

# ECAR Study of Faculty and Technology, 2014

## The University of British Columbia Benchmarking Report

| Survey areas of interest                | The University of British Columbia | DR Public Institutions | All institutions |
|---|------------------------------------|------------------------|------------------|
| Technology for teaching and learning    | 439                                | 5049                   | 16106            |
|   | 93.2%                              | 87.1%                  | 92.3%            |
| Technology for research and scholarship | 240                                | 3193                   | 7405             |
|   | 51.0%                              | 55.1%                  | 42.4%            |
| Total respondent count                  | 471                                | 5799                   | 17451            |

| Currently full- or part- time                       | The University of British Columbia | DR Public Institutions | All institutions |
|---|------------------------------------|------------------------|------------------|
| Full-time faculty member                            | 401                                | 4819                   | 12355            |
|   | 85.1%                              | 83.1%                  | 70.8%            |
| Part-time faculty member                            | 70                                 | 980                    | 5096             |
|   | 14.9%                              | 16.9%                  | 29.2%            |
| Total respondent count<br>(Percentages sum to 100%) | 471                                | 5799                   | 17451            |
|   | 100.0%                             | 100.0%                 | 100.0%           |

| Survey version                                      | The University of British Columbia | DR Public Institutions | All institutions |
|---|------------------------------------|------------------------|------------------|
| Take the 10-minute version of the survey            | 296                                | 3633                   | 10711            |
|   | 62.8%                              | 62.6%                  | 61.4%            |
| Take the 20-minute version of the survey            | 175                                | 2166                   | 6739             |
|   | 37.2%                              | 37.4%                  | 38.6%            |
| Total respondent count<br>(Percentages sum to 100%) | 471                                | 5799                   | 17450            |
|   | 100.0%                             | 100.0%                 | 100.0%           |

| 1.1. Years of faculty experience      |      | The University of British Columbia | DR Public Institutions | All institutions |
|---------------------------------------|------|------------------------------------|------------------------|------------------|
| Years in a full-time faculty position | Mean | 14.9                               | 13.5                   | 12.5             |
|                                       | SD   | 10.5                               | 11.1                   | 10.6             |
|                                       | N    | 417                                | 5195                   | 14183            |
| Years in a part-time faculty position | Mean | 5.4                                | 4.7                    | 5.8              |
|                                       | SD   | 6.3                                | 5.9                    | 6.2              |
|                                       | N    | 168                                | 2605                   | 9900             |

| 1.2. Students typically worked with                 |  | The University of British Columbia | DR Public Institutions | All institutions |
|---|--|------------------------------------|------------------------|------------------|
| Undergraduate students                              |  | 279                                | 3337                   | 12522            |
|   |  | 59.5%                              | 57.8%                  | 72.1%            |
| Graduate students                                   |  | 136                                | 1764                   | 3680             |
|   |  | 29.0%                              | 30.6%                  | 21.2%            |
| Professional students                               |  | 47                                 | 453                    | 767              |
|   |  | 10.0%                              | 7.8%                   | 4.4%             |
| I don't typically work directly with students.      |  | 7                                  | 219                    | 396              |
|   |  | 1.5%                               | 3.8%                   | 2.3%             |
| Total respondent count<br>(Percentages sum to 100%) |  | 469                                | 5773                   | 17365            |
|   |  | 100.0%                             | 100.0%                 | 100.0%           |

| 1.3. Tenure status                                  |  | The University of British Columbia | DR Public Institutions | All institutions |
|---|--|------------------------------------|------------------------|------------------|
| Tenured   |  | 265                                | 2334                   | 6078             |
|   |  | 66.6%                              | 48.8%                  | 49.7%            |
| Not tenured, but on a tenure track                  |  | 80                                 | 861                    | 2224             |
|   |  | 20.1%                              | 18.0%                  | 18.2%            |
| Not on a tenure track                               |  | 53                                 | 1586                   | 3922             |
|   |  | 13.3%                              | 33.2%                  | 32.1%            |
| Total respondent count<br>(Percentages sum to 100%) |  | 398                                | 4781                   | 12224            |
|   |  | 100.0%                             | 100.0%                 | 100.0%           |

| <b>1.4. Academic rank</b>                                   | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Professor</b>  | 133                                       | 1237                          | 3445                    |
|   | 33.3%                                     | 25.8%                         | 28.1%                   |
| <b>Associate professor</b>                                  | 87  | 1280                          | 3004                    |
|   | 21.8%                                     | 26.7%                         | 24.5%                   |
| <b>Assistant professor</b>                                  | 53  | 1167                          | 2673                    |
|   | 13.3%                                     | 24.4%                         | 21.8%                   |
| <b>Clinical professor</b>                                   | 3   | 64                            | 97                      |
|   | 0.8%                                      | 1.3%                          | 0.8%                    |
| <b>Instructor</b>   | 38  | 435                           | 1245                    |
|   | 9.5%                                      | 9.1%                          | 10.1%                   |
| <b>Senior lecturer</b>                                      | 11  | 0                             | 153                     |
|   | 2.8%                                      | 0.0%                          | 1.2%                    |
| <b>Qualifying post</b>                                      | 0   | 0                             | 4                       |
|   | 0.0%                                      | 0.0%                          | 0.0%                    |
| <b>Lecturer</b>   | 37  | 234                           | 624                     |
|   | 9.3%                                      | 4.9%                          | 5.1%                    |
| <b>Research associate</b>                                   | 8   | 0                             | 76                      |
|   | 2.0%                                      | 0.0%                          | 0.6%                    |
| <b>Research professor</b>                                   | 0   | 0                             | 0                       |
|   | 0.0%                                      | 0.0%                          | 0.0%                    |
| <b>Other; please specify</b>                                | 29  | 312                           | 775                     |
|   | 7.3%                                      | 6.5%                          | 6.3%                    |
| <b>No academic rank</b>                                     | 0   | 62                            | 184                     |
|   | 0.0%                                      | 1.3%                          | 1.5%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 399                                       | 4791                          | 12280                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: Classroom-based technology resources</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Poor</b>   | 27  | 333                           | 874                     |
|   | 5.8%                                      | 5.8%                          | 5.1%                    |
| <b>Fair</b>   | 68  | 806                           | 2220                    |
|   | 14.6%                                     | 14.0%                         | 12.8%                   |
| <b>Neutral</b>  | 69  | 662                           | 1794                    |
|   | 14.8%                                     | 11.5%                         | 10.4%                   |
| <b>Good</b>   | 230                                       | 2615                          | 7667                    |
|   | 49.5%                                     | 45.5%                         | 44.3%                   |
| <b>Excellent</b>  | 45  | 985                           | 3330                    |
|   | 9.7%                                      | 17.2%                         | 19.2%                   |
| <b>N/A</b>  | 26  | 341                           | 1418                    |
|   | 5.6%                                      | 5.9%                          | 8.2%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>       | 465                                       | 5742                          | 17303                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: Laboratory or research-based technology resources</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Poor</b>  | 27  | 264                           | 719                     |
|  | 5.9%                                      | 4.7%                          | 4.3%                    |
| <b>Fair</b>  | 29  | 557                           | 1515                    |
|  | 6.4%                                      | 10.0%                         | 9.0%                    |
| <b>Neutral</b>   | 61  | 712                           | 1998                    |
|  | 13.4%                                     | 12.7%                         | 11.9%                   |
| <b>Good</b>  | 148                                       | 1869                          | 5355                    |
|  | 32.6%                                     | 33.4%                         | 31.9%                   |
| <b>Excellent</b>   | 50  | 659                           | 2215                    |
|  | 11.0%                                     | 11.8%                         | 13.2%                   |
| <b>N/A</b>   | 139                                       | 1527                          | 4999                    |
|  | 30.6%                                     | 27.3%                         | 29.8%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                    | 454                                       | 5588                          | 16801                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: Physical collaborative spaces</b>  | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Poor</b>   | 15  | 175                           | 464                     |
|   | 8.6%                                      | 8.1%                          | 6.9%                    |
| <b>Fair</b>   | 20  | 308                           | 862                     |
|   | 11.4%                                     | 14.3%                         | 12.9%                   |
| <b>Neutral</b>  | 32  | 302                           | 941                     |
|   | 18.3%                                     | 14.1%                         | 14.1%                   |
| <b>Good</b>   | 49  | 618                           | 2022                    |
|   | 28.0%                                     | 28.8%                         | 30.2%                   |
| <b>Excellent</b>  | 10  | 210                           | 795                     |
|   | 5.7%                                      | 9.8%                          | 11.9%                   |
| <b>N/A</b>  | 49  | 535                           | 1606                    |
|   | 28.0%                                     | 24.9%                         | 24.0%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 175                                       | 2148                          | 6690                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: Online collaborative spaces</b>    | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Poor</b>   | 25  | 181                           | 505                     |
|   | 14.3%                                     | 8.4%                          | 7.5%                    |
| <b>Fair</b>   | 28  | 317                           | 840                     |
|   | 16.0%                                     | 14.7%                         | 12.5%                   |
| <b>Neutral</b>  | 38  | 361                           | 1102                    |
|   | 21.7%                                     | 16.7%                         | 16.4%                   |
| <b>Good</b>   | 49  | 689                           | 2259                    |
|   | 28.0%                                     | 31.9%                         | 33.6%                   |
| <b>Excellent</b>  | 5   | 235                           | 920                     |
|   | 2.9%                                      | 10.9%                         | 13.7%                   |
| <b>N/A</b>  | 30  | 375                           | 1088                    |
|   | 17.1%                                     | 17.4%                         | 16.2%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 175                                       | 2158                          | 6714                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: Resources and ability to get work done away from home</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Poor</b>  | 8   | 113                           | 317                     |
|  | 4.5%                                      | 5.2%                          | 4.7%                    |
| <b>Fair</b>  | 19  | 232                           | 674                     |
|  | 10.8%                                     | 10.7%                         | 10.0%                   |
| <b>Neutral</b>   | 21  | 252                           | 732                     |
|  | 11.9%                                     | 11.7%                         | 10.9%                   |
| <b>Good</b>  | 75  | 863                           | 2570                    |
|  | 42.6%                                     | 39.9%                         | 38.2%                   |
| <b>Excellent</b>   | 37  | 468                           | 1607                    |
|  | 21.0%                                     | 21.6%                         | 23.9%                   |
| <b>N/A</b>   | 16  | 234                           | 828                     |
|  | 9.1%                                      | 10.8%                         | 12.3%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                        | 176                                       | 2162                          | 6728                    |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: Reliable access to Wi-Fi networks</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Poor</b>  | 37  | 404                           | 1130                    |
|  | 7.9%                                      | 7.0%                          | 6.5%                    |
| <b>Fair</b>  | 68  | 745                           | 2070                    |
|  | 14.5%                                     | 13.0%                         | 12.0%                   |
| <b>Neutral</b>   | 36  | 531                           | 1480                    |
|  | 7.7%                                      | 9.2%                          | 8.6%                    |
| <b>Good</b>  | 199                                       | 2240                          | 6325                    |
|  | 42.4%                                     | 39.0%                         | 36.6%                   |
| <b>Excellent</b>   | 121                                       | 1621                          | 4670                    |
|  | 25.8%                                     | 28.2%                         | 27.0%                   |
| <b>N/A</b>   | 8   | 206                           | 1609                    |
|  | 1.7%                                      | 3.6%                          | 9.3%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>    | 469                                       | 5747                          | 17284                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: Communication technologies</b>     | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Poor</b>   | 4   | 107                           | 253                     |
|   | 2.3%                                      | 5.0%                          | 3.8%                    |
| <b>Fair</b>   | 14  | 285                           | 777                     |
|   | 8.0%                                      | 13.3%                         | 11.6%                   |
| <b>Neutral</b>  | 23  | 275                           | 814                     |
|   | 13.1%                                     | 12.8%                         | 12.2%                   |
| <b>Good</b>   | 102                                       | 931                           | 2941                    |
|   | 58.3%                                     | 43.3%                         | 44.0%                   |
| <b>Excellent</b>  | 27  | 501                           | 1747                    |
|   | 15.4%                                     | 23.3%                         | 26.1%                   |
| <b>N/A</b>  | 5   | 49                            | 152                     |
|   | 2.9%                                      | 2.3%                          | 2.3%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 175                                       | 2148                          | 6684                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: Online or virtual technologies</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Poor</b>   | 31  | 229                           | 637                     |
|   | 17.6%                                     | 10.7%                         | 9.5%                    |
| <b>Fair</b>   | 29  | 313                           | 926                     |
|   | 16.5%                                     | 14.6%                         | 13.9%                   |
| <b>Neutral</b>  | 34  | 348                           | 1124                    |
|   | 19.3%                                     | 16.2%                         | 16.8%                   |
| <b>Good</b>   | 51  | 717                           | 2184                    |
|   | 29.0%                                     | 33.4%                         | 32.7%                   |
| <b>Excellent</b>  | 11  | 269                           | 962                     |
|   | 6.3%                                      | 12.5%                         | 14.4%                   |
| <b>N/A</b>  | 20  | 268                           | 839                     |
|   | 11.4%                                     | 12.5%                         | 12.6%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 176                                       | 2144                          | 6672                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: Technology support</b>             | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Poor</b>   | 32  | 318                           | 854                     |
|   | 6.8%                                      | 5.5%                          | 4.9%                    |
| <b>Fair</b>   | 64  | 706                           | 1920                    |
|   | 13.6%                                     | 12.3%                         | 11.1%                   |
| <b>Neutral</b>  | 82  | 790                           | 2056                    |
|   | 17.4%                                     | 13.7%                         | 11.9%                   |
| <b>Good</b>   | 182                                       | 2260                          | 6791                    |
|   | 38.7%                                     | 39.3%                         | 39.3%                   |
| <b>Excellent</b>  | 94  | 1486                          | 5119                    |
|   | 20.0%                                     | 25.8%                         | 29.6%                   |
| <b>N/A</b>  | 16  | 189                           | 559                     |
|   | 3.4%                                      | 3.3%                          | 3.2%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 470                                       | 5749                          | 17299                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: Professional development around integrated use of technology</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Poor</b>   | 32  | 305                           | 780                     |
|   | 18.5%                                     | 14.2%                         | 11.7%                   |
| <b>Fair</b>   | 42  | 310                           | 948                     |
|   | 24.3%                                     | 14.4%                         | 14.2%                   |
| <b>Neutral</b>  | 45  | 435                           | 1261                    |
|   | 26.0%                                     | 20.3%                         | 18.8%                   |
| <b>Good</b>   | 34  | 578                           | 2060                    |
|   | 19.7%                                     | 26.9%                         | 30.8%                   |
| <b>Excellent</b>  | 10  | 298                           | 1159                    |
|   | 5.8%                                      | 13.9%                         | 17.3%                   |
| <b>N/A</b>  | 10  | 222                           | 485                     |
|   | 5.8%                                      | 10.3%                         | 7.2%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                               | 173                                       | 2148                          | 6693                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |



