculty and staff						
b. Routinely exceeds the expectations of faculty and staff						
c. Will be financially sustainable over the next three years						

5.8 In the next three years, demand for institutional financial support for faculty/staff mobile communication services will:

- Greatly decrease
- Decrease
- Not change
- Increase
- Greatly increase
- Don't know

5.9 Does your institution require students to have mobile communication devices?

- No
- Yes
- Don't know

5.10 Does your institution specify which mobile communication service carrier(s) students must use?

- No
- Yes
- Don't know

5.11 Does your institution specify which mobile communication device(s) students must use?

- No
- Yes
- Don't know

5.12 Does your institution have agreement(s) with one or more mobile communication service carriers to provide services to students at reduced rates?

- No
- Yes
- Don't know

5.13 Does your institution have agreement(s) with one or more mobile communication device vendors to provide devices to students at reduced rates?

- No
- Yes
- Don't know

5.14 What is the strength of the mobile communication service signals on your primary campus?

- No mobile communication signal
- Uniformly poor
- Mostly poor
- Varies widely among carriers serving the local market
- Mostly good
- Uniformly good
- Don't know

5.15 Does your central IT organization provide technical support to any faculty, staff, or students for web-enabled, handheld mobile communication devices such as BlackBerry, Treo, and iPhone? Required.

- No <Go to 5.18>
- Yes
- Don't know <Go to 5.18>

5.16 Estimate the percentage of each constituency that has a web-enabled, handheld mobile communication device.

	0%	1–20%	21–40%	41–60%	61–80%	81–99%	100%	Don't know
a. Faculty								
b. Staff								
c. Students								

5.17 Our institution's users of web-enabled, handheld mobile communication devices feel that the central IT organization provides effective support for them.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

5.18 A web-enabled, handheld mobile communication device:

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Don't Know
a. Is <u>now</u> an essential tool for the higher education professional						
b. Will be an essential tool for the higher education professional in three years						

5.19 Does your institution have a documented strategy for making key institutional web services available via web-enabled, handheld communication devices?

- No
- Yes
- Don't know

5.20 To date, how many key institutional web services has your institution has made available for web-enabled, handheld communication devices?

- None
- A few
- Several
- Many
- Most
- All
- Don't know

5.21 Our IT strategic plan identifies web-enabled mobile communications as an area of importance.

- No
- Yes
- No strategic plan
- Don't know

5.22 Executive leadership at our institution understands the implications of extending institutional web services to web-enabled, handheld mobile communication devices.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

Section 6: Crisis Communications

Definition: *Crisis communications are those that are concerned with disruptions to normal business operations. They begin with emergency notification, whose aim is to alert faculty, staff, students, and others to serious, unplanned, and potentially dangerous situations that require them to take immediate action. Crisis communications also include the coordination of activities with emergency first-responders, local and state law-enforcement agencies, the Federal Emergency Management Agency, and non-governmental emergency relief organizations. Also included are communications with news media organizations.*

6.1 Does your institution have a written crisis communication plan?

- We do not have a plan.
- Our plan is being developed.
- Our crisis communication plan is part of the institution's emergency response plan.
- We have a stand-alone crisis communication plan.
- Don't know

6.2 Has your institution designated a crisis communication team to manage the communication components of institutional response in the event of a disruption to normal operations? *Required.*

- No <Go to 6.4>
- Yes
- Don't know <Go to 6.4>

6.3 Which organizations are represented on this crisis communication team? *Select all that apply.*

- a. Office of the president/chancellor
- b. Office of the executive vice president/chancellor
- c. Academic affairs
- d. Business affairs
- e. Student affairs
- f. Public affairs
- g. Central IT
- h. Facilities services
- i. Telecommunications
- j. Emergency services (police/fire/ambulance)
- k. Emergency management
- l. Faculty council/senate
- m. Student council/senate
- n. Other

6.4 Has your institution designated an officer who is responsible for coordinating institutional crisis communications? *Required.*

- No <Go to 6.6>
- Yes
- Don't know <Go to 6.6>

6.5 In which organization or group is the officer responsible for coordinating institutional crisis communications situated?

- Office of the president/chancellor
- Office of the executive vice president/chancellor
- Academic affairs
- Business affairs
- Student affairs
- Public affairs
- Central IT
- Facilities services
- Telecommunications
- Emergency services (police/fire/ambulance)
- Emergency management
- Faculty
- Other

6.6 At my institution, executive leadership places high priority on crisis communication planning.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

6.7 Rate your confidence that the automated telephone messaging channel of your institution's emergency notification system will perform effectively under peak demand.