| <b>2.1. Experience with: Specialized teaching software</b>  | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Poor</b>   | 44  | 285                           | 771                     |
|   | 25.3%                                     | 13.3%                         | 11.6%                   |
| <b>Fair</b>   | 34  | 279                           | 907                     |
|   | 19.5%                                     | 13.1%                         | 13.6%                   |
| <b>Neutral</b>  | 38  | 403                           | 1245                    |
|   | 21.8%                                     | 18.9%                         | 18.7%                   |
| <b>Good</b>   | 22  | 443                           | 1585                    |
|   | 12.6%                                     | 20.7%                         | 23.8%                   |
| <b>Excellent</b>  | 3   | 142                           | 601                     |
|   | 1.7%                                      | 6.6%                          | 9.0%                    |
| <b>N/A</b>  | 33  | 585                           | 1547                    |
|   | 19.0%                                     | 27.4%                         | 23.2%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 174                                       | 2137                          | 6656                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: High-performance/research computing services</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Poor</b>   | 27  | 302                           | 1020                    |
|   | 5.9%                                      | 5.3%                          | 6.0%                    |
| <b>Fair</b>   | 31  | 283                           | 1006                    |
|   | 6.7%                                      | 5.0%                          | 5.9%                    |
| <b>Neutral</b>  | 38  | 632                           | 2007                    |
|   | 8.3%                                      | 11.1%                         | 11.7%                   |
| <b>Good</b>   | 48  | 843                           | 2562                    |
|   | 10.4%                                     | 14.8%                         | 15.0%                   |
| <b>Excellent</b>  | 17  | 361                           | 1114                    |
|   | 3.7%                                      | 6.3%                          | 6.5%                    |
| <b>N/A</b>  | 299                                       | 3265                          | 9383                    |
|   | 65.0%                                     | 57.4%                         | 54.9%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>               | 460                                       | 5686                          | 17092                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: Cloud-based high-performance/research computing systems</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Poor</b>  | 51  | 366                           | 1194                    |
|  | 11.0%                                     | 6.4%                          | 7.0%                    |
| <b>Fair</b>  | 32  | 309                           | 943                     |
|  | 6.9%                                      | 5.4%                          | 5.5%                    |
| <b>Neutral</b>   | 37  | 662                           | 2159                    |
|  | 8.0%                                      | 11.6%                         | 12.6%                   |
| <b>Good</b>  | 35  | 634                           | 1985                    |
|  | 7.5%                                      | 11.2%                         | 11.6%                   |
| <b>Excellent</b>   | 6   | 185                           | 711                     |
|  | 1.3%                                      | 3.3%                          | 4.2%                    |
| <b>N/A</b>   | 304                                       | 3529                          | 10086                   |
|  | 65.4%                                     | 62.1%                         | 59.1%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                          | 465                                       | 5685                          | 17078                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: Data management services</b>       | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Poor</b>   | 22  | 227                           | 659                     |
|   | 12.6%                                     | 10.6%                         | 9.9%                    |
| <b>Fair</b>   | 21  | 207                           | 611                     |
|   | 12.1%                                     | 9.6%                          | 9.1%                    |
| <b>Neutral</b>  | 21  | 366                           | 1109                    |
|   | 12.1%                                     | 17.0%                         | 16.6%                   |
| <b>Good</b>   | 13  | 314                           | 1019                    |
|   | 7.5%                                      | 14.6%                         | 15.2%                   |
| <b>Excellent</b>  | 3   | 99                            | 321                     |
|   | 1.7%                                      | 4.6%                          | 4.8%                    |
| <b>N/A</b>  | 94  | 935                           | 2963                    |
|   | 54.0%                                     | 43.5%                         | 44.3%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 174                                       | 2148                          | 6682                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: Digital repositories</b>           | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Poor</b>   | 20  | 233                           | 637                     |
|   | 11.4%                                     | 10.9%                         | 9.5%                    |
| <b>Fair</b>   | 22  | 191                           | 563                     |
|   | 12.5%                                     | 8.9%                          | 8.4%                    |
| <b>Neutral</b>  | 19  | 328                           | 990                     |
|   | 10.8%                                     | 15.3%                         | 14.8%                   |
| <b>Good</b>   | 33  | 369                           | 1122                    |
|   | 18.8%                                     | 17.2%                         | 16.8%                   |
| <b>Excellent</b>  | 7   | 118                           | 382                     |
|   | 4.0%                                      | 5.5%                          | 5.7%                    |
| <b>N/A</b>  | 75  | 907                           | 2991                    |
|   | 42.6%                                     | 42.3%                         | 44.7%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 176                                       | 2146                          | 6685                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: Digital preservation</b>           | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Poor</b>   | 22  | 230                           | 683                     |
|   | 12.7%                                     | 10.7%                         | 10.2%                   |
| <b>Fair</b>   | 16  | 180                           | 453                     |
|   | 9.2%                                      | 8.4%                          | 6.8%                    |
| <b>Neutral</b>  | 19  | 305                           | 978                     |
|   | 11.0%                                     | 14.2%                         | 14.6%                   |
| <b>Good</b>   | 21  | 262                           | 751                     |
|   | 12.1%                                     | 12.2%                         | 11.2%                   |
| <b>Excellent</b>  | 1   | 79                            | 248                     |
|   | 0.6%                                      | 3.7%                          | 3.7%                    |
| <b>N/A</b>  | 94  | 1089                          | 3564                    |
|   | 54.3%                                     | 50.8%                         | 53.4%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 173                                       | 2145                          | 6677                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.1. Experience with: Self-publishing</b>                | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Poor</b>   | 20  | 201                           | 622                     |
|   | 11.4%                                     | 9.4%                          | 9.3%                    |
| <b>Fair</b>   | 12  | 108                           | 344                     |
|   | 6.9%                                      | 5.0%                          | 5.2%                    |
| <b>Neutral</b>  | 20  | 276                           | 933                     |
|   | 11.4%                                     | 12.9%                         | 14.0%                   |
| <b>Good</b>   | 18  | 149                           | 484                     |
|   | 10.3%                                     | 7.0%                          | 7.2%                    |
| <b>Excellent</b>  | 3   | 40                            | 135                     |
|   | 1.7%                                      | 1.9%                          | 2.0%                    |
| <b>N/A</b>  | 102                                       | 1368                          | 4159                    |
|   | 58.3%                                     | 63.9%                         | 62.3%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 175                                       | 2142                          | 6677                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.2. My institution: Improves student outcomes through technology</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 29  | 418                           | 962                     |
|  | 6.2%                                      | 7.2%                          | 5.5%                    |
| <b>Strongly disagree</b>   | 20  | 177                           | 467                     |
|  | 4.3%                                      | 3.1%                          | 2.7%                    |
| <b>Disagree</b>  | 65  | 595                           | 1775                    |
|  | 14.0%                                     | 10.3%                         | 10.2%                   |
| <b>Neutral</b>   | 144                                       | 1544                          | 3954                    |
|  | 31.0%                                     | 26.8%                         | 22.8%                   |
| <b>Agree</b>   | 190                                       | 2654                          | 8485                    |
|  | 40.9%                                     | 46.0%                         | 48.9%                   |
| <b>Strongly agree</b>  | 17  | 383                           | 1717                    |
|  | 3.7%                                      | 6.6%                          | 9.9%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>              | 465                                       | 5771                          | 17360                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.2. My institution: Assists faculty with integration of information technology</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 2   | 40                            | 103                     |
|  | 1.1%                                      | 1.9%                          | 1.5%                    |
| <b>Strongly disagree</b>   | 27  | 181                           | 425                     |
|  | 15.4%                                     | 8.4%                          | 6.3%                    |
| <b>Disagree</b>  | 32  | 400                           | 1008                    |
|  | 18.3%                                     | 18.6%                         | 15.0%                   |
| <b>Neutral</b>   | 37  | 435                           | 1246                    |
|  | 21.1%                                     | 20.2%                         | 18.6%                   |
| <b>Agree</b>   | 71  | 899                           | 3049                    |
|  | 40.6%                                     | 41.8%                         | 45.5%                   |
| <b>Strongly agree</b>  | 6   | 197                           | 868                     |
|  | 3.4%                                      | 9.2%                          | 13.0%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                            | 175                                       | 2152                          | 6699                    |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.2. My institution: Uses analytics to support critical institutional outcomes</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 49  | 644                           | 1714                    |
|   | 28.2%                                     | 30.0%                         | 25.7%                   |
| <b>Strongly disagree</b>  | 25  | 162                           | 499                     |
|   | 14.4%                                     | 7.5%                          | 7.5%                    |
| <b>Disagree</b>   | 32  | 306                           | 905                     |
|   | 18.4%                                     | 14.3%                         | 13.6%                   |
| <b>Neutral</b>  | 37  | 518                           | 1586                    |
|   | 21.3%                                     | 24.1%                         | 23.8%                   |
| <b>Agree</b>  | 27  | 434                           | 1582                    |
|   | 15.5%                                     | 20.2%                         | 23.7%                   |
| <b>Strongly agree</b>   | 4   | 82                            | 391                     |
|   | 2.3%                                      | 3.8%                          | 5.9%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                           | 174                                       | 2146                          | 6677                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.2. My institution: Supports the trends toward IT consumerization and BYOD</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 53  | 814                           | 2243                    |
|  | 11.3%                                     | 14.2%                         | 13.0%                   |
| <b>Strongly disagree</b>   | 23  | 212                           | 813                     |
|  | 4.9%                                      | 3.7%                          | 4.7%                    |
| <b>Disagree</b>  | 42  | 682                           | 2206                    |
|  | 9.0%                                      | 11.9%                         | 12.7%                   |
| <b>Neutral</b>   | 134                                       | 1465                          | 4209                    |
|  | 28.6%                                     | 25.5%                         | 24.3%                   |
| <b>Agree</b>   | 190                                       | 2215                          | 6423                    |
|  | 40.5%                                     | 38.6%                         | 37.1%                   |
| <b>Strongly agree</b>  | 27  | 356                           | 1413                    |
|  | 5.8%                                      | 6.2%                          | 8.2%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                        | 469                                       | 5744                          | 17307                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.2. My institution: Has a clear strategy for online learning</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 44  | 698                           | 1628                    |
|  | 9.4%                                      | 12.1%                         | 9.4%                    |
| <b>Strongly disagree</b>   | 56  | 611                           | 1672                    |
|  | 11.9%                                     | 10.6%                         | 9.7%                    |
| <b>Disagree</b>  | 111                                       | 1364                          | 3577                    |
|  | 23.6%                                     | 23.7%                         | 20.7%                   |
| <b>Neutral</b>   | 152                                       | 1498                          | 3952                    |
|  | 32.3%                                     | 26.1%                         | 22.9%                   |
| <b>Agree</b>   | 97  | 1299                          | 4570                    |
|  | 20.6%                                     | 22.6%                         | 26.4%                   |
| <b>Strongly agree</b>  | 10  | 275                           | 1894                    |
|  | 2.1%                                      | 4.8%                          | 11.0%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>          | 470                                       | 5745                          | 17293                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.2. My institution: Facilitates a better understanding of information privacy and security</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 19  | 546                           | 1413                    |
|  | 4.0%                                      | 9.5%                          | 8.2%                    |
| <b>Strongly disagree</b>   | 30  | 341                           | 907                     |
|  | 6.4%                                      | 6.0%                          | 5.3%                    |
| <b>Disagree</b>  | 76  | 827                           | 2398                    |
|  | 16.2%                                     | 14.5%                         | 13.9%                   |
| <b>Neutral</b>   | 150                                       | 1802                          | 4892                    |
|  | 31.9%                                     | 31.5%                         | 28.4%                   |
| <b>Agree</b>   | 173                                       | 1913                          | 6143                    |
|  | 36.8%                                     | 33.4%                         | 35.6%                   |
| <b>Strongly agree</b>  | 22  | 291                           | 1492                    |
|  | 4.7%                                      | 5.1%                          | 8.7%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>  | 470                                       | 5720                          | 17245                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.2. My institution: Has an agile approach to IT infrastructure</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 17  | 304                           | 815                     |
|  | 9.8%                                      | 14.2%                         | 12.2%                   |
| <b>Strongly disagree</b>   | 54  | 385                           | 1098                    |
|  | 31.2%                                     | 18.0%                         | 16.4%                   |
| <b>Disagree</b>  | 47  | 477                           | 1359                    |
|  | 27.2%                                     | 22.3%                         | 20.3%                   |
| <b>Neutral</b>   | 31  | 489                           | 1506                    |
|  | 17.9%                                     | 22.8%                         | 22.5%                   |
| <b>Agree</b>   | 22  | 411                           | 1515                    |
|  | 12.7%                                     | 19.2%                         | 22.7%                   |
| <b>Strongly agree</b>  | 2   | 75                            | 392                     |
|  | 1.2%                                      | 3.5%                          | 5.9%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>            | 173                                       | 2141                          | 6685                    |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.3. Privacy and security: Privacy and security policies impede productivity</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 5   | 101                           | 315                     |
|   | 2.9%                                      | 4.7%                          | 4.7%                    |
| <b>Strongly disagree</b>  | 12  | 285                           | 980                     |
|   | 6.9%                                      | 13.2%                         | 14.6%                   |
| <b>Disagree</b>   | 48  | 988                           | 2944                    |
|   | 27.4%                                     | 45.8%                         | 43.8%                   |
| <b>Neutral</b>  | 44  | 419                           | 1264                    |
|   | 25.1%                                     | 19.4%                         | 18.8%                   |
| <b>Agree</b>  | 47  | 275                           | 874                     |
|   | 26.9%                                     | 12.8%                         | 13.0%                   |
| <b>Strongly agree</b>   | 19  | 87                            | 337                     |
|   | 10.9%                                     | 4.0%                          | 5.0%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                         | 175                                       | 2155                          | 6714                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.3. Privacy and security: Confidence in my institution's ability to safeguard my personal info</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 4   | 88                            | 278                     |
|  | 2.3%                                      | 4.1%                          | 4.1%                    |
| <b>Strongly disagree</b>   | 13  | 200                           | 527                     |
|  | 7.5%                                      | 9.3%                          | 7.9%                    |
| <b>Disagree</b>  | 28  | 316                           | 882                     |
|  | 16.2%                                     | 14.7%                         | 13.1%                   |
| <b>Neutral</b>   | 56  | 614                           | 1633                    |
|  | 32.4%                                     | 28.5%                         | 24.3%                   |
| <b>Agree</b>   | 71  | 806                           | 2796                    |
|  | 41.0%                                     | 37.4%                         | 41.7%                   |
| <b>Strongly agree</b>  | 1   | 131                           | 597                     |
|  | 0.6%                                      | 6.1%                          | 8.9%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>  | 173                                       | 2155                          | 6713                    |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |



| <b>2.3. Privacy and security: Access to resources to keep my data secure</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 16  | 264                           | 941                     |
|  | 9.2%                                      | 12.3%                         | 14.0%                   |
| <b>Strongly disagree</b>   | 14  | 132                           | 345                     |
|  | 8.0%                                      | 6.1%                          | 5.1%                    |
| <b>Disagree</b>  | 28  | 290                           | 770                     |
|  | 16.1%                                     | 13.5%                         | 11.5%                   |
| <b>Neutral</b>   | 49  | 550                           | 1699                    |
|  | 28.2%                                     | 25.5%                         | 25.4%                   |
| <b>Agree</b>   | 59  | 777                           | 2372                    |
|  | 33.9%                                     | 36.1%                         | 35.4%                   |
| <b>Strongly agree</b>  | 8   | 141                           | 574                     |
|  | 4.6%                                      | 6.5%                          | 8.6%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                  | 174                                       | 2154                          | 6701                    |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.3. Privacy and security: I take sufficient measures to keep my research and scholarly data secure.</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 27  | 281                           | 1066                    |
|   | 5.8%                                      | 4.9%                          | 6.2%                    |
| <b>Strongly disagree</b>  | 1   | 37                            | 101                     |
|   | 0.2%                                      | 0.6%                          | 0.6%                    |
| <b>Disagree</b>   | 36  | 285                           | 825                     |
|   | 7.7%                                      | 5.0%                          | 4.8%                    |
| <b>Neutral</b>  | 85  | 946                           | 2943                    |
|   | 18.1%                                     | 16.4%                         | 17.0%                   |
| <b>Agree</b>  | 247                                       | 3001                          | 8764                    |
|   | 52.7%                                     | 52.2%                         | 50.7%                   |
| <b>Strongly agree</b>   | 73  | 1204                          | 3604                    |
|   | 15.6%                                     | 20.9%                         | 20.8%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>   | 469                                       | 5754                          | 17303                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.3. Privacy and security: I take sufficient measures to keep data about my students secure.</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 19  | 200                           | 572                     |
|   | 4.1%                                      | 3.5%                          | 3.3%                    |
| <b>Strongly disagree</b>  | 2   | 23                            | 65                      |
|   | 0.4%                                      | 0.4%                          | 0.4%                    |
| <b>Disagree</b>   | 19  | 109                           | 343                     |
|   | 4.1%                                      | 1.9%                          | 2.0%                    |
| <b>Neutral</b>  | 64  | 533                           | 1595                    |
|   | 13.7%                                     | 9.3%                          | 9.2%                    |
| <b>Agree</b>  | 252                                       | 2997                          | 8785                    |
|   | 53.8%                                     | 52.2%                         | 50.7%                   |
| <b>Strongly agree</b>   | 112                                       | 1875                          | 5952                    |
|   | 23.9%                                     | 32.7%                         | 34.4%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>   | 468                                       | 5737                          | 17312                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.4. Online learning: Helps students learn more effectively</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 22  | 234                           | 547                     |
|  | 4.7%                                      | 4.1%                          | 3.1%                    |
| <b>Strongly disagree</b>   | 38  | 683                           | 1745                    |
|  | 8.1%                                      | 11.8%                         | 10.0%                   |
| <b>Disagree</b>  | 94  | 1336                          | 3697                    |
|  | 20.0%                                     | 23.2%                         | 21.3%                   |
| <b>Neutral</b>   | 156                                       | 1936                          | 5540                    |
|  | 33.3%                                     | 33.6%                         | 31.9%                   |
| <b>Agree</b>   | 134                                       | 1179                          | 4101                    |
|  | 28.6%                                     | 20.4%                         | 23.6%                   |
| <b>Strongly agree</b>  | 25  | 402                           | 1747                    |
|  | 5.3%                                      | 7.0%                          | 10.1%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>        | 469                                       | 5770                          | 17377                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.4. Online learning: Will lead to pedagogical breakthroughs</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 26  | 319                           | 818                     |
|   | 5.5%                                      | 5.5%                          | 4.7%                    |
| <b>Strongly disagree</b>  | 41  | 561                           | 1372                    |
|   | 8.7%                                      | 9.7%                          | 7.9%                    |
| <b>Disagree</b>   | 94  | 1068                          | 2932                    |
|   | 20.0%                                     | 18.5%                         | 16.9%                   |
| <b>Neutral</b>  | 158                                       | 1913                          | 5248                    |
|   | 33.6%                                     | 33.1%                         | 30.2%                   |
| <b>Agree</b>  | 120                                       | 1406                          | 4857                    |
|   | 25.5%                                     | 24.4%                         | 28.0%                   |
| <b>Strongly agree</b>   | 31  | 504                           | 2131                    |
|   | 6.6%                                      | 8.7%                          | 12.3%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>         | 470                                       | 5771                          | 17358                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.4. Online learning: Will make higher ed. available to more students</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 11  | 108                           | 286                     |
|  | 2.4%                                      | 1.9%                          | 1.6%                    |
| <b>Strongly disagree</b>   | 14  | 177                           | 436                     |
|  | 3.0%                                      | 3.1%                          | 2.5%                    |
| <b>Disagree</b>  | 26  | 356                           | 973                     |
|  | 5.6%                                      | 6.2%                          | 5.6%                    |
| <b>Neutral</b>   | 83  | 902                           | 2318                    |
|  | 17.7%                                     | 15.6%                         | 13.3%                   |
| <b>Agree</b>   | 264                                       | 3029                          | 8598                    |
|  | 56.4%                                     | 52.5%                         | 49.5%                   |
| <b>Strongly agree</b>  | 70  | 1198                          | 4764                    |
|  | 15.0%                                     | 20.8%                         | 27.4%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                  | 468                                       | 5770                          | 17375                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.6. Tech support or assistance</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Friends or family</b>               | 86  | 1148                          | 3356                    |
|  | 18.3%                                     | 19.8%                         | 19.2%                   |
| <b>Peers or colleagues</b>             | 272                                       | 3333                          | 9995                    |
|  | 57.7%                                     | 57.5%                         | 57.3%                   |
| <b>TA or RA</b>                        | 88  | 748                           | 1693                    |
|  | 18.7%                                     | 12.9%                         | 9.7%                    |
| <b>Students</b>                        | 80  | 1006                          | 2963                    |
|  | 17.0%                                     | 17.3%                         | 17.0%                   |
| <b>Internet</b>                        | 222                                       | 2786                          | 7883                    |
|  | 47.1%                                     | 48.0%                         | 45.2%                   |
| <b>Company/vendor</b>                  | 40  | 623                           | 1749                    |
|  | 8.5%                                      | 10.7%                         | 10.0%                   |
| <b>Help Desk</b>                       | 294                                       | 3971                          | 12652                   |
|  | 62.4%                                     | 68.5%                         | 72.5%                   |
| <b>Other</b>                           | 91  | 868                           | 1977                    |
|  | 19.3%                                     | 15.0%                         | 11.3%                   |
| <b>Total respondent count</b>          | 471                                       | 5799                          | 17451                   |