Required.

- Channel not used <Go to 6.9>
- Very low
- Low
- Neither low nor high
- High
- Very high
- Don't know

6.8 Rate the actual performance of the automated telephone messaging channel during your institution's most recent emergency notification test.

- Channel not tested
- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't know

6.9 Rate your confidence that the human-mediated telephone trees channel of your institution's emergency notification system will perform effectively under peak demand.

Required.

- Channel not used <Go to 6.11>
- Very low
- Low
- Neither low nor high
- High
- Very high
- Don't know

6.10 Rate the actual performance of the human-mediated telephone trees channel during your institution's most recent emergency notification test.

- Channel not tested
- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't know

6.11 Rate your confidence that the e-mail channel of your institution's emergency notification system will perform effectively under peak demand. *Required.*

- Channel not used <Go to 6.13>
- Very low
- Low
- Neither low nor high
- High
- Very high
- Don't know

6.12 Rate the actual performance of the e-mail channel during your institution's most recent emergency notification test.

- Channel not tested
- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't know

6.13 Rate your confidence that the SMS text messaging channel of your institution's emergency notification system will perform effectively under peak demand. *Required.*

- Channel not used <Go to 6.15>
- Very low
- Low
- Neither low nor high
- High
- Very high
- Don't know

6.14 Rate the actual performance of the SMS text messaging channel during your institution's most recent emergency notification test.

- Channel not tested
- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't know

6.15 Rate your confidence that the instant messaging channel of your institution's emergency notification system will perform effectively under peak demand. *Required.*

- Channel not used <Go to 6.17>
- Very low
- Low
- Neither low nor high
- High
- Very high
- Don't know

6.16 Rate the actual performance of the instant messaging channel during your institution's most recent emergency notification test.

- Channel not tested
- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't know

6.17 Rate your confidence that the RSS feeds channel of your institution's emergency notification system will perform effectively under peak demand. *Required.*

- Channel not used<Go to 6.19>
- Very low
- Low
- Neither low nor high
- High
- Very high
- Don't know

6.18 Rate the actual performance of the RSS feeds channel during your institution's most recent emergency notification test.

- Channel not tested
- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't know

6.19 Rate your confidence that the LAN-based desktop messaging (pop-ups) channel of your institution's emergency notification system will perform effectively under peak demand. *Required.*

- Channel not used<Go to 6.21>
- Very low
- Low
- Neither low nor high
- High
- Very high
- Don't know

6.20 Rate the actual performance of the LAN-based desktop messaging channel during your institution's most recent emergency notification test.

- Channel not tested
- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't know

6.21 Rate your confidence that the social networking websites (Facebook, MySpace) channel of your institution's emergency notification system will perform effectively under peak demand. *Required.*

- Channel not used<Go to 6.23>
- Very low
- Low
- Neither low nor high
- High
- Very high
- Don't know

6.22 Rate the actual performance of the social networking websites channel during your institution's most recent emergency notification test.

- Channel not tested
- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't know

6.23 Rate your confidence that the dedicated emergency information websites channel of your institution's emergency notification system will perform effectively under peak demand. *Required.*

- Channel not used <Go to 6.25>
- Very low
- Low
- Neither low nor high
- High
- Very high
- Don't know

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6.24 Rate the actual performance of the dedicated emergency information websites channel during your institution's most recent emergency notification test.

- Channel not tested
- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't know

6.25 Rate your confidence that the outdoor public-address systems (sirens, loudspeakers) channel of your institution's emergency notification system will perform effectively under peak demand. *Required.*

- Channel not used <Go to 6.27>
- Very low
- Low
- Neither low nor high
- High
- Very high
- Don't know

6.26 Rate the actual performance of the outdoor public-address systems channel during your institution's most recent emergency notification test.

- Channel not tested
- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't know

6.27 Rate your confidence that the indoor public-address systems (intercoms) channel of your institution's emergency notification system will perform effectively under peak demand. *Required.*

- Channel not used <Go to 6.29>
- Very low
- Low
- Neither low nor high
- High
- Very high
- Don't know

6.28 Rate the actual performance of the indoor public-address systems channel during your institution's most recent emergency notification test.

- Channel not tested
- Very poor
- Poor
- Neither poor nor good
- Good
- Very good
- Don't know

6.29 Rate your overall level of confidence that emergency notifications sent by your institution will reach their intended recipients.