| <b>2.7. Help desk: Walk-in</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--------------------------------|---|-------------------------------|-------------------------|
| <b>Service not offered</b>     | 3   | 67                            | 244                     |
|                                | 3.0%                                      | 4.8%                          | 5.2%                    |
| <b>N/A</b>                     | 27  | 615                           | 1711                    |
|                                | 26.7%                                     | 44.0%                         | 36.4%                   |
| <b>Poor</b>                    | 1   | 29                            | 103                     |
|                                | 1.0%                                      | 2.1%                          | 2.2%                    |
| <b>Fair</b>                    | 2   | 55                            | 212                     |
|                                | 2.0%                                      | 3.9%                          | 4.5%                    |
| <b>Neutral</b>                 | 11  | 91                            | 374                     |
|                                | 10.9%                                     | 6.5%                          | 8.0%                    |
| <b>Good</b>                    | 31  | 294                           | 1066                    |
|                                | 30.7%                                     | 21.0%                         | 22.7%                   |
| <b>Excellent</b>               | 26  | 248                           | 993                     |
|                                | 25.7%                                     | 17.7%                         | 21.1%                   |

| 2.7. Help desk: Walk-in   | The University of British Columbia | DR Public Institutions | All institutions |
|---------------------------|------------------------------------|------------------------|------------------|
| Total respondent count    | 101                                | 1399                   | 4703             |
| (Percentages sum to 100%) | 100.0%                             | 100.0%                 | 100.0%           |

| 2.7. Help desk: Phone     | The University of British Columbia | DR Public Institutions | All institutions |
|---------------------------|------------------------------------|------------------------|------------------|
| Service not offered       | 3                                  | 18                     | 36               |
|                           | 3.0%                               | 1.3%                   | 0.7%             |
| N/A                       | 20                                 | 152                    | 436              |
|                           | 19.8%                              | 10.6%                  | 9.1%             |
| Poor                      | 8                                  | 58                     | 196              |
|                           | 7.9%                               | 4.1%                   | 4.1%             |
| Fair                      | 10                                 | 118                    | 405              |
|                           | 9.9%                               | 8.3%                   | 8.4%             |
| Neutral                   | 11                                 | 121                    | 388              |
|                           | 10.9%                              | 8.5%                   | 8.1%             |
| Good                      | 35                                 | 560                    | 1836             |
|                           | 34.7%                              | 39.2%                  | 38.2%            |
| Excellent                 | 14                                 | 402                    | 1510             |
|                           | 13.9%                              | 28.1%                  | 31.4%            |
| Total respondent count    | 101                                | 1429                   | 4807             |
| (Percentages sum to 100%) | 100.0%                             | 100.0%                 | 100.0%           |

| 2.7. Help desk: E-mail | The University of British Columbia | DR Public Institutions | All institutions |
|------------------------|------------------------------------|------------------------|------------------|
| Service not offered    | 0                                  | 17                     | 59               |
|                        | 0.0%                               | 1.2%                   | 1.2%             |
| N/A                    | 1                                  | 141                    | 415              |
|                        | 1.0%                               | 9.9%                   | 8.7%             |
| Poor                   | 5                                  | 63                     | 189              |
|                        | 4.9%                               | 4.4%                   | 4.0%             |
| Fair                   | 13                                 | 128                    | 447              |
|                        | 12.6%                              | 9.0%                   | 9.4%             |
| Neutral                | 11                                 | 140                    | 461              |
|                        | 10.7%                              | 9.8%                   | 9.7%             |

| 2.7. Help desk: E-mail                              | The University of British Columbia | DR Public Institutions | All institutions |
|---|------------------------------------|------------------------|------------------|
| Good  | 46                                 | 571                    | 1920             |
|   | 44.7%                              | 40.1%                  | 40.2%            |
| Excellent   | 27                                 | 363                    | 1284             |
|   | 26.2%                              | 25.5%                  | 26.9%            |
| Total respondent count<br>(Percentages sum to 100%) | 103                                | 1423                   | 4775             |
|   | 100.0%                             | 100.0%                 | 100.0%           |

| 2.7. Help desk: Web form                            | The University of British Columbia | DR Public Institutions | All institutions |
|---|------------------------------------|------------------------|------------------|
| Service not offered                                 | 5                                  | 72                     | 373              |
|   | 5.1%                               | 5.2%                   | 8.0%             |
| N/A   | 33                                 | 456                    | 1635             |
|   | 33.7%                              | 32.7%                  | 34.9%            |
| Poor  | 12                                 | 78                     | 233              |
|   | 12.2%                              | 5.6%                   | 5.0%             |
| Fair  | 9                                  | 123                    | 354              |
|   | 9.2%                               | 8.8%                   | 7.6%             |
| Neutral   | 11                                 | 176                    | 616              |
|   | 11.2%                              | 12.6%                  | 13.2%            |
| Good  | 26                                 | 352                    | 1017             |
|   | 26.5%                              | 25.3%                  | 21.7%            |
| Excellent   | 2                                  | 136                    | 453              |
|   | 2.0%                               | 9.8%                   | 9.7%             |
| Total respondent count<br>(Percentages sum to 100%) | 98                                 | 1393                   | 4681             |
|   | 100.0%                             | 100.0%                 | 100.0%           |

| 2.7. Help desk: Chat/instant messaging | The University of British Columbia | DR Public Institutions | All institutions |
|--|------------------------------------|------------------------|------------------|
| Service not offered                    | 22                                 | 200                    | 863              |
|  | 22.9%                              | 14.4%                  | 18.5%            |
| N/A                                    | 58                                 | 811                    | 2564             |
|  | 60.4%                              | 58.5%                  | 55.0%            |
| Poor                                   | 3                                  | 32                     | 85               |
|  | 3.1%                               | 2.3%                   | 1.8%             |

| <b>2.7. Help desk: Chat/instant messaging</b>               | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Fair</b>   | 2   | 36                            | 104                     |
|   | 2.1%                                      | 2.6%                          | 2.2%                    |
| <b>Neutral</b>  | 5   | 114                           | 394                     |
|   | 5.2%                                      | 8.2%                          | 8.5%                    |
| <b>Good</b>   | 4   | 126                           | 376                     |
|   | 4.2%                                      | 9.1%                          | 8.1%                    |
| <b>Excellent</b>  | 2   | 68                            | 274                     |
|   | 2.1%                                      | 4.9%                          | 5.9%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 96  | 1387                          | 4660                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.7. Help desk: Remote assistance/desktopop</b>          | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Service not offered</b>                                  | 8   | 90                            | 398                     |
|   | 8.5%                                      | 6.5%                          | 8.5%                    |
| <b>N/A</b>  | 43  | 574                           | 1821                    |
|   | 45.7%                                     | 41.1%                         | 38.9%                   |
| <b>Poor</b>   | 1   | 33                            | 100                     |
|   | 1.1%                                      | 2.4%                          | 2.1%                    |
| <b>Fair</b>   | 7   | 71                            | 226                     |
|   | 7.4%                                      | 5.1%                          | 4.8%                    |
| <b>Neutral</b>  | 6   | 115                           | 374                     |
|   | 6.4%                                      | 8.2%                          | 8.0%                    |
| <b>Good</b>   | 18  | 303                           | 974                     |
|   | 19.1%                                     | 21.7%                         | 20.8%                   |
| <b>Excellent</b>  | 11  | 209                           | 789                     |
|   | 11.7%                                     | 15.0%                         | 16.9%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 94  | 1395                          | 4682                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.7. Help desk: Self-service FAQ</b>                     | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Service not offered</b>                                  | 3   | 46                            | 282                     |
|   | 3.1%                                      | 3.3%                          | 6.0%                    |
| <b>N/A</b>  | 21  | 340                           | 1323                    |
|   | 21.6%                                     | 24.4%                         | 28.3%                   |
| <b>Poor</b>   | 20  | 160                           | 433                     |
|   | 20.6%                                     | 11.5%                         | 9.3%                    |
| <b>Fair</b>   | 12  | 186                           | 504                     |
|   | 12.4%                                     | 13.3%                         | 10.8%                   |
| <b>Neutral</b>  | 21  | 266                           | 862                     |
|   | 21.6%                                     | 19.1%                         | 18.5%                   |
| <b>Good</b>   | 19  | 326                           | 981                     |
|   | 19.6%                                     | 23.4%                         | 21.0%                   |
| <b>Excellent</b>  | 1   | 72                            | 282                     |
|   | 1.0%                                      | 5.2%                          | 6.0%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 97  | 1396                          | 4667                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>2.7. Help desk: Overall rating of help-desk services</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Service not offered</b>                                  | 2   | 6                             | 16                      |
|   | 0.7%                                      | 0.2%                          | 0.1%                    |
| <b>N/A</b>  | 2   | 30                            | 95                      |
|   | 0.7%                                      | 0.8%                          | 0.8%                    |
| <b>Poor</b>   | 14  | 126                           | 373                     |
|   | 4.8%                                      | 3.2%                          | 3.0%                    |
| <b>Fair</b>   | 35  | 350                           | 1105                    |
|   | 11.9%                                     | 8.9%                          | 8.8%                    |
| <b>Neutral</b>  | 35  | 404                           | 1149                    |
|   | 11.9%                                     | 10.2%                         | 9.1%                    |
| <b>Good</b>   | 149                                       | 1960                          | 5859                    |
|   | 50.7%                                     | 49.7%                         | 46.6%                   |
| <b>Excellent</b>  | 57  | 1068                          | 3976                    |
|   | 19.4%                                     | 27.1%                         | 31.6%                   |



| <b>2.7. Help desk: Overall rating of help-desk services</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Total respondent count</b>                               | 294                                       | 3944                          | 12573                   |
| <b>(Percentages sum to 100%)</b>                            | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.1. Teaching and learning: I wish students were better prepared to use institution-specific tech</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 4   | 97                            | 226                     |
|  | 2.4%                                      | 5.1%                          | 3.6%                    |
| <b>Strongly disagree</b>   | 13  | 97                            | 257                     |
|  | 7.6%                                      | 5.1%                          | 4.1%                    |
| <b>Somewhat disagree</b>   | 38  | 379                           | 1127                    |
|  | 22.4%                                     | 19.8%                         | 17.9%                   |
| <b>Neutral</b>   | 54  | 453                           | 1399                    |
|  | 31.8%                                     | 23.6%                         | 22.2%                   |
| <b>Agree</b>   | 52  | 624                           | 2229                    |
|  | 30.6%                                     | 32.6%                         | 35.4%                   |
| <b>Strongly agree</b>  | 9   | 267                           | 1054                    |
|  | 5.3%                                      | 13.9%                         | 16.8%                   |
| <b>Total respondent count</b>  | 170                                       | 1917                          | 6292                    |
| <b>(Percentages sum to 100%)</b>   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.1. Teaching and learning: I wish students were better prepared to use basic software programs and apps</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 3   | 80                            | 188                     |
|   | 1.8%                                      | 4.2%                          | 3.0%                    |
| <b>Strongly disagree</b>  | 21  | 131                           | 377                     |
|   | 12.4%                                     | 6.8%                          | 6.0%                    |
| <b>Somewhat disagree</b>  | 62  | 498                           | 1487                    |
|   | 36.5%                                     | 25.9%                         | 23.6%                   |
| <b>Neutral</b>  | 37  | 434                           | 1383                    |
|   | 21.8%                                     | 22.6%                         | 22.0%                   |
| <b>Agree</b>  | 36  | 532                           | 1857                    |
|   | 21.2%                                     | 27.7%                         | 29.5%                   |

| <b>3.1. Teaching and learning: I wish students were better prepared to use basic software programs and apps</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Strongly agree</b>   | 11  | 246                           | 998                     |
|   | 6.5%                                      | 12.8%                         | 15.9%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>   | 170                                       | 1921                          | 6290                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.1. Teaching and learning: Most of my students have adequate technology skills</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 7   | 77                            | 151                     |
|  | 1.6%                                      | 1.5%                          | 0.9%                    |
| <b>Strongly disagree</b>   | 14  | 154                           | 492                     |
|  | 3.2%                                      | 3.1%                          | 3.1%                    |
| <b>Somewhat disagree</b>   | 58  | 700                           | 2401                    |
|  | 13.2%                                     | 14.0%                         | 15.0%                   |
| <b>Neutral</b>   | 59  | 739                           | 2368                    |
|  | 13.5%                                     | 14.8%                         | 14.8%                   |
| <b>Agree</b>   | 252                                       | 2873                          | 9094                    |
|  | 57.5%                                     | 57.4%                         | 57.0%                   |
| <b>Strongly agree</b>  | 48  | 462                           | 1453                    |
|  | 11.0%                                     | 9.2%                          | 9.1%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                            | 438                                       | 5005                          | 15959                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.1. Teaching and learning: Too many of my students look to me or my TAs for tech support</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 24  | 274                           | 739                     |
|  | 5.5%                                      | 5.5%                          | 4.6%                    |
| <b>Strongly disagree</b>   | 57  | 495                           | 1443                    |
|  | 13.0%                                     | 9.9%                          | 9.1%                    |
| <b>Somewhat disagree</b>   | 167                                       | 1912                          | 5872                    |
|  | 38.2%                                     | 38.3%                         | 36.8%                   |
| <b>Neutral</b>   | 82  | 954                           | 3307                    |
|  | 18.8%                                     | 19.1%                         | 20.7%                   |
| <b>Agree</b>   | 86  | 1057                          | 3542                    |
|  | 19.7%                                     | 21.2%                         | 22.2%                   |
| <b>Strongly agree</b>  | 21  | 303                           | 1041                    |
|  | 4.8%                                      | 6.1%                          | 6.5%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                                      | 437                                       | 4995                          | 15944                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.3. Institutional alerts: Guidance about courses they may consider taking in the future</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 20  | 293                           | 928                     |
|   | 4.6%                                      | 5.8%                          | 5.8%                    |
| <b>Not at all interested</b>  | 102                                       | 723                           | 2094                    |
|   | 23.3%                                     | 14.4%                         | 13.1%                   |
| <b>Not very interested</b>  | 82  | 968                           | 2759                    |
|   | 18.7%                                     | 19.3%                         | 17.2%                   |
| <b>Moderately interested</b>  | 144                                       | 1866                          | 5632                    |
|   | 32.9%                                     | 37.2%                         | 35.2%                   |
| <b>Very interested</b>  | 74  | 854                           | 3347                    |
|   | 16.9%                                     | 17.0%                         | 20.9%                   |
| <b>Extremely interested</b>   | 16  | 307                           | 1239                    |
|   | 3.7%                                      | 6.1%                          | 7.7%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                                     | 438                                       | 5011                          | 15999                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.3. Institutional alerts: Alerts if it appears a student's progress in a course is declining</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 15  | 138                           | 397                     |
|  | 3.4%                                      | 2.8%                          | 2.5%                    |
| <b>Not at all interested</b>   | 48  | 385                           | 1014                    |
|  | 11.0%                                     | 7.7%                          | 6.3%                    |
| <b>Not very interested</b>   | 61  | 620                           | 1604                    |
|  | 14.0%                                     | 12.4%                         | 10.0%                   |
| <b>Moderately interested</b>   | 172                                       | 1692                          | 4829                    |
|  | 39.4%                                     | 33.8%                         | 30.2%                   |
| <b>Very interested</b>   | 106                                       | 1619                          | 5621                    |
|  | 24.3%                                     | 32.3%                         | 35.2%                   |
| <b>Extremely interested</b>  | 34  | 557                           | 2514                    |
|  | 7.8%                                      | 11.1%                         | 15.7%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>  | 436                                       | 5011                          | 15979                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.3. Institutional alerts: Suggestions for how to improve performance in a course</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 14  | 168                           | 467                     |
|  | 3.2%                                      | 3.4%                          | 2.9%                    |
| <b>Not at all interested</b>   | 55  | 425                           | 1115                    |
|  | 12.7%                                     | 8.5%                          | 7.0%                    |
| <b>Not very interested</b>   | 58  | 617                           | 1672                    |
|  | 13.4%                                     | 12.4%                         | 10.5%                   |
| <b>Moderately interested</b>   | 163                                       | 1675                          | 4848                    |
|  | 37.6%                                     | 33.5%                         | 30.4%                   |
| <b>Very interested</b>   | 114                                       | 1590                          | 5539                    |
|  | 26.3%                                     | 31.8%                         | 34.8%                   |
| <b>Extremely interested</b>  | 30  | 518                           | 2296                    |
|  | 6.9%                                      | 10.4%                         | 14.4%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                              | 434                                       | 4993                          | 15937                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.3. Institutional alerts: Suggestions about new or different academic resources for your students</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 5   | 43                            | 123                     |
|   | 3.0%                                      | 2.2%                          | 2.0%                    |
| <b>Not at all interested</b>  | 13  | 77                            | 218                     |
|   | 7.8%                                      | 4.0%                          | 3.5%                    |
| <b>Not very interested</b>  | 12  | 108                           | 325                     |
|   | 7.2%                                      | 5.6%                          | 5.2%                    |
| <b>Moderately interested</b>  | 69  | 621                           | 1858                    |
|   | 41.3%                                     | 32.4%                         | 29.6%                   |
| <b>Very interested</b>  | 53  | 715                           | 2438                    |
|   | 31.7%                                     | 37.3%                         | 38.9%                   |
| <b>Extremely interested</b>   | 15  | 355                           | 1309                    |
|   | 9.0%                                      | 18.5%                         | 20.9%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>   | 167                                       | 1919                          | 6271                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.3. Institutional alerts: Automated tracking of attendance via ID card scanners/automated means</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 5   | 50                            | 223                     |
|   | 3.0%                                      | 2.6%                          | 3.5%                    |
| <b>Not at all interested</b>  | 62  | 441                           | 1277                    |
|   | 36.7%                                     | 22.9%                         | 20.2%                   |
| <b>Not very interested</b>  | 33  | 319                           | 1035                    |
|   | 19.5%                                     | 16.6%                         | 16.4%                   |
| <b>Moderately interested</b>  | 38  | 419                           | 1255                    |
|   | 22.5%                                     | 21.7%                         | 19.9%                   |
| <b>Very interested</b>  | 14  | 351                           | 1265                    |
|   | 8.3%                                      | 18.2%                         | 20.1%                   |
| <b>Extremely interested</b>   | 17  | 347                           | 1253                    |
|   | 10.1%                                     | 18.0%                         | 19.9%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>   | 169                                       | 1927                          | 6308                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.4. More effective if better skilled with integrating: LMS</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 16  | 237                           | 912                     |
|  | 3.7%                                      | 4.8%                          | 5.7%                    |
| <b>Strongly disagree</b>   | 53  | 309                           | 960                     |
|  | 12.2%                                     | 6.2%                          | 6.0%                    |
| <b>Disagree</b>  | 64  | 581                           | 1832                    |
|  | 14.7%                                     | 11.7%                         | 11.5%                   |
| <b>Neutral</b>   | 86  | 1095                          | 3663                    |
|  | 19.7%                                     | 22.0%                         | 23.0%                   |
| <b>Agree</b>   | 170                                       | 2167                          | 6595                    |
|  | 39.0%                                     | 43.5%                         | 41.4%                   |
| <b>Strongly Agree</b>  | 47  | 591                           | 1949                    |
|  | 10.8%                                     | 11.9%                         | 12.2%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>        | 436                                       | 4980                          | 15911                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.4. More effective if better skilled with integrating: Online collaboration tools</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 21  | 254                           | 896                     |
|   | 4.8%                                      | 5.1%                          | 5.6%                    |
| <b>Strongly disagree</b>  | 48  | 263                           | 810                     |
|   | 11.1%                                     | 5.3%                          | 5.1%                    |
| <b>Disagree</b>   | 56  | 556                           | 1691                    |
|   | 12.9%                                     | 11.2%                         | 10.6%                   |
| <b>Neutral</b>  | 100                                       | 1222                          | 3763                    |
|   | 23.0%                                     | 24.6%                         | 23.7%                   |
| <b>Agree</b>  | 168                                       | 2074                          | 6753                    |
|   | 38.7%                                     | 41.8%                         | 42.5%                   |
| <b>Strongly Agree</b>   | 41  | 597                           | 1967                    |
|   | 9.4%                                      | 12.0%                         | 12.4%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                               | 434                                       | 4966                          | 15880                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.4. More effective if better skilled with integrating: E-portfolios</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 86  | 845                           | 2437                    |
|   | 20.2%                                     | 17.1%                         | 15.5%                   |
| <b>Strongly disagree</b>  | 49  | 350                           | 1076                    |
|   | 11.5%                                     | 7.1%                          | 6.8%                    |
| <b>Disagree</b>   | 38  | 542                           | 1744                    |
|   | 8.9%                                      | 11.0%                         | 11.1%                   |
| <b>Neutral</b>  | 136                                       | 1582                          | 4971                    |
|   | 31.9%                                     | 32.1%                         | 31.6%                   |
| <b>Agree</b>  | 93  | 1233                          | 4160                    |
|   | 21.8%                                     | 25.0%                         | 26.4%                   |
| <b>Strongly Agree</b>   | 24  | 378                           | 1363                    |
|   | 5.6%                                      | 7.7%                          | 8.7%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                 | 426                                       | 4930                          | 15751                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.4. More effective if better skilled with integrating: E-books or e-textbooks</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 10  | 235                           | 748                     |
|   | 2.3%                                      | 4.7%                          | 4.7%                    |
| <b>Strongly disagree</b>  | 36  | 310                           | 958                     |
|   | 8.2%                                      | 6.3%                          | 6.0%                    |
| <b>Disagree</b>   | 59  | 531                           | 1615                    |
|   | 13.5%                                     | 10.7%                         | 10.2%                   |
| <b>Neutral</b>  | 125                                       | 1480                          | 4402                    |
|   | 28.6%                                     | 29.9%                         | 27.8%                   |
| <b>Agree</b>  | 161                                       | 1834                          | 5994                    |
|   | 36.8%                                     | 37.0%                         | 37.8%                   |
| <b>Strongly Agree</b>   | 46  | 564                           | 2125                    |
|   | 10.5%                                     | 11.4%                         | 13.4%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                           | 437                                       | 4954                          | 15842                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.4. More effective if better skilled with integrating: Free, web-based content</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 14  | 219                           | 696                     |
|  | 3.2%                                      | 4.4%                          | 4.4%                    |
| <b>Strongly disagree</b>   | 34  | 280                           | 807                     |
|  | 7.9%                                      | 5.6%                          | 5.1%                    |
| <b>Disagree</b>  | 52  | 449                           | 1364                    |
|  | 12.0%                                     | 9.1%                          | 8.6%                    |
| <b>Neutral</b>   | 109                                       | 1215                          | 3542                    |
|  | 25.2%                                     | 24.5%                         | 22.4%                   |
| <b>Agree</b>   | 175                                       | 2144                          | 6944                    |
|  | 40.4%                                     | 43.2%                         | 43.8%                   |
| <b>Strongly Agree</b>  | 49  | 653                           | 2489                    |
|  | 11.3%                                     | 13.2%                         | 15.7%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                            | 433                                       | 4960                          | 15842                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.4. More effective if better skilled with integrating: Simulations or educational games</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 20  | 319                           | 1055                    |
|   | 4.6%                                      | 6.4%                          | 6.7%                    |
| <b>Strongly disagree</b>  | 43  | 372                           | 1084                    |
|   | 10.0%                                     | 7.5%                          | 6.8%                    |
| <b>Disagree</b>   | 51  | 539                           | 1639                    |
|   | 11.8%                                     | 10.9%                         | 10.4%                   |
| <b>Neutral</b>  | 93  | 1179                          | 3640                    |
|   | 21.5%                                     | 23.8%                         | 23.0%                   |
| <b>Agree</b>  | 170                                       | 1913                          | 6172                    |
|   | 39.4%                                     | 38.6%                         | 39.0%                   |
| <b>Strongly Agree</b>   | 55  | 638                           | 2237                    |
|   | 12.7%                                     | 12.9%                         | 14.1%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                                     | 432                                       | 4960                          | 15827                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |



| <b>3.4. More effective if better skilled with integrating: Lecture capture/recordings</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 10  | 272                           | 1026                    |
|   | 2.3%                                      | 5.5%                          | 6.5%                    |
| <b>Strongly disagree</b>  | 56  | 382                           | 1154                    |
|   | 12.9%                                     | 7.7%                          | 7.3%                    |
| <b>Disagree</b>   | 62  | 610                           | 1904                    |
|   | 14.3%                                     | 12.3%                         | 12.0%                   |
| <b>Neutral</b>  | 117                                       | 1225                          | 3794                    |
|   | 27.0%                                     | 24.7%                         | 24.0%                   |
| <b>Agree</b>  | 150                                       | 1827                          | 5849                    |
|   | 34.6%                                     | 36.9%                         | 37.0%                   |
| <b>Strongly Agree</b>   | 39  | 639                           | 2097                    |
|   | 9.0%                                      | 12.9%                         | 13.3%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                               | 434                                       | 4955                          | 15824                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.4. More effective if better skilled with integrating: Students' tablets during class</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 20  | 338                           | 1531                    |
|   | 4.6%                                      | 6.8%                          | 9.7%                    |
| <b>Strongly disagree</b>  | 59  | 476                           | 1480                    |
|   | 13.7%                                     | 9.6%                          | 9.4%                    |
| <b>Disagree</b>   | 83  | 706                           | 2183                    |
|   | 19.2%                                     | 14.3%                         | 13.8%                   |
| <b>Neutral</b>  | 115                                       | 1393                          | 4241                    |
|   | 26.6%                                     | 28.1%                         | 26.8%                   |
| <b>Agree</b>  | 130                                       | 1618                          | 4964                    |
|   | 30.1%                                     | 32.7%                         | 31.4%                   |
| <b>Strongly Agree</b>   | 25  | 421                           | 1412                    |
|   | 5.8%                                      | 8.5%                          | 8.9%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                                   | 432                                       | 4952                          | 15811                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.4. More effective if better skilled with integrating: Students' smartphones during class</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 17  | 308                           | 1389                    |
|   | 3.9%                                      | 6.2%                          | 8.8%                    |
| <b>Strongly disagree</b>  | 97  | 920                           | 2877                    |
|   | 22.3%                                     | 18.6%                         | 18.2%                   |
| <b>Disagree</b>   | 100                                       | 985                           | 3102                    |
|   | 23.0%                                     | 19.9%                         | 19.6%                   |
| <b>Neutral</b>  | 98  | 1177                          | 3600                    |
|   | 22.5%                                     | 23.8%                         | 22.8%                   |
| <b>Agree</b>  | 101                                       | 1250                          | 3814                    |
|   | 23.2%                                     | 25.2%                         | 24.1%                   |
| <b>Strongly Agree</b>   | 22  | 313                           | 1037                    |
|   | 5.1%                                      | 6.3%                          | 6.6%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                                       | 435                                       | 4953                          | 15819                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.4. More effective if better skilled with integrating: Students' laptops during class</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 14  | 286                           | 1442                    |
|   | 3.2%                                      | 5.8%                          | 9.1%                    |
| <b>Strongly disagree</b>  | 65  | 477                           | 1515                    |
|   | 15.1%                                     | 9.6%                          | 9.6%                    |
| <b>Disagree</b>   | 63  | 721                           | 2245                    |
|   | 14.6%                                     | 14.6%                         | 14.2%                   |
| <b>Neutral</b>  | 127                                       | 1356                          | 4209                    |
|   | 29.5%                                     | 27.4%                         | 26.6%                   |
| <b>Agree</b>  | 138                                       | 1654                          | 4978                    |
|   | 32.0%                                     | 33.4%                         | 31.5%                   |
| <b>Strongly Agree</b>   | 24  | 451                           | 1431                    |
|   | 5.6%                                      | 9.1%                          | 9.0%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                                   | 431                                       | 4945                          | 15820                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.4. More effective if better skilled with integrating: Social media as a teaching and learning tool</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 21  | 260                           | 848                     |
|   | 4.9%                                      | 5.2%                          | 5.4%                    |
| <b>Strongly disagree</b>  | 67  | 689                           | 2008                    |
|   | 15.6%                                     | 13.9%                         | 12.7%                   |
| <b>Disagree</b>   | 84  | 871                           | 2753                    |
|   | 19.5%                                     | 17.5%                         | 17.4%                   |
| <b>Neutral</b>  | 119                                       | 1342                          | 4234                    |
|   | 27.7%                                     | 27.0%                         | 26.7%                   |
| <b>Agree</b>  | 109                                       | 1427                          | 4689                    |
|   | 25.3%                                     | 28.7%                         | 29.6%                   |
| <b>Strongly Agree</b>   | 30  | 379                           | 1297                    |
|   | 7.0%                                      | 7.6%                          | 8.2%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>   | 430                                       | 4968                          | 15829                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.4. More effective if better skilled with integrating: 3D printers</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 100                                       | 1096                          | 3640                    |
|  | 23.2%                                     | 22.1%                         | 23.0%                   |
| <b>Strongly disagree</b>   | 95  | 732                           | 2141                    |
|  | 22.0%                                     | 14.8%                         | 13.5%                   |
| <b>Disagree</b>  | 84  | 938                           | 2785                    |
|  | 19.5%                                     | 18.9%                         | 17.6%                   |
| <b>Neutral</b>   | 96  | 1334                          | 4344                    |
|  | 22.3%                                     | 26.9%                         | 27.5%                   |
| <b>Agree</b>   | 45  | 612                           | 2066                    |
|  | 10.4%                                     | 12.3%                         | 13.1%                   |
| <b>Strongly Agree</b>  | 11  | 244                           | 831                     |
|  | 2.6%                                      | 4.9%                          | 5.3%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                | 431                                       | 4956                          | 15807                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>3.4. More effective if better skilled with integrating: Non-keyboard or non-mouse computer interfaces</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 43  | 471                           | 1665                    |
|  | 10.0%                                     | 9.5%                          | 10.5%                   |
| <b>Strongly disagree</b>   | 58  | 444                           | 1323                    |
|  | 13.4%                                     | 9.0%                          | 8.4%                    |
| <b>Disagree</b>  | 81  | 806                           | 2407                    |
|  | 18.8%                                     | 16.3%                         | 15.2%                   |
| <b>Neutral</b>   | 140                                       | 1666                          | 5118                    |
|  | 32.4%                                     | 33.6%                         | 32.4%                   |
| <b>Agree</b>   | 92  | 1221                          | 4088                    |
|  | 21.3%                                     | 24.7%                         | 25.9%                   |
| <b>Strongly Agree</b>  | 18  | 344                           | 1212                    |
|  | 4.2%                                      | 6.9%                          | 7.7%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>  | 432                                       | 4952                          | 15813                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

For question 3.6, respondents ranked up to three items 1–3. Unranked items were given a rank of 9 for analysis purposes.

Value reported is mean rank. Lower values represent a higher ranking.

| <b>3.6. Motivating factors for technology integration</b>                     |             | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|-------------|---|-------------------------------|-------------------------|
| <b>More/better technology-oriented professional development opportunities</b> | <b>Mean</b> | 8.0                                       | 7.9                           | 7.6                     |
|   | <b>SD</b>   | 2.4                                       | 2.6                           | 2.8                     |
|   | <b>N</b>    | 471                                       | 5799                          | 17451                   |
| <b>A monetary or other value-oriented incentive</b>                           | <b>Mean</b> | 8.7                                       | 8.0                           | 7.9                     |
|   | <b>SD</b>   | 1.4                                       | 2.4                           | 2.5                     |
|   | <b>N</b>    | 471                                       | 5799                          | 17451                   |
| <b>Tenure decisions and other professional advancement considerations</b>     | <b>Mean</b> | 8.5                                       | 8.4                           | 8.5                     |
|   | <b>SD</b>   | 1.8                                       | 1.9                           | 1.9                     |
|   | <b>N</b>    | 471                                       | 5799                          | 17451                   |
| <b>Release time to design/redesign my courses</b>                             | <b>Mean</b> | 6.7                                       | 6.9                           | 6.9                     |
|   | <b>SD</b>   | 3.3                                       | 3.3                           | 3.3                     |
|   | <b>N</b>    | 471                                       | 5799                          | 17451                   |

| <b>3.6. Motivating factors for technology integration</b>            |             | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|-------------|---|-------------------------------|-------------------------|
| <b>Direct assistance from an instructional design expert</b>         | <b>Mean</b> | 7.2                                       | 7.4                           | 7.5                     |
|  | <b>SD</b>   | 3.1                                       | 3.0                           | 2.9                     |
|  | <b>N</b>    | 471                                       | 5799                          | 17451                   |
| <b>Direct assistance from IT staff</b>                               | <b>Mean</b> | 6.8                                       | 7.5                           | 7.4                     |
|  | <b>SD</b>   | 3.2                                       | 2.9                           | 2.9                     |
|  | <b>N</b>    | 471                                       | 5799                          | 17451                   |
| <b>A teaching assistant to assist with technology implementation</b> | <b>Mean</b> | 7.5                                       | 7.9                           | 8.1                     |
|  | <b>SD</b>   | 2.8                                       | 2.5                           | 2.4                     |
|  | <b>N</b>    | 471                                       | 5799                          | 17451                   |
| <b>Support/encouragement from peers</b>                              | <b>Mean</b> | 8.8                                       | 8.8                           | 8.8                     |
|  | <b>SD</b>   | 1.1                                       | 1.1                           | 1.3                     |
|  | <b>N</b>    | 471                                       | 5799                          | 17451                   |
| <b>Working in a faculty cohort or community</b>                      | <b>Mean</b> | 8.1                                       | 7.9                           | 7.9                     |
|  | <b>SD</b>   | 2.3                                       | 2.5                           | 2.6                     |
|  | <b>N</b>    | 471                                       | 5799                          | 17451                   |
| <b>A better understanding of the relevant types of technologies</b>  | <b>Mean</b> | 7.3                                       | 7.1                           | 7.0                     |
|  | <b>SD</b>   | 3.1                                       | 3.1                           | 3.2                     |
|  | <b>N</b>    | 471                                       | 5799                          | 17451                   |
| <b>Confidence that the technology would work the way I planned</b>   | <b>Mean</b> | 6.9                                       | 7.2                           | 7.0                     |
|  | <b>SD</b>   | 3.2                                       | 3.1                           | 3.2                     |
|  | <b>N</b>    | 471                                       | 5799                          | 17451                   |
| <b>Increased student expectations of technology integration</b>      | <b>Mean</b> | 8.7                                       | 8.5                           | 8.4                     |
|  | <b>SD</b>   | 1.5                                       | 1.7                           | 2.0                     |
|  | <b>N</b>    | 471                                       | 5799                          | 17451                   |
| <b>Clear indication/evidence that students would benefit</b>         | <b>Mean</b> | 5.5                                       | 6.4                           | 6.3                     |
|  | <b>SD</b>   | 3.7                                       | 3.5                           | 3.6                     |
|  | <b>N</b>    | 471                                       | 5799                          | 17451                   |
| <b>Other please specify below</b>                                    | <b>Mean</b> | 8.9                                       | 8.8                           | 8.8                     |
|  | <b>SD</b>   | 0.7                                       | 1.0                           | 1.0                     |
|  | <b>N</b>    | 471                                       | 5799                          | 17451                   |