- Very low
- Low
- Neither low nor high
- High
- Very high
- Don't know

6.30 Rate your overall level of confidence that emergency notifications sent by your institution will be received in time for recipients to take appropriate action.

- Very low
- Low
- Neither low nor high
- High
- Very high
- Don't know

6.31 At your institution, is the assignment of responsibility for sending emergency notifications addressed in a written institutional policy or procedure?

- No
- Yes
- Don't know

6.32 At our institution, contact information for the individual(s) responsible for sending emergency notifications is discoverable by any member of the campus community.

- Strongly disagree
- Disagree
- Neutral
- Agree
- Strongly agree
- Don't know

6.33 At our institution, the individual(s) with authority to send emergency notifications:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
a. Have received adequate training						
b. Fully understand their responsibilities						
c. Have immediate access to top-level decision makers						
d. Have 24 x 7 x 365 access to technical support services						
e. Are able to carry out their duties fully from off-campus locations						
f. Have templates to guide their preparation of notification messages						

6.34 With what frequency are crisis communication systems at your institution tested?

- Never
- Less than once per year
- Annually
- 2–4 times per year
- 5 or more times per year
- On an ad hoc basis
- Not applicable
- Don't know

Definition: *An integrated emergency notification system (IENS) is an online system by which two or more emergency notification channels may be managed and utilized through a single user interface.*

6.35 Does your institution have an IENS?

- No <Go to 6.43>
- Yes
- Don't know <Go to 6.43>

6.36 When did your institution install its first IENS?

- 2008
- 2007
- 2006
- 2005
- 2004
- Prior to 2004

6.37 How many channels has your institution added to its IENS in the past 12 months?

<Drop down menu, Don't know; 0–10, More than 10>

6.38 What is the source of your institution's IENS?

- Commercial software
- Open source software
- Homegrown software
- Other

6.39 Where is your institution's IENS hosted?

- At our institution
- At another academic institution
- At a government agency (district office, state agency)
- At a commercial provider's facility
- Other

6.40 Our institution's IENS:

	No	Yes	Don't know
a. Has technical support available for its key users 24 X 7 X 365			
b. Is accessible from off-campus locations			
c. Will continue to function if local electrical power is unavailable			
d. Will continue to function if regional electrical power is unavailable			
e. Will continue to function if the institution's wide-area network service (Internet, Internet2) is unavailable			
f. Will fail over immediately to a hot standby system if the primary host system fails			

6.41 If your IENS allows members of the campus community to opt-in to receive the emergency notifications, what percentage of the campus community has done so?
 <Drop down menu, 0–100%, Not applicable, and Don't know>

6.42 Is your institution using its IENS for any purpose other than emergency notification?
 No
 Yes
 Don't know

6.43 Overall, our institution is well prepared to:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
a. Notify constituents on campus that an emergency exists						
b. Communicate with first-responders via public-safety radio at the onset of a crisis						
c. Communicate internally during a crisis						
d. Communicate with external stakeholders such as parents, alumni, and vendors about a crisis						
e. Communicate with other interested parties, such as the news media, about a crisis						

6.44 Does your institution's central IT organization provide technical support for campus use of public-safety radio communication devices?
 No
 Yes
 Don't know

6.45 Our institution's crisis communication procedures will function effectively if:

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree	Don't know
a. Campus telephone service is unavailable						
b. Campus data network service is unavailable						
c. Local mobile telephone service is unavailable						
d. Local grid electrical power is unavailable						

Section 7: Conclusion

7.1 EDUCAUSE plans to conduct follow-up interviews with some institutions to probe further into messaging and communication practices. Would you be willing to participate in a follow-up interview? *Required.*

{ } No <Go to 7.3>

{ } Yes

7.2 What is your e-mail address? _____

7.3 If you have any other comments or insights about messaging and communication practices, please share them with us.

7.4 We are committed to continually improving our surveys. All comments are welcome and will be considered._____

Thank you. Just one more step!

Click "Finish" to submit your survey.

Once you click "Finish," you will see confirmation that your survey has been submitted.

If you wish to review, save, or print your responses before submitting them, click "Review" to see your responses, and then click "Finish." We strongly suggest that you save and print your responses. You must click "Finish" to submit your survey.

Full ECAR studies are available either through subscription or purchase at the ECAR website,

<http://www.educause.edu/ecar/>

If you have any questions or concerns, please e-mail

ecar@educause.edu

– END SURVEY –