Question 4.1 is intentionally omitted.

| <b>4.2. Have you taught a completely online course in the past year?</b>         | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>No</b>  | 144                                       | 1355                          | 4078                    |
|  | 84.2%                                     | 70.2%                         | 64.6%                   |
| <b>Yes, less than half my teaching load was completely online.</b>               | 10  | 276                           | 906                     |
|  | 5.8%                                      | 14.3%                         | 14.3%                   |
| <b>Yes, about half my teaching load was completely online.</b>                   | 6   | 118                           | 350                     |
|  | 3.5%                                      | 6.1%                          | 5.5%                    |
| <b>Yes, more than half (but not all) my teaching load was completely online.</b> | 4   | 92                            | 320                     |
|  | 2.3%                                      | 4.8%                          | 5.1%                    |
| <b>Yes, all my teaching load was completely online.</b>                          | 7   | 89                            | 663                     |
|  | 4.1%                                      | 4.6%                          | 10.5%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                      | 171                                       | 1930                          | 6317                    |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.3. Have you taught a MOOC in the past year?</b>                   | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>No, and I don't know what a MOOC is.</b>                            | 2   | 93                            | 533                     |
|  | 7.4%                                      | 16.2%                         | 23.8%                   |
| <b>No, but I do know what a MOOC is.</b>                               | 23  | 466                           | 1630                    |
|  | 85.2%                                     | 81.0%                         | 72.8%                   |
| <b>Yes, through the institution that asked me to take this survey.</b> | 2   | 8                             | 32                      |
|  | 7.4%                                      | 1.4%                          | 1.4%                    |
| <b>Yes, through another institution.</b>                               | 0   | 2                             | 29                      |
|  | 0.0%                                      | 0.3%                          | 1.3%                    |
| <b>Yes, through a MOOC provider.</b>                                   | 1   | 7                             | 14                      |
|  | 3.7%                                      | 1.2%                          | 0.6%                    |
| <b>Total respondent count</b>  | 27  | 575                           | 2239                    |

| <b>4.4. Perception of the value of MOOCs</b>                | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 48  | 733                           | 2870                    |
|   | 11.0%                                     | 14.6%                         | 17.9%                   |
| <b>Completely opposed</b>                                   | 39  | 479                           | 1360                    |
|   | 8.9%                                      | 9.5%                          | 8.5%                    |
| <b>Generally opposed, but willing to consider</b>           | 97  | 1389                          | 3868                    |
|   | 22.2%                                     | 27.7%                         | 24.2%                   |
| <b>Neutral</b>  | 66  | 739                           | 2338                    |
|   | 15.1%                                     | 14.7%                         | 14.6%                   |
| <b>Generally supportive, but somewhat skeptical</b>         | 158                                       | 1392                          | 4357                    |
|   | 36.2%                                     | 27.8%                         | 27.2%                   |
| <b>Completely supportive</b>                                | 28  | 284                           | 1211                    |
|   | 6.4%                                      | 5.7%                          | 7.6%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 436                                       | 5016                          | 16004                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.5. Classroom tech: Availability of classrooms with multimedia equipment</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>N/A</b>   | 9   | 115                           | 706                     |
|  | 5.3%                                      | 6.0%                          | 11.2%                   |
| <b>Very dissatisfied</b>   | 10  | 167                           | 458                     |
|  | 5.8%                                      | 8.7%                          | 7.3%                    |
| <b>Dissatisfied</b>  | 27  | 312                           | 857                     |
|  | 15.8%                                     | 16.2%                         | 13.6%                   |
| <b>Neutral</b>   | 26  | 296                           | 908                     |
|  | 15.2%                                     | 15.4%                         | 14.4%                   |
| <b>Satisfied</b>   | 76  | 769                           | 2392                    |
|  | 44.4%                                     | 39.9%                         | 38.0%                   |
| <b>Very satisfied</b>  | 23  | 267                           | 978                     |
|  | 13.5%                                     | 13.9%                         | 15.5%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                      | 171                                       | 1926                          | 6299                    |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.5. Classroom tech: Variety of equipment available</b>  | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 11  | 111                           | 706                     |
|   | 6.4%                                      | 5.8%                          | 11.3%                   |
| <b>Very dissatisfied</b>                                    | 10  | 124                           | 368                     |
|   | 5.8%                                      | 6.5%                          | 5.9%                    |
| <b>Dissatisfied</b>   | 14  | 328                           | 966                     |
|   | 8.2%                                      | 17.1%                         | 15.4%                   |
| <b>Neutral</b>  | 56  | 487                           | 1517                    |
|   | 32.7%                                     | 25.4%                         | 24.2%                   |
| <b>Satisfied</b>  | 65  | 706                           | 2158                    |
|   | 38.0%                                     | 36.8%                         | 34.4%                   |
| <b>Very satisfied</b>                                       | 15  | 163                           | 555                     |
|   | 8.8%                                      | 8.5%                          | 8.9%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 171                                       | 1919                          | 6270                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.5. Classroom tech: Reliability of equipment available</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>N/A</b>   | 9   | 67                            | 560                     |
|  | 5.3%                                      | 3.5%                          | 8.9%                    |
| <b>Very dissatisfied</b>                                       | 10  | 160                           | 485                     |
|  | 5.9%                                      | 8.3%                          | 7.7%                    |
| <b>Dissatisfied</b>  | 30  | 386                           | 1150                    |
|  | 17.6%                                     | 20.1%                         | 18.3%                   |
| <b>Neutral</b>   | 26  | 385                           | 1154                    |
|  | 15.3%                                     | 20.0%                         | 18.3%                   |
| <b>Satisfied</b>   | 83  | 748                           | 2346                    |
|  | 48.8%                                     | 38.9%                         | 37.2%                   |
| <b>Very satisfied</b>  | 12  | 177                           | 604                     |
|  | 7.1%                                      | 9.2%                          | 9.6%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>    | 170                                       | 1923                          | 6299                    |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |



| <b>4.5. Classroom tech: Refresh/update frequency of equipment</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 22  | 166                           | 780                     |
|   | 12.9%                                     | 8.6%                          | 12.4%                   |
| <b>Very dissatisfied</b>  | 9   | 206                           | 629                     |
|   | 5.3%                                      | 10.7%                         | 10.0%                   |
| <b>Dissatisfied</b>   | 25  | 407                           | 1212                    |
|   | 14.7%                                     | 21.1%                         | 19.3%                   |
| <b>Neutral</b>  | 50  | 486                           | 1513                    |
|   | 29.4%                                     | 25.2%                         | 24.1%                   |
| <b>Satisfied</b>  | 57  | 552                           | 1723                    |
|   | 33.5%                                     | 28.6%                         | 27.4%                   |
| <b>Very satisfied</b>   | 7   | 111                           | 429                     |
|   | 4.1%                                      | 5.8%                          | 6.8%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>       | 170                                       | 1928                          | 6286                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.5. Classroom tech: Variety of software</b>             | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 35  | 195                           | 805                     |
|   | 20.7%                                     | 10.2%                         | 12.8%                   |
| <b>Very dissatisfied</b>                                    | 9   | 131                           | 361                     |
|   | 5.3%                                      | 6.8%                          | 5.8%                    |
| <b>Dissatisfied</b>   | 18  | 292                           | 865                     |
|   | 10.7%                                     | 15.3%                         | 13.8%                   |
| <b>Neutral</b>  | 62  | 515                           | 1644                    |
|   | 36.7%                                     | 26.9%                         | 26.2%                   |
| <b>Satisfied</b>  | 41  | 649                           | 2117                    |
|   | 24.3%                                     | 33.9%                         | 33.7%                   |
| <b>Very satisfied</b>                                       | 4   | 131                           | 486                     |
|   | 2.4%                                      | 6.8%                          | 7.7%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 169                                       | 1913                          | 6278                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.5. Classroom tech: Refresh/update frequency of software</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>N/A</b>   | 39  | 234                           | 879                     |
|  | 23.2%                                     | 12.2%                         | 14.0%                   |
| <b>Very dissatisfied</b>   | 12  | 140                           | 476                     |
|  | 7.1%                                      | 7.3%                          | 7.6%                    |
| <b>Dissatisfied</b>  | 23  | 299                           | 913                     |
|  | 13.7%                                     | 15.6%                         | 14.5%                   |
| <b>Neutral</b>   | 54  | 509                           | 1571                    |
|  | 32.1%                                     | 26.5%                         | 25.0%                   |
| <b>Satisfied</b>   | 32  | 613                           | 1940                    |
|  | 19.0%                                     | 31.9%                         | 30.9%                   |
| <b>Very satisfied</b>  | 8   | 126                           | 500                     |
|  | 4.8%                                      | 6.6%                          | 8.0%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>      | 168                                       | 1921                          | 6279                    |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.5. Classroom tech: General ease-of-use of podium systems</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 18  | 143                           | 969                     |
|   | 10.5%                                     | 7.4%                          | 15.4%                   |
| <b>Very dissatisfied</b>  | 3   | 118                           | 371                     |
|   | 1.8%                                      | 6.1%                          | 5.9%                    |
| <b>Dissatisfied</b>   | 17  | 285                           | 808                     |
|   | 9.9%                                      | 14.8%                         | 12.8%                   |
| <b>Neutral</b>  | 28  | 350                           | 1085                    |
|   | 16.4%                                     | 18.2%                         | 17.2%                   |
| <b>Satisfied</b>  | 81  | 780                           | 2291                    |
|   | 47.4%                                     | 40.6%                         | 36.4%                   |
| <b>Very satisfied</b>   | 24  | 245                           | 766                     |
|   | 14.0%                                     | 12.8%                         | 12.2%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>       | 171                                       | 1921                          | 6290                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.5. Classroom tech: Computers in the podiums</b>        | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 46  | 260                           | 1318                    |
|   | 26.9%                                     | 13.5%                         | 20.9%                   |
| <b>Very dissatisfied</b>                                    | 6   | 128                           | 399                     |
|   | 3.5%                                      | 6.6%                          | 6.3%                    |
| <b>Dissatisfied</b>   | 22  | 257                           | 739                     |
|   | 12.9%                                     | 13.3%                         | 11.7%                   |
| <b>Neutral</b>  | 35  | 339                           | 1051                    |
|   | 20.5%                                     | 17.6%                         | 16.7%                   |
| <b>Satisfied</b>  | 50  | 748                           | 2116                    |
|   | 29.2%                                     | 38.8%                         | 33.6%                   |
| <b>Very satisfied</b>                                       | 12  | 197                           | 671                     |
|   | 7.0%                                      | 10.2%                         | 10.7%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 171                                       | 1929                          | 6294                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.5. Classroom tech: Software on the podium computers</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>N/A</b>   | 51  | 304                           | 1393                    |
|  | 30.4%                                     | 15.8%                         | 22.2%                   |
| <b>Very dissatisfied</b>                                     | 9   | 104                           | 319                     |
|  | 5.4%                                      | 5.4%                          | 5.1%                    |
| <b>Dissatisfied</b>  | 20  | 257                           | 709                     |
|  | 11.9%                                     | 13.4%                         | 11.3%                   |
| <b>Neutral</b>   | 38  | 417                           | 1287                    |
|  | 22.6%                                     | 21.7%                         | 20.5%                   |
| <b>Satisfied</b>   | 43  | 680                           | 2030                    |
|  | 25.6%                                     | 35.4%                         | 32.3%                   |
| <b>Very satisfied</b>  | 7   | 160                           | 544                     |
|  | 4.2%                                      | 8.3%                          | 8.7%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>  | 168                                       | 1922                          | 6282                    |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.5. Classroom tech: Computer projection</b>             | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 6   | 64                            | 605                     |
|   | 3.6%                                      | 3.3%                          | 9.6%                    |
| <b>Very dissatisfied</b>                                    | 4   | 122                           | 341                     |
|   | 2.4%                                      | 6.3%                          | 5.4%                    |
| <b>Dissatisfied</b>   | 13  | 263                           | 740                     |
|   | 7.7%                                      | 13.6%                         | 11.8%                   |
| <b>Neutral</b>  | 28  | 272                           | 829                     |
|   | 16.6%                                     | 14.1%                         | 13.2%                   |
| <b>Satisfied</b>  | 88  | 913                           | 2743                    |
|   | 52.1%                                     | 47.4%                         | 43.6%                   |
| <b>Very satisfied</b>                                       | 30  | 294                           | 1039                    |
|   | 17.8%                                     | 15.2%                         | 16.5%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 169                                       | 1928                          | 6297                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.5. Classroom tech: Audience response systems</b>       | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 70  | 966                           | 3275                    |
|   | 41.2%                                     | 50.1%                         | 52.1%                   |
| <b>Very dissatisfied</b>                                    | 6   | 112                           | 409                     |
|   | 3.5%                                      | 5.8%                          | 6.5%                    |
| <b>Dissatisfied</b>   | 8   | 171                           | 538                     |
|   | 4.7%                                      | 8.9%                          | 8.6%                    |
| <b>Neutral</b>  | 32  | 381                           | 1192                    |
|   | 18.8%                                     | 19.8%                         | 19.0%                   |
| <b>Satisfied</b>  | 41  | 226                           | 660                     |
|   | 24.1%                                     | 11.7%                         | 10.5%                   |
| <b>Very satisfied</b>                                       | 13  | 71                            | 210                     |
|   | 7.6%                                      | 3.7%                          | 3.3%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 170                                       | 1927                          | 6284                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.5. Classroom tech: Wireless access</b>                 | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 5   | 91                            | 638                     |
|   | 3.0%                                      | 4.7%                          | 10.1%                   |
| <b>Very dissatisfied</b>                                    | 15  | 149                           | 451                     |
|   | 8.9%                                      | 7.7%                          | 7.2%                    |
| <b>Dissatisfied</b>   | 22  | 262                           | 860                     |
|   | 13.0%                                     | 13.6%                         | 13.7%                   |
| <b>Neutral</b>  | 29  | 296                           | 884                     |
|   | 17.2%                                     | 15.4%                         | 14.0%                   |
| <b>Satisfied</b>  | 62  | 769                           | 2335                    |
|   | 36.7%                                     | 40.0%                         | 37.1%                   |
| <b>Very satisfied</b>                                       | 36  | 357                           | 1125                    |
|   | 21.3%                                     | 18.6%                         | 17.9%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 169                                       | 1924                          | 6293                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.5. Classroom tech: Overall satisfaction</b>            | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 22  | 220                           | 1161                    |
|   | 5.1%                                      | 4.4%                          | 7.3%                    |
| <b>Very dissatisfied</b>                                    | 37  | 563                           | 1490                    |
|   | 8.5%                                      | 11.3%                         | 9.4%                    |
| <b>Dissatisfied</b>   | 85  | 937                           | 2651                    |
|   | 19.6%                                     | 18.8%                         | 16.7%                   |
| <b>Neutral</b>  | 175                                       | 1978                          | 6147                    |
|   | 40.4%                                     | 39.7%                         | 38.6%                   |
| <b>Satisfied</b>  | 106                                       | 1140                          | 3921                    |
|   | 24.5%                                     | 22.9%                         | 24.6%                   |
| <b>Very satisfied</b>                                       | 8   | 145                           | 539                     |
|   | 1.8%                                      | 2.9%                          | 3.4%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 433                                       | 4983                          | 15909                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.6a. LMS usage</b>                              | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>I don't use the LMS at all.</b>                  | 75  | 785                           | 2373                    |
|   | 17.1%                                     | 15.5%                         | 14.7%                   |
| <b>To push out information</b>                      | 272                                       | 3226                          | 9354                    |
|   | 62.0%                                     | 63.9%                         | 58.1%                   |
| <b>To promote interaction outside the classroom</b> | 181                                       | 2060                          | 6542                    |
|   | 41.2%                                     | 40.8%                         | 40.6%                   |
| <b>To teach partially online courses</b>            | 51  | 871                           | 2930                    |
|   | 11.6%                                     | 17.3%                         | 18.2%                   |
| <b>To teach completely online courses</b>           | 47  | 1004                          | 4144                    |
|   | 10.7%                                     | 19.9%                         | 25.7%                   |
| <b>Total respondent count</b>                       | 439                                       | 5049                          | 16106                   |

| <b>4.6b. Typical LMS usage</b>                              | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Less than monthly</b>                                    | 13  | 130                           | 392                     |
|   | 3.6%                                      | 3.1%                          | 2.9%                    |
| <b>Monthly</b>  | 25  | 173                           | 553                     |
|   | 7.0%                                      | 4.1%                          | 4.1%                    |
| <b>Weekly</b>   | 151                                       | 1795                          | 5009                    |
|   | 42.2%                                     | 42.6%                         | 36.9%                   |
| <b>Daily</b>  | 169                                       | 2119                          | 7628                    |
|   | 47.2%                                     | 50.2%                         | 56.2%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 358                                       | 4217                          | 13582                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.6c. What LMS do you typically use?</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Blackboard</b>                           | 311                                       | 1617                          | 6315                    |
|   | 86.6%                                     | 38.3%                         | 46.5%                   |
| <b>Desire2Learn</b>                         | 0   | 754                           | 1358                    |
|   | 0.0%                                      | 17.9%                         | 10.0%                   |
| <b>Instructure Canvas</b>                   | 0   | 477                           | 1399                    |
|   | 0.0%                                      | 11.3%                         | 10.3%                   |
| <b>Jenzabar e-Racer</b>                     | 0   | 1                             | 24                      |
|   | 0.0%                                      | 0.0%                          | 0.2%                    |

| <b>4.6c. What LMS do you typically use?</b>                 | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Moodle (Moodle Trust)</b>                                | 2   | 827                           | 2022                    |
|   | 0.6%                                      | 19.6%                         | 14.9%                   |
| <b>Moodlerooms Joule</b>                                    | 0   | 24                            | 76                      |
|   | 0.0%                                      | 0.6%                          | 0.6%                    |
| <b>Pearson eCollege</b>                                     | 1   | 12                            | 203                     |
|   | 0.3%                                      | 0.3%                          | 1.5%                    |
| <b>Sakai</b>  | 0   | 73                            | 217                     |
|   | 0.0%                                      | 1.7%                          | 1.6%                    |
| <b>Homegrown/locally developed solution</b>                 | 5   | 49                            | 186                     |
|   | 1.4%                                      | 1.2%                          | 1.4%                    |
| <b>Other product; please specify</b>                        | 40  | 360                           | 1669                    |
|   | 11.1%                                     | 8.5%                          | 12.3%                   |
| <b>Don't know</b>   | 0   | 23                            | 109                     |
|   | 0.0%                                      | 0.5%                          | 0.8%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 359                                       | 4217                          | 13578                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.6d. LMS: System availability</b>                       | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 2   | 24                            | 70                      |
|   | 1.4%                                      | 1.5%                          | 1.3%                    |
| <b>Very dissatisfied</b>                                    | 22  | 36                            | 136                     |
|   | 15.5%                                     | 2.2%                          | 2.5%                    |
| <b>Dissatisfied</b>   | 43  | 77                            | 355                     |
|   | 30.3%                                     | 4.7%                          | 6.6%                    |
| <b>Neutral</b>  | 34  | 284                           | 868                     |
|   | 23.9%                                     | 17.2%                         | 16.1%                   |
| <b>Satisfied</b>  | 39  | 936                           | 2897                    |
|   | 27.5%                                     | 56.8%                         | 53.6%                   |
| <b>Very satisfied</b>                                       | 2   | 290                           | 1077                    |
|   | 1.4%                                      | 17.6%                         | 19.9%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 142                                       | 1647                          | 5403                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| 4.6d. LMS: System response time                     | The University of British Columbia | DR Public Institutions | All institutions |
|---|------------------------------------|------------------------|------------------|
| N/A   | 2                                  | 43                     | 158              |
|   | 1.4%                               | 2.6%                   | 2.9%             |
| Very dissatisfied                                   | 65                                 | 84                     | 283              |
|   | 45.8%                              | 5.1%                   | 5.2%             |
| Dissatisfied  | 33                                 | 205                    | 595              |
|   | 23.2%                              | 12.4%                  | 11.0%            |
| Neutral   | 23                                 | 349                    | 1080             |
|   | 16.2%                              | 21.2%                  | 20.0%            |
| Satisfied   | 19                                 | 778                    | 2533             |
|   | 13.4%                              | 47.2%                  | 47.0%            |
| Very satisfied                                      | 0                                  | 190                    | 742              |
|   | 0.0%                               | 11.5%                  | 13.8%            |
| Total respondent count<br>(Percentages sum to 100%) | 142                                | 1649                   | 5391             |
|   | 100.0%                             | 100.0%                 | 100.0%           |

| 4.6d. LMS: Ease of use                              | The University of British Columbia | DR Public Institutions | All institutions |
|---|------------------------------------|------------------------|------------------|
| N/A   | 5                                  | 25                     | 104              |
|   | 1.4%                               | 0.6%                   | 0.8%             |
| Very dissatisfied                                   | 110                                | 337                    | 854              |
|   | 30.8%                              | 8.0%                   | 6.3%             |
| Dissatisfied  | 110                                | 841                    | 2222             |
|   | 30.8%                              | 20.1%                  | 16.4%            |
| Neutral   | 78                                 | 978                    | 2789             |
|   | 21.8%                              | 23.3%                  | 20.6%            |
| Satisfied   | 52                                 | 1720                   | 6109             |
|   | 14.6%                              | 41.0%                  | 45.2%            |
| Very satisfied                                      | 2                                  | 293                    | 1434             |
|   | 0.6%                               | 7.0%                   | 10.6%            |
| Total respondent count<br>(Percentages sum to 100%) | 357                                | 4194                   | 13512            |
|   | 100.0%                             | 100.0%                 | 100.0%           |



| <b>4.6d. LMS: Initial use training</b>                      | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 11  | 186                           | 484                     |
|   | 7.8%                                      | 11.3%                         | 9.0%                    |
| <b>Very dissatisfied</b>                                    | 34  | 158                           | 431                     |
|   | 24.1%                                     | 9.6%                          | 8.0%                    |
| <b>Dissatisfied</b>   | 23  | 308                           | 859                     |
|   | 16.3%                                     | 18.7%                         | 15.9%                   |
| <b>Neutral</b>  | 37  | 413                           | 1220                    |
|   | 26.2%                                     | 25.0%                         | 22.6%                   |
| <b>Satisfied</b>  | 31  | 478                           | 1868                    |
|   | 22.0%                                     | 29.0%                         | 34.6%                   |
| <b>Very satisfied</b>                                       | 5   | 108                           | 543                     |
|   | 3.5%                                      | 6.5%                          | 10.0%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 141                                       | 1651                          | 5405                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.6d. LMS: Ongoing training/professional development</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 23  | 269                           | 723                     |
|   | 16.5%                                     | 16.3%                         | 13.4%                   |
| <b>Very dissatisfied</b>                                    | 22  | 136                           | 353                     |
|   | 15.8%                                     | 8.2%                          | 6.5%                    |
| <b>Dissatisfied</b>   | 28  | 288                           | 829                     |
|   | 20.1%                                     | 17.5%                         | 15.4%                   |
| <b>Neutral</b>  | 34  | 477                           | 1515                    |
|   | 24.5%                                     | 28.9%                         | 28.1%                   |
| <b>Satisfied</b>  | 25  | 387                           | 1541                    |
|   | 18.0%                                     | 23.5%                         | 28.5%                   |
| <b>Very satisfied</b>                                       | 7   | 92                            | 438                     |
|   | 5.0%                                      | 5.6%                          | 8.1%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 139                                       | 1649                          | 5399                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| 4.6d. LMS: Posting content                          | The University of British Columbia | DR Public Institutions | All institutions |
|---|------------------------------------|------------------------|------------------|
| N/A   | 2                                  | 13                     | 43               |
|   | 1.4%                               | 0.8%                   | 0.8%             |
| Very dissatisfied                                   | 20                                 | 51                     | 153              |
|   | 14.1%                              | 3.1%                   | 2.8%             |
| Dissatisfied  | 28                                 | 145                    | 426              |
|   | 19.7%                              | 8.8%                   | 7.9%             |
| Neutral   | 22                                 | 208                    | 640              |
|   | 15.5%                              | 12.6%                  | 11.8%            |
| Satisfied   | 62                                 | 889                    | 2861             |
|   | 43.7%                              | 53.8%                  | 52.9%            |
| Very satisfied                                      | 8                                  | 345                    | 1288             |
|   | 5.6%                               | 20.9%                  | 23.8%            |
| Total respondent count<br>(Percentages sum to 100%) | 142                                | 1651                   | 5411             |
|   | 100.0%                             | 100.0%                 | 100.0%           |

| 4.6d. LMS: Managing assignments                     | The University of British Columbia | DR Public Institutions | All institutions |
|---|------------------------------------|------------------------|------------------|
| N/A   | 35                                 | 193                    | 584              |
|   | 24.6%                              | 11.7%                  | 10.8%            |
| Very dissatisfied                                   | 15                                 | 75                     | 196              |
|   | 10.6%                              | 4.6%                   | 3.6%             |
| Dissatisfied  | 27                                 | 178                    | 541              |
|   | 19.0%                              | 10.8%                  | 10.0%            |
| Neutral   | 32                                 | 338                    | 1042             |
|   | 22.5%                              | 20.5%                  | 19.3%            |
| Satisfied   | 29                                 | 677                    | 2281             |
|   | 20.4%                              | 41.1%                  | 42.2%            |
| Very satisfied                                      | 4                                  | 187                    | 759              |
|   | 2.8%                               | 11.3%                  | 14.0%            |
| Total respondent count<br>(Percentages sum to 100%) | 142                                | 1648                   | 5403             |
|   | 100.0%                             | 100.0%                 | 100.0%           |

| <b>4.6d. LMS: Monitoring or managing enrollments</b>        | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 25  | 195                           | 749                     |
|   | 17.7%                                     | 11.9%                         | 13.9%                   |
| <b>Very dissatisfied</b>                                    | 25  | 49                            | 192                     |
|   | 17.7%                                     | 3.0%                          | 3.6%                    |
| <b>Dissatisfied</b>   | 17  | 173                           | 538                     |
|   | 12.1%                                     | 10.6%                         | 10.0%                   |
| <b>Neutral</b>  | 40  | 388                           | 1159                    |
|   | 28.4%                                     | 23.7%                         | 21.5%                   |
| <b>Satisfied</b>  | 33  | 686                           | 2134                    |
|   | 23.4%                                     | 41.9%                         | 39.6%                   |
| <b>Very satisfied</b>                                       | 1   | 147                           | 622                     |
|   | 0.7%                                      | 9.0%                          | 11.5%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 141                                       | 1638                          | 5394                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.6d. LMS: Entering student progress information</b>     | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 23  | 132                           | 428                     |
|   | 16.2%                                     | 8.0%                          | 7.9%                    |
| <b>Very dissatisfied</b>                                    | 39  | 118                           | 348                     |
|   | 27.5%                                     | 7.2%                          | 6.4%                    |
| <b>Dissatisfied</b>   | 29  | 279                           | 805                     |
|   | 20.4%                                     | 16.9%                         | 14.9%                   |
| <b>Neutral</b>  | 23  | 276                           | 854                     |
|   | 16.2%                                     | 16.8%                         | 15.8%                   |
| <b>Satisfied</b>  | 26  | 666                           | 2201                    |
|   | 18.3%                                     | 40.4%                         | 40.7%                   |
| <b>Very satisfied</b>                                       | 2   | 176                           | 772                     |
|   | 1.4%                                      | 10.7%                         | 14.3%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 142                                       | 1647                          | 5408                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.6d. LMS: Receiving course assignments reliably</b>     | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 29  | 219                           | 628                     |
|   | 20.7%                                     | 13.3%                         | 11.6%                   |
| <b>Very dissatisfied</b>                                    | 12  | 41                            | 123                     |
|   | 8.6%                                      | 2.5%                          | 2.3%                    |
| <b>Dissatisfied</b>   | 16  | 86                            | 301                     |
|   | 11.4%                                     | 5.2%                          | 5.6%                    |
| <b>Neutral</b>  | 34  | 295                           | 858                     |
|   | 24.3%                                     | 17.9%                         | 15.9%                   |
| <b>Satisfied</b>  | 46  | 768                           | 2563                    |
|   | 32.9%                                     | 46.7%                         | 47.5%                   |
| <b>Very satisfied</b>                                       | 3   | 235                           | 922                     |
|   | 2.1%                                      | 14.3%                         | 17.1%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 140                                       | 1644                          | 5395                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.6d. LMS: Engaging in meaningful interactions with students</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 65  | 756                           | 2066                    |
|   | 18.2%                                     | 18.1%                         | 15.3%                   |
| <b>Very dissatisfied</b>  | 48  | 214                           | 539                     |
|   | 13.4%                                     | 5.1%                          | 4.0%                    |
| <b>Dissatisfied</b>   | 75  | 636                           | 1763                    |
|   | 21.0%                                     | 15.2%                         | 13.1%                   |
| <b>Neutral</b>  | 110                                       | 1214                          | 3536                    |
|   | 30.8%                                     | 29.1%                         | 26.3%                   |
| <b>Satisfied</b>  | 55  | 1180                          | 4485                    |
|   | 15.4%                                     | 28.2%                         | 33.3%                   |
| <b>Very satisfied</b>   | 4   | 179                           | 1071                    |
|   | 1.1%                                      | 4.3%                          | 8.0%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>         | 357                                       | 4179                          | 13460                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.6d. LMS: Overall satisfaction</b>                      | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>N/A</b>  | 3   | 21                            | 85                      |
|   | 1.4%                                      | 0.8%                          | 1.1%                    |
| <b>Very dissatisfied</b>                                    | 47  | 84                            | 249                     |
|   | 21.8%                                     | 3.3%                          | 3.1%                    |
| <b>Dissatisfied</b>   | 66  | 362                           | 899                     |
|   | 30.6%                                     | 14.4%                         | 11.2%                   |
| <b>Neutral</b>  | 62  | 766                           | 2061                    |
|   | 28.7%                                     | 30.4%                         | 25.7%                   |
| <b>Satisfied</b>  | 36  | 1157                          | 4066                    |
|   | 16.7%                                     | 45.9%                         | 50.7%                   |
| <b>Very satisfied</b>                                       | 2   | 130                           | 665                     |
|   | 0.9%                                      | 5.2%                          | 8.3%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 216                                       | 2520                          | 8025                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.6e. LMS: Critical to my teaching</b>                   | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 5   | 52                            | 149                     |
|   | 1.4%                                      | 1.2%                          | 1.1%                    |
| <b>Strongly disagree</b>                                    | 54  | 293                           | 845                     |
|   | 15.2%                                     | 7.0%                          | 6.3%                    |
| <b>Disagree</b>   | 66  | 612                           | 1843                    |
|   | 18.5%                                     | 14.6%                         | 13.7%                   |
| <b>Neutral</b>  | 76  | 879                           | 2624                    |
|   | 21.3%                                     | 21.0%                         | 19.5%                   |
| <b>Agree</b>  | 110                                       | 1429                          | 4500                    |
|   | 30.9%                                     | 34.1%                         | 33.4%                   |
| <b>Strongly agree</b>                                       | 45  | 922                           | 3524                    |
|   | 12.6%                                     | 22.0%                         | 26.1%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 356                                       | 4187                          | 13485                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.6e. LMS: Very useful as a tool to enhance my teaching</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 5   | 45                            | 147                     |
|  | 1.4%                                      | 1.1%                          | 1.1%                    |
| <b>Strongly disagree</b>                                       | 43  | 122                           | 354                     |
|  | 12.1%                                     | 2.9%                          | 2.6%                    |
| <b>Disagree</b>  | 51  | 324                           | 870                     |
|  | 14.3%                                     | 7.7%                          | 6.5%                    |
| <b>Neutral</b>   | 73  | 811                           | 2231                    |
|  | 20.5%                                     | 19.3%                         | 16.6%                   |
| <b>Agree</b>   | 148                                       | 2031                          | 6479                    |
|  | 41.6%                                     | 48.4%                         | 48.1%                   |
| <b>Strongly agree</b>  | 36  | 860                           | 3391                    |
|  | 10.1%                                     | 20.5%                         | 25.2%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>    | 356                                       | 4193                          | 13472                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.6e. LMS: Very useful as a tool to enhance student learning</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 5   | 48                            | 148                     |
|   | 1.4%                                      | 1.1%                          | 1.1%                    |
| <b>Strongly disagree</b>  | 40  | 129                           | 334                     |
|   | 11.3%                                     | 3.1%                          | 2.5%                    |
| <b>Disagree</b>   | 56  | 325                           | 860                     |
|   | 15.8%                                     | 7.8%                          | 6.4%                    |
| <b>Neutral</b>  | 85  | 991                           | 2703                    |
|   | 24.0%                                     | 23.7%                         | 20.1%                   |
| <b>Agree</b>  | 136                                       | 1934                          | 6269                    |
|   | 38.4%                                     | 46.2%                         | 46.6%                   |
| <b>Strongly agree</b>   | 32  | 763                           | 3151                    |
|   | 9.0%                                      | 18.2%                         | 23.4%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>         | 354                                       | 4190                          | 13465                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.7. In-class policy: Smartphone</b>                     | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Ban students from using it in class</b>                  | 69  | 1317                          | 4244                    |
|   | 15.9%                                     | 26.5%                         | 26.9%                   |
| <b>Discourage students from using it in class</b>           | 105                                       | 1299                          | 3833                    |
|   | 24.2%                                     | 26.2%                         | 24.3%                   |
| <b>Neither discourage nor encourage students</b>            | 225                                       | 1814                          | 5658                    |
|   | 52.0%                                     | 36.5%                         | 35.9%                   |
| <b>Encourage students to use it in class</b>                | 30  | 492                           | 1840                    |
|   | 6.9%                                      | 9.9%                          | 11.7%                   |
| <b>Require students to use it in class</b>                  | 4   | 42                            | 183                     |
|   | 0.9%                                      | 0.8%                          | 1.2%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 433                                       | 4964                          | 15758                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.7. In-class policy: Tablet or iPad</b>                 | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Ban students from using it in class</b>                  | 28  | 425                           | 1404                    |
|   | 6.5%                                      | 8.6%                          | 8.9%                    |
| <b>Discourage students from using it in class</b>           | 39  | 489                           | 1451                    |
|   | 9.0%                                      | 9.9%                          | 9.2%                    |
| <b>Neither discourage nor encourage students</b>            | 264                                       | 2594                          | 8052                    |
|   | 60.8%                                     | 52.3%                         | 51.2%                   |
| <b>Encourage students to use it in class</b>                | 91  | 1349                          | 4420                    |
|   | 21.0%                                     | 27.2%                         | 28.1%                   |
| <b>Require students to use it in class</b>                  | 12  | 106                           | 394                     |
|   | 2.8%                                      | 2.1%                          | 2.5%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 434                                       | 4963                          | 15721                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.7. In-class policy: Laptop</b>                         | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Ban students from using it in class</b>                  | 28  | 336                           | 1098                    |
|   | 6.5%                                      | 6.8%                          | 7.0%                    |
| <b>Discourage students from using it in class</b>           | 34  | 411                           | 1240                    |
|   | 7.9%                                      | 8.3%                          | 7.9%                    |
| <b>Neither discourage nor encourage students</b>            | 240                                       | 2389                          | 7405                    |
|   | 55.4%                                     | 48.3%                         | 47.2%                   |
| <b>Encourage students to use it in class</b>                | 114                                       | 1525                          | 4972                    |
|   | 26.3%                                     | 30.8%                         | 31.7%                   |
| <b>Require students to use it in class</b>                  | 17  | 287                           | 986                     |
|   | 3.9%                                      | 5.8%                          | 6.3%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 433                                       | 4948                          | 15701                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.7. In-class policy: Wearable (e.g., Google Glass)</b>  | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Ban students from using it in class</b>                  | 61  | 940                           | 3115                    |
|   | 14.7%                                     | 19.7%                         | 20.5%                   |
| <b>Discourage students from using it in class</b>           | 53  | 570                           | 1671                    |
|   | 12.7%                                     | 11.9%                         | 11.0%                   |
| <b>Neither discourage nor encourage students</b>            | 295                                       | 3099                          | 9695                    |
|   | 70.9%                                     | 64.8%                         | 63.9%                   |
| <b>Encourage students to use it in class</b>                | 6   | 159                           | 645                     |
|   | 1.4%                                      | 3.3%                          | 4.2%                    |
| <b>Require students to use it in class</b>                  | 1   | 13                            | 53                      |
|   | 0.2%                                      | 0.3%                          | 0.3%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 416                                       | 4781                          | 15179                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |



| <b>4.8. Devices in class: The use of mobile devices in-class can enhance learning.</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 6   | 110                           | 652                     |
|  | 1.4%                                      | 2.2%                          | 4.1%                    |
| <b>Strongly disagree</b>   | 38  | 403                           | 1333                    |
|  | 8.9%                                      | 8.1%                          | 8.4%                    |
| <b>Disagree</b>  | 45  | 580                           | 1686                    |
|  | 10.5%                                     | 11.7%                         | 10.6%                   |
| <b>Neutral</b>   | 142                                       | 1328                          | 3916                    |
|  | 33.2%                                     | 26.7%                         | 24.7%                   |
| <b>Agree</b>   | 173                                       | 2106                          | 6639                    |
|  | 40.4%                                     | 42.3%                         | 41.9%                   |
| <b>Strongly agree</b>  | 24  | 449                           | 1624                    |
|  | 5.6%                                      | 9.0%                          | 10.2%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                            | 428                                       | 4976                          | 15850                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.8. Devices in class: In-class use of mobile devices is distracting.</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 6   | 97                            | 585                     |
|  | 1.4%                                      | 2.0%                          | 3.7%                    |
| <b>Strongly disagree</b>   | 13  | 147                           | 563                     |
|  | 3.0%                                      | 3.0%                          | 3.6%                    |
| <b>Disagree</b>  | 33  | 466                           | 1667                    |
|  | 7.6%                                      | 9.4%                          | 10.5%                   |
| <b>Neutral</b>   | 65  | 895                           | 2872                    |
|  | 15.0%                                     | 18.0%                         | 18.1%                   |
| <b>Agree</b>   | 208                                       | 2235                          | 6693                    |
|  | 48.1%                                     | 45.0%                         | 42.3%                   |
| <b>Strongly agree</b>  | 107                                       | 1122                          | 3461                    |
|  | 24.8%                                     | 22.6%                         | 21.8%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                  | 432                                       | 4962                          | 15841                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.8. Devices in class: I am concerned about the security/privacy problems of mobile technology.</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 15  | 160                           | 859                     |
|  | 3.5%                                      | 3.2%                          | 5.4%                    |
| <b>Strongly disagree</b>   | 23  | 296                           | 909                     |
|  | 5.3%                                      | 6.0%                          | 5.8%                    |
| <b>Disagree</b>  | 103                                       | 1210                          | 3527                    |
|  | 24.0%                                     | 24.4%                         | 22.4%                   |
| <b>Neutral</b>   | 130                                       | 1462                          | 4681                    |
|  | 30.2%                                     | 29.5%                         | 29.7%                   |
| <b>Agree</b>   | 117                                       | 1394                          | 4337                    |
|  | 27.2%                                     | 28.2%                         | 27.5%                   |
| <b>Strongly agree</b>  | 42  | 429                           | 1466                    |
|  | 9.8%                                      | 8.7%                          | 9.3%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>  | 430                                       | 4951                          | 15779                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.8. Devices in class: I'd like more training on incorporating mobile devices into my courses.</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Don't know</b>   | 12  | 173                           | 890                     |
|   | 2.8%                                      | 3.5%                          | 5.6%                    |
| <b>Strongly disagree</b>  | 35  | 372                           | 1152                    |
|   | 8.2%                                      | 7.5%                          | 7.3%                    |
| <b>Disagree</b>   | 79  | 772                           | 2158                    |
|   | 18.4%                                     | 15.6%                         | 13.7%                   |
| <b>Neutral</b>  | 92  | 1168                          | 3555                    |
|   | 21.4%                                     | 23.7%                         | 22.5%                   |
| <b>Agree</b>  | 160                                       | 1884                          | 5947                    |
|   | 37.3%                                     | 38.2%                         | 37.7%                   |
| <b>Strongly agree</b>   | 51  | 566                           | 2064                    |
|   | 11.9%                                     | 11.5%                         | 13.1%                   |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>   | 429                                       | 4935                          | 15766                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>4.8. Devices in class: I create assignments that take advantage of mobile technologies.</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Don't know</b>  | 54  | 498                           | 1911                    |
|  | 12.7%                                     | 10.1%                         | 12.1%                   |
| <b>Strongly disagree</b>   | 87  | 909                           | 2531                    |
|  | 20.4%                                     | 18.4%                         | 16.1%                   |
| <b>Disagree</b>  | 131                                       | 1402                          | 4144                    |
|  | 30.8%                                     | 28.3%                         | 26.3%                   |
| <b>Neutral</b>   | 69  | 943                           | 3085                    |
|  | 16.2%                                     | 19.1%                         | 19.6%                   |
| <b>Agree</b>   | 66  | 948                           | 3175                    |
|  | 15.5%                                     | 19.2%                         | 20.2%                   |
| <b>Strongly agree</b>  | 19  | 249                           | 899                     |
|  | 4.5%                                      | 5.0%                          | 5.7%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                                    | 426                                       | 4949                          | 15745                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>5.1. Research support: Resources for cross-institution research</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Not applicable to my research</b>                                   | 26  | 348                           | 862                     |
|  | 11.1%                                     | 11.0%                         | 11.8%                   |
| <b>Don't know</b>  | 36  | 387                           | 1059                    |
|  | 15.4%                                     | 12.3%                         | 14.5%                   |
| <b>Strongly disagree</b>   | 29  | 358                           | 833                     |
|  | 12.4%                                     | 11.4%                         | 11.4%                   |
| <b>Disagree</b>  | 55  | 535                           | 1237                    |
|  | 23.5%                                     | 17.0%                         | 16.9%                   |
| <b>Neutral</b>   | 45  | 716                           | 1584                    |
|  | 19.2%                                     | 22.7%                         | 21.7%                   |
| <b>Agree</b>   | 39  | 693                           | 1491                    |
|  | 16.7%                                     | 22.0%                         | 20.4%                   |
| <b>Strongly Agree</b>  | 4   | 117                           | 243                     |
|  | 1.7%                                      | 3.7%                          | 3.3%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>            | 234                                       | 3154                          | 7309                    |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>5.1. Research support: Access to specialized research software</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Not applicable to my research</b>                                  | 23  | 277                           | 758                     |
|   | 9.7%                                      | 8.7%                          | 10.3%                   |
| <b>Don't know</b>   | 5   | 66                            | 251                     |
|   | 2.1%                                      | 2.1%                          | 3.4%                    |
| <b>Strongly disagree</b>  | 28  | 289                           | 699                     |
|   | 11.9%                                     | 9.1%                          | 9.5%                    |
| <b>Disagree</b>   | 39  | 467                           | 1105                    |
|   | 16.5%                                     | 14.7%                         | 15.1%                   |
| <b>Neutral</b>  | 36  | 543                           | 1296                    |
|   | 15.3%                                     | 17.1%                         | 17.7%                   |
| <b>Agree</b>  | 89  | 1247                          | 2626                    |
|   | 37.7%                                     | 39.4%                         | 35.8%                   |
| <b>Strongly Agree</b>   | 16  | 278                           | 592                     |
|   | 6.8%                                      | 8.8%                          | 8.1%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>           | 236                                       | 3167                          | 7327                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>5.1. Research support: Access to specialized research hardware</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Not applicable to my research</b>                                  | 39  | 622                           | 1556                    |
|   | 16.5%                                     | 19.7%                         | 21.3%                   |
| <b>Don't know</b>   | 4   | 62                            | 255                     |
|   | 1.7%                                      | 2.0%                          | 3.5%                    |
| <b>Strongly disagree</b>  | 32  | 247                           | 628                     |
|   | 13.6%                                     | 7.8%                          | 8.6%                    |
| <b>Disagree</b>   | 32  | 403                           | 909                     |
|   | 13.6%                                     | 12.8%                         | 12.4%                   |
| <b>Neutral</b>  | 35  | 571                           | 1345                    |
|   | 14.8%                                     | 18.1%                         | 18.4%                   |
| <b>Agree</b>  | 82  | 1026                          | 2176                    |
|   | 34.7%                                     | 32.5%                         | 29.7%                   |
| <b>Strongly Agree</b>   | 12  | 229                           | 448                     |
|   | 5.1%                                      | 7.2%                          | 6.1%                    |

| <b>5.1. Research support: Access to specialized research hardware</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Total respondent count</b>   | 236                                       | 3160                          | 7317                    |
| <b>(Percentages sum to 100%)</b>                                      | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>5.1. Research support: Adequate and appropriate support from IT</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Not applicable to my research</b>                                   | 16  | 243                           | 763                     |
|  | 6.8%                                      | 7.7%                          | 10.4%                   |
| <b>Don't know</b>  | 2   | 73                            | 276                     |
|  | 0.9%                                      | 2.3%                          | 3.8%                    |
| <b>Strongly disagree</b>   | 26  | 324                           | 725                     |
|  | 11.1%                                     | 10.3%                         | 9.9%                    |
| <b>Disagree</b>  | 40  | 467                           | 1000                    |
|  | 17.0%                                     | 14.8%                         | 13.7%                   |
| <b>Neutral</b>   | 57  | 674                           | 1576                    |
|  | 24.3%                                     | 21.3%                         | 21.5%                   |
| <b>Agree</b>   | 70  | 1106                          | 2411                    |
|  | 29.8%                                     | 35.0%                         | 32.9%                   |
| <b>Strongly Agree</b>  | 24  | 273                           | 575                     |
|  | 10.2%                                     | 8.6%                          | 7.8%                    |
| <b>Total respondent count</b>  | 235                                       | 3160                          | 7326                    |
| <b>(Percentages sum to 100%)</b>                                       | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>5.1. Research support: Timely support from IT</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Not applicable to my research</b>                 | 12  | 149                           | 519                     |
|  | 12.4%                                     | 11.3%                         | 15.5%                   |
| <b>Don't know</b>                                    | 3   | 47                            | 196                     |
|  | 3.1%                                      | 3.6%                          | 5.8%                    |
| <b>Strongly disagree</b>                             | 6   | 147                           | 327                     |
|  | 6.2%                                      | 11.2%                         | 9.7%                    |
| <b>Disagree</b>                                      | 20  | 160                           | 402                     |
|  | 20.6%                                     | 12.1%                         | 12.0%                   |
| <b>Neutral</b>                                       | 21  | 276                           | 677                     |
|  | 21.6%                                     | 21.0%                         | 20.2%                   |

| <b>5.1. Research support: Timely support from IT</b>        | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Agree</b>  | 28  | 419                           | 954                     |
|   | 28.9%                                     | 31.8%                         | 28.4%                   |
| <b>Strongly Agree</b>                                       | 7   | 119                           | 280                     |
|   | 7.2%                                      | 9.0%                          | 8.3%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 97  | 1317                          | 3355                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>5.1. Research support: Tech support for promotion and tenure</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Not applicable to my research</b>                                | 12  | 127                           | 379                     |
|   | 12.4%                                     | 9.6%                          | 11.3%                   |
| <b>Don't know</b>   | 12  | 226                           | 614                     |
|   | 12.4%                                     | 17.1%                         | 18.3%                   |
| <b>Strongly disagree</b>  | 19  | 243                           | 569                     |
|   | 19.6%                                     | 18.4%                         | 16.9%                   |
| <b>Disagree</b>   | 26  | 230                           | 602                     |
|   | 26.8%                                     | 17.4%                         | 17.9%                   |
| <b>Neutral</b>  | 15  | 223                           | 554                     |
|   | 15.5%                                     | 16.9%                         | 16.5%                   |
| <b>Agree</b>  | 12  | 230                           | 529                     |
|   | 12.4%                                     | 17.4%                         | 15.8%                   |
| <b>Strongly Agree</b>   | 1   | 40                            | 111                     |
|   | 1.0%                                      | 3.0%                          | 3.3%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>         | 97  | 1319                          | 3358                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>5.1. Research support: Effective software for grants</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Not applicable to my research</b>                        | 11  | 173                           | 476                     |
|   | 11.3%                                     | 13.1%                         | 14.2%                   |
| <b>Don't know</b>   | 7   | 156                           | 575                     |
|   | 7.2%                                      | 11.8%                         | 17.1%                   |
| <b>Strongly disagree</b>                                    | 24  | 179                           | 455                     |
|   | 24.7%                                     | 13.6%                         | 13.6%                   |
| <b>Disagree</b>   | 23  | 235                           | 560                     |
|   | 23.7%                                     | 17.8%                         | 16.7%                   |
| <b>Neutral</b>  | 21  | 239                           | 589                     |
|   | 21.6%                                     | 18.1%                         | 17.6%                   |
| <b>Agree</b>  | 11  | 296                           | 595                     |
|   | 11.3%                                     | 22.4%                         | 17.7%                   |
| <b>Strongly Agree</b>                                       | 0   | 41                            | 106                     |
|   | 0.0%                                      | 3.1%                          | 3.2%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 97  | 1319                          | 3356                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>5.1. Research support: Adequate text analysis capabilities</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Not applicable to my research</b>                              | 42  | 436                           | 1032                    |
|   | 43.8%                                     | 33.2%                         | 30.8%                   |
| <b>Don't know</b>   | 14  | 345                           | 883                     |
|   | 14.6%                                     | 26.2%                         | 26.4%                   |
| <b>Strongly disagree</b>  | 12  | 101                           | 272                     |
|   | 12.5%                                     | 7.7%                          | 8.1%                    |
| <b>Disagree</b>   | 16  | 109                           | 325                     |
|   | 16.7%                                     | 8.3%                          | 9.7%                    |
| <b>Neutral</b>  | 7   | 199                           | 498                     |
|   | 7.3%                                      | 15.1%                         | 14.9%                   |
| <b>Agree</b>  | 5   | 111                           | 278                     |
|   | 5.2%                                      | 8.4%                          | 8.3%                    |
| <b>Strongly Agree</b>   | 0   | 14                            | 60                      |
|   | 0.0%                                      | 1.1%                          | 1.8%                    |

| <b>5.1. Research support: Adequate text analysis capabilities</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Total respondent count</b>                                     | 96  | 1315                          | 3348                    |
| <b>(Percentages sum to 100%)</b>                                  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>5.1. Research support: Generally satisfied with research support</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Not applicable to my research</b>                                    | 9   | 68                            | 270                     |
|   | 3.8%                                      | 2.2%                          | 3.7%                    |
| <b>Don't know</b>   | 4   | 39                            | 184                     |
|   | 1.7%                                      | 1.2%                          | 2.5%                    |
| <b>Strongly disagree</b>  | 33  | 356                           | 844                     |
|   | 14.0%                                     | 11.3%                         | 11.6%                   |
| <b>Disagree</b>   | 47  | 594                           | 1326                    |
|   | 19.9%                                     | 18.9%                         | 18.2%                   |
| <b>Neutral</b>  | 59  | 794                           | 1820                    |
|   | 25.0%                                     | 25.2%                         | 25.0%                   |
| <b>Agree</b>  | 74  | 1121                          | 2465                    |
|   | 31.4%                                     | 35.6%                         | 33.8%                   |
| <b>Strongly Agree</b>   | 10  | 173                           | 376                     |
|   | 4.2%                                      | 5.5%                          | 5.2%                    |
| <b>Total respondent count</b>   | 236                                       | 3145                          | 7285                    |
| <b>(Percentages sum to 100%)</b>  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>5.2. Do you conduct data-intensive research?</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>No</b>   | 161                                       | 2203                          | 5214                    |
|   | 69.4%                                     | 70.3%                         | 71.7%                   |
| <b>Yes</b>  | 71  | 931                           | 2062                    |
|   | 30.6%                                     | 29.7%                         | 28.3%                   |
| <b>Total respondent count</b>                       | 232                                       | 3134                          | 7276                    |
| <b>(Percentages sum to 100%)</b>                    | 100.0%                                    | 100.0%                        | 100.0%                  |



| <b>5.3. Data research support: Adequate bandwidth</b>       | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Not applicable to my research</b>                        | 2   | 36                            | 98                      |
|   | 2.8%                                      | 3.9%                          | 4.8%                    |
| <b>Don't know</b>   | 2   | 17                            | 74                      |
|   | 2.8%                                      | 1.8%                          | 3.6%                    |
| <b>Strongly disagree</b>                                    | 4   | 89                            | 191                     |
|   | 5.6%                                      | 9.7%                          | 9.4%                    |
| <b>Disagree</b>   | 9   | 102                           | 227                     |
|   | 12.7%                                     | 11.1%                         | 11.1%                   |
| <b>Neutral</b>  | 9   | 157                           | 345                     |
|   | 12.7%                                     | 17.0%                         | 16.9%                   |
| <b>Agree</b>  | 37  | 436                           | 903                     |
|   | 52.1%                                     | 47.3%                         | 44.3%                   |
| <b>Strongly Agree</b>                                       | 8   | 85                            | 200                     |
|   | 11.3%                                     | 9.2%                          | 9.8%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 71  | 922                           | 2038                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>5.3. Data research support: Adequate data storage</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Not applicable to my research</b>                     | 1   | 16                            | 62                      |
|  | 1.4%                                      | 1.7%                          | 3.0%                    |
| <b>Don't know</b>  | 1   | 18                            | 56                      |
|  | 1.4%                                      | 2.0%                          | 2.8%                    |
| <b>Strongly disagree</b>                                 | 9   | 124                           | 286                     |
|  | 13.0%                                     | 13.4%                         | 14.1%                   |
| <b>Disagree</b>  | 13  | 126                           | 309                     |
|  | 18.8%                                     | 13.7%                         | 15.2%                   |
| <b>Neutral</b>   | 11  | 142                           | 340                     |
|  | 15.9%                                     | 15.4%                         | 16.7%                   |
| <b>Agree</b>   | 27  | 407                           | 802                     |
|  | 39.1%                                     | 44.1%                         | 39.4%                   |
| <b>Strongly Agree</b>                                    | 7   | 89                            | 180                     |
|  | 10.1%                                     | 9.7%                          | 8.8%                    |

| 5.3. Data research support: Adequate data storage | The University of British Columbia | DR Public Institutions | All institutions |
|---|------------------------------------|------------------------|------------------|
| Total respondent count                            | 69                                 | 922                    | 2035             |
| (Percentages sum to 100%)                         | 100.0%                             | 100.0%                 | 100.0%           |

| 5.3. Data research support: Most of my data are stored in a cloud | The University of British Columbia | DR Public Institutions | All institutions |
|---|------------------------------------|------------------------|------------------|
| Not applicable to my research                                     | 3                                  | 74                     | 154              |
|   | 4.2%                               | 8.0%                   | 7.5%             |
| Don't know  | 2                                  | 15                     | 48               |
|   | 2.8%                               | 1.6%                   | 2.4%             |
| Strongly disagree   | 14                                 | 264                    | 538              |
|   | 19.7%                              | 28.6%                  | 26.4%            |
| Disagree  | 23                                 | 295                    | 636              |
|   | 32.4%                              | 32.0%                  | 31.2%            |
| Neutral   | 8                                  | 98                     | 230              |
|   | 11.3%                              | 10.6%                  | 11.3%            |
| Agree   | 11                                 | 135                    | 329              |
|   | 15.5%                              | 14.6%                  | 16.1%            |
| Strongly Agree  | 10                                 | 41                     | 105              |
|   | 14.1%                              | 4.4%                   | 5.1%             |
| Total respondent count<br>(Percentages sum to 100%)               | 71                                 | 922                    | 2040             |
|   | 100.0%                             | 100.0%                 | 100.0%           |

| 5.3. Data research support: IT is proactive in responding to my needs | The University of British Columbia | DR Public Institutions | All institutions |
|---|------------------------------------|------------------------|------------------|
| Not applicable to my research   | 2                                  | 45                     | 137              |
|   | 2.8%                               | 4.9%                   | 6.7%             |
| Don't know  | 3                                  | 42                     | 119              |
|   | 4.2%                               | 4.5%                   | 5.8%             |
| Strongly disagree   | 19                                 | 203                    | 451              |
|   | 26.8%                              | 22.0%                  | 22.1%            |
| Disagree  | 25                                 | 266                    | 549              |
|   | 35.2%                              | 28.8%                  | 26.9%            |
| Neutral   | 6                                  | 184                    | 426              |

| <b>5.3. Data research support: IT is proactive in responding to my needs</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
|  | 8.5%                                      | 19.9%                         | 20.9%                   |
| <b>Agree</b>   | 11  | 143                           | 271                     |
|  | 15.5%                                     | 15.5%                         | 13.3%                   |
| <b>Strongly Agree</b>  | 5   | 41                            | 89                      |
|  | 7.0%                                      | 4.4%                          | 4.4%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                  | 71  | 924                           | 2042                    |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>5.3. Data research support: Wait time for consultation is too long</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Not applicable to my research</b>                                      | 10  | 127                           | 311                     |
|   | 14.3%                                     | 13.8%                         | 15.3%                   |
| <b>Don't know</b>   | 9   | 116                           | 257                     |
|   | 12.9%                                     | 12.6%                         | 12.6%                   |
| <b>Strongly disagree</b>  | 4   | 68                            | 139                     |
|   | 5.7%                                      | 7.4%                          | 6.8%                    |
| <b>Disagree</b>   | 12  | 162                           | 338                     |
|   | 17.1%                                     | 17.6%                         | 16.6%                   |
| <b>Neutral</b>  | 15  | 261                           | 572                     |
|   | 21.4%                                     | 28.3%                         | 28.1%                   |
| <b>Agree</b>  | 15  | 133                           | 297                     |
|   | 21.4%                                     | 14.4%                         | 14.6%                   |
| <b>Strongly Agree</b>   | 5   | 56                            | 123                     |
|   | 7.1%                                      | 6.1%                          | 6.0%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>               | 70  | 923                           | 2037                    |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>5.3. Data research support: Communication with IT is adequate and appropriate</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Not applicable to my research</b>   | 2   | 28                            | 88                      |
|  | 6.3%                                      | 7.5%                          | 9.6%                    |
| <b>Don't know</b>  | 1   | 12                            | 39                      |
|  | 3.1%                                      | 3.2%                          | 4.3%                    |
| <b>Strongly disagree</b>   | 3   | 67                            | 145                     |
|  | 9.4%                                      | 17.9%                         | 15.9%                   |
| <b>Disagree</b>  | 7   | 57                            | 156                     |
|  | 21.9%                                     | 15.2%                         | 17.1%                   |
| <b>Neutral</b>   | 9   | 85                            | 235                     |
|  | 28.1%                                     | 22.7%                         | 25.8%                   |
| <b>Agree</b>   | 8   | 97                            | 194                     |
|  | 25.0%                                     | 25.9%                         | 21.3%                   |
| <b>Strongly Agree</b>  | 2   | 28                            | 55                      |
|  | 6.3%                                      | 7.5%                          | 6.0%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>                          | 32  | 374                           | 912                     |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>5.3. Data research support: IT plays an integral part</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Not applicable to my research</b>                         | 1   | 30                            | 76                      |
|  | 3.0%                                      | 8.0%                          | 8.3%                    |
| <b>Don't know</b>  | 0   | 10                            | 37                      |
|  | 0.0%                                      | 2.7%                          | 4.1%                    |
| <b>Strongly disagree</b>                                     | 10  | 100                           | 237                     |
|  | 30.3%                                     | 26.7%                         | 26.0%                   |
| <b>Disagree</b>  | 7   | 65                            | 188                     |
|  | 21.2%                                     | 17.4%                         | 20.6%                   |
| <b>Neutral</b>   | 2   | 65                            | 167                     |
|  | 6.1%                                      | 17.4%                         | 18.3%                   |
| <b>Agree</b>   | 9   | 71                            | 142                     |
|  | 27.3%                                     | 19.0%                         | 15.6%                   |
| <b>Strongly Agree</b>  | 4   | 33                            | 66                      |
|  | 12.1%                                     | 8.8%                          | 7.2%                    |

| <b>5.3. Data research support: IT plays an integral part</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Total respondent count</b>                                | 33  | 374                           | 913                     |
| <b>(Percentages sum to 100%)</b>                             | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>5.3. Data research support: Generally satisfied with research computing</b> | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
| <b>Not applicable to my research</b>   | 1   | 14                            | 55                      |
|  | 1.4%                                      | 1.5%                          | 2.7%                    |
| <b>Don't know</b>  | 0   | 20                            | 48                      |
|  | 0.0%                                      | 2.2%                          | 2.3%                    |
| <b>Strongly disagree</b>   | 16  | 141                           | 322                     |
|  | 22.5%                                     | 15.2%                         | 15.8%                   |
| <b>Disagree</b>  | 13  | 194                           | 473                     |
|  | 18.3%                                     | 21.0%                         | 23.2%                   |
| <b>Neutral</b>   | 17  | 198                           | 449                     |
|  | 23.9%                                     | 21.4%                         | 22.0%                   |
| <b>Agree</b>   | 20  | 307                           | 593                     |
|  | 28.2%                                     | 33.2%                         | 29.0%                   |
| <b>Strongly Agree</b>  | 4   | 51                            | 103                     |
|  | 5.6%                                      | 5.5%                          | 5.0%                    |
| <b>Total respondent count</b>  | 71  | 925                           | 2043                    |
| <b>(Percentages sum to 100%)</b>   | 100.0%                                    | 100.0%                        | 100.0%                  |

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

| 6.1a. Disposition towards IT   |      | The University of British Columbia | DR Public Institutions | All institutions |
|--------------------------------|------|------------------------------------|------------------------|------------------|
| Reluctant vs. Enthusiast       | Mean | 72.3                               | 72.8                   | 73.9             |
|                                | SD   | 23.4                               | 23.0                   | 23.3             |
|                                | N    | 463                                | 5687                   | 17080            |
| Late adopter vs. Early adopter | Mean | 63.5                               | 61.3                   | 62.9             |
|                                | SD   | 27.3                               | 27.3                   | 27.4             |
|                                | N    | 455                                | 5624                   | 16832            |
| Technophobe vs. Technophile    | Mean | 65.6                               | 65.5                   | 65.4             |
|                                | SD   | 25.0                               | 24.6                   | 24.9             |
|                                | N    | 453                                | 5577                   | 16688            |
| Skeptic vs. Cheerleader        | Mean | 56.8                               | 60.0                   | 61.9             |
|                                | SD   | 24.7                               | 25.0                   | 25.6             |
|                                | N    | 446                                | 5587                   | 16712            |
| By-the-book vs. Experimenter   | Mean | 65.8                               | 64.1                   | 64.7             |
|                                | SD   | 24.0                               | 24.8                   | 25.2             |
|                                | N    | 453                                | 5566                   | 16736            |
| Critic vs. Supporter           | Mean | 60.9                               | 64.6                   | 66.3             |
|                                | SD   | 23.4                               | 24.3                   | 24.9             |
|                                | N    | 451                                | 5610                   | 16793            |
| Conservative vs. Radical       | Mean | 55.0                               | 53.6                   | 54.2             |
|                                | SD   | 19.8                               | 21.1                   | 21.6             |
|                                | N    | 452                                | 5573                   | 16685            |

| 6.1b. Attitude towards IT  |      | The University of British Columbia | DR Public Institutions | All institutions |
|----------------------------|------|------------------------------------|------------------------|------------------|
| Dissatisfied vs. Satisfied | Mean | 61.0                               | 65.3                   | 67.7             |
|                            | SD   | 21.6                               | 22.2                   | 22.7             |
|                            | N    | 450                                | 5627                   | 16914            |
| Discontent vs. Content     | Mean | 59.4                               | 63.7                   | 65.9             |
|                            | SD   | 22.0                               | 22.3                   | 22.7             |
|                            | N    | 449                                | 5579                   | 16753            |
| Perturbed vs. Pleased      | Mean | 60.4                               | 63.8                   | 66.0             |
|                            | SD   | 21.3                               | 22.3                   | 23.0             |
|                            | N    | 446                                | 5551                   | 16703            |

| 6.1b. Attitude towards IT   |      | The University of British Columbia | DR Public Institutions | All institutions |
|-----------------------------|------|------------------------------------|------------------------|------------------|
| Burdensome vs. Beneficial   | Mean | 63.1                               | 67.4                   | 69.6             |
|                             | SD   | 24.3                               | 24.2                   | 24.6             |
|                             | N    | 448                                | 5574                   | 16750            |
| Useless vs. Useful          | Mean | 73.0                               | 76.5                   | 77.8             |
|                             | SD   | 21.2                               | 20.4                   | 20.6             |
|                             | N    | 452                                | 5591                   | 16787            |
| Distraction vs. Enhancement | Mean | 64.3                               | 67.5                   | 69.1             |
|                             | SD   | 24.0                               | 23.3                   | 23.9             |
|                             | N    | 446                                | 5563                   | 16696            |

| 6.1c. Usage of IT                    |      | The University of British Columbia | DR Public Institutions | All institutions |
|--------------------------------------|------|------------------------------------|------------------------|------------------|
| Never connected vs. Always connected | Mean | 81.2                               | 80.7                   | 80.8             |
|                                      | SD   | 20.0                               | 19.8                   | 20.3             |
|                                      | N    | 458                                | 5671                   | 17052            |
| Peripheral vs. Central               | Mean | 73.4                               | 72.4                   | 72.3             |
|                                      | SD   | 23.3                               | 22.6                   | 23.0             |
|                                      | N    | 452                                | 5617                   | 16823            |
| Old media vs. New media              | Mean | 67.6                               | 67.3                   | 68.7             |
|                                      | SD   | 22.6                               | 22.3                   | 22.5             |
|                                      | N    | 452                                | 5618                   | 16856            |
| Infrequent vs. Frequent              | Mean | 80.9                               | 80.1                   | 80.3             |
|                                      | SD   | 19.5                               | 20.0                   | 20.6             |
|                                      | N    | 455                                | 5638                   | 16922            |
| Satiating vs. Insatiable             | Mean | 53.7                               | 54.3                   | 56.4             |
|                                      | SD   | 23.9                               | 24.5                   | 24.8             |
|                                      | N    | 443                                | 5552                   | 16594            |

| <b>6.2. Gender</b>  | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Male</b>   | 232                                       | 2790                          | 8018                    |
|   | 50.2%                                     | 48.9%                         | 46.6%                   |
| <b>Female</b>   | 217                                       | 2737                          | 8603                    |
|   | 47.0%                                     | 48.0%                         | 50.0%                   |
| <b>Other</b>  | 0   | 5                             | 19                      |
|   | 0.0%                                      | 0.1%                          | 0.1%                    |
| <b>Prefer not to answer</b>                                 | 13  | 175                           | 554                     |
|   | 2.8%                                      | 3.1%                          | 3.2%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b> | 462                                       | 5707                          | 17194                   |
|   | 100.0%                                    | 100.0%                        | 100.0%                  |

| <b>6.3. Faculty Load Area</b>                           | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|---|---|-------------------------------|-------------------------|
| <b>Agriculture and natural resources</b>                | 22  | 239                           | 373                     |
|   | 4.7%                                      | 4.2%                          | 2.2%                    |
| <b>Biological/life sciences</b>                         | 38  | 399                           | 1023                    |
|   | 8.1%                                      | 6.9%                          | 5.9%                    |
| <b>Business, management, marketing</b>                  | 31  | 333                           | 1538                    |
|   | 6.6%                                      | 5.8%                          | 8.9%                    |
| <b>Communications/journalism</b>                        | 2   | 154                           | 524                     |
|   | 0.4%                                      | 2.7%                          | 3.0%                    |
| <b>Computer and information sciences</b>                | 23  | 181                           | 810                     |
|   | 4.9%                                      | 3.1%                          | 4.7%                    |
| <b>Education, including physical education</b>          | 37  | 483                           | 1530                    |
|   | 7.9%                                      | 8.4%                          | 8.8%                    |
| <b>Engineering and architecture</b>                     | 30  | 384                           | 952                     |
|   | 6.4%                                      | 6.7%                          | 5.5%                    |
| <b>Fine and performing arts</b>                         | 5   | 220                           | 701                     |
|   | 1.1%                                      | 3.8%                          | 4.1%                    |
| <b>Health sciences, including professional programs</b> | 94  | 869                           | 1927                    |
|   | 20.1%                                     | 15.1%                         | 11.1%                   |
| <b>Humanities</b>                                       | 55  | 577                           | 1890                    |



| <b>6.3. Faculty Load Area</b>  | <b>The University of British Columbia</b> | <b>DR Public Institutions</b> | <b>All institutions</b> |
|--|---|-------------------------------|-------------------------|
|  | 11.8%                                     | 10.0%                         | 10.9%                   |
| <b>Liberal arts/general studies</b>                                  | 5   | 193                           | 837                     |
|  | 1.1%                                      | 3.4%                          | 4.8%                    |
| <b>Manufacturing, construction, repair, or transportation</b>        | 0   | 6                             | 84                      |
|  | 0.0%                                      | 0.1%                          | 0.5%                    |
| <b>Physical sciences, including mathematical sciences</b>            | 54  | 550                           | 1662                    |
|  | 11.6%                                     | 9.6%                          | 9.6%                    |
| <b>Public administration, legal, social, and protective services</b> | 0   | 97                            | 200                     |
|  | 0.0%                                      | 1.7%                          | 1.2%                    |
| <b>Social sciences</b>   | 52  | 611                           | 1883                    |
|  | 11.1%                                     | 10.6%                         | 10.9%                   |
| <b>Other; please describe</b>  | 19  | 455                           | 1368                    |
|  | 4.1%                                      | 7.9%                          | 7.9%                    |
| <b>Total respondent count<br/>(Percentages sum to 100%)</b>          | 467                                       | 5751                          | 17302                   |
|  | 100.0%                                    | 100.0%                        | 100.0%                  |