Computer-Email-Web Fluency & CMC Competency

INSTRUCTIONS:

Please use the attached Scantron sheet to mark your best answer for each question.
Please DO NOT fill in your name or student identification number on the Scantron sheet.

ID number:
Your ID number has three digits. The first digit should indicate your instructor (Dr. Ulla Bunz=1, Drs. Ronald Rice and Marya Doerfel=2). The next two digits should be the number that you were assigned in your class. **Please put 0 (zero), if you have a single digit number**. For example, if you are in Dr. Bunz' class and your assigned number is 7, your ID number is 107:

I.D. NUMBER								Your Instructor Bunz = 1 Rice = 2	Your Assigned Number	
0	0	0	0	0	0	0	0	0	**O**	0
1	1	1	1	1	1	1	1	**1**	1	1
...	...	...	...	...	...	...	...	...	...	...
7	7	7	7	7	7	7	7	7	7	**7**

Your responses will be read by an optical mark reader. Your careful observance of these few simple rules will be most appreciated:

1. Please use a black or blue ink pen or a pencil
2. Fill in each oval completely
3. Make no stray marks of any kind
4. Do not fold, tear, or mutilate this survey

1. **Are you male or female?**
   a. Male
   b. Female

2. **How old were you on your last birthday?**
   a. Under 19
   b. 20-24
   c. 25-29
   d. 30-35
   e. 36 or older

3. **How long have you been using Internet (including using email, web, chat, etc.)?**
   a. 6 to 12 months
   b. 1 to 3 years
   c. 4 to 6 years
   d. 7 to 9 years
   e. More than 9 years

4. **How many computer classes, courses, or seminars have you attended throughout your lifetime?**
   a. 0
   b. 1-2
   c. 3-5
   d. 6-8
   e. 9 or more

How frequently do you access the World Wide Web (WWW) from the following locations?

		Daily	Weekly	Monthly	Less than Once a month	Never
5.	From home?	a	b	c	d	e
6.	From work?	a	b	c	d	e
7.	From school?	a	b	c	d	e
8.	From public terminals?	a	b	c	d	e
9.	From other locations?	a	b	c	d	e

Which of the following have you done?

		I have done	I have never done
10.	Ordered a product/service by filling out an online form	a	b
11.	Made a purchase online for more than $100	a	b
12.	Created a web page	a	b
13.	Customized a web page for yourself (e.g. MyYahoo, CNN Custom News)	a	b
14.	Changed your browser's "startup" or "home" page	a	b
15.	Changed your "cookie" preferences	a	b
16.	Participated in an online chat or discussion (not including email)	a	b
17.	Listened to a radio broadcast online	a	b
18.	Made a telephone call online	a	b
19.	Used a nationwide online directory to find an address or telephone number	a	b
20.	Taken a seminar or class about the Web or Internet	a	b
21.	Bought a book to learn more about the Web or Internet	a	b

The following questions are about <u>computer tasks</u>. Please read each question carefully and fill in the appropriate letter on the scantron sheet.

		Very Difficult	Some-what Difficult	Neutral	Some-what Easy	Very Easy
22.	Switching a computer on is	a	b	c	d	e
23.	Restarting a computer is	a	b	c	d	e
24.	Opening a new document is	a	b	c	d	e
25.	Beginning a new document based on a template is	a	b	c	d	e
26.	Opening a previously saved file from any drive/directory is	a	b	c	d	e
27.	Saving a file is	a	b	c	d	e
28.	Saving a document as a template is	a	b	c	d	e
29.	Saving a file in a specified drive/directory is	a	b	c	d	e
30.	Using "save as" when appropriate is	a	b	c	d	e
31.	Saving on a floppy disk is	a	b	c	d	e
32.	Using the hard drive is	a	b	c	d	e
33.	Creating folders/directories is	a	b	c	d	e
34.	Moving files between drives and directories is	a	b	c	d	e
35.	Switching between currently open applications is	a	b	c	d	e
36.	Renaming files is	a	b	c	d	e
37.	Deleting unwanted files is	a	b	c	d	e
38.	Printing a document is	a	b	c	d	e

The following questions are about <u>email tasks</u>. Please read each question carefully and fill in the appropriate letter on the scantron sheet.

		Very Difficult	Some-what Difficult	Neutral	Some-what Easy	Very Easy
39.	Opening an email program is	a	b	c	d	e
40.	Opening new mail messages is	a	b	c	d	e
41.	Opening an attached file is	a	b	c	d	e
42.	Saving an attached file is	a	b	c	d	e
43.	Deleting old or unwanted mail is	a	b	c	d	e
44.	Sending an email message is	a	b	c	d	e
45.	Attaching and sending a file with a message is	a	b	c	d	e
46.	Using the reply and forward features for mail is	a	b	c	d	e
47.	Blocking unwanted email senders is	a	b	c	d	e
48.	Creating folders for saving mail is	a	b	c	d	e
49.	Using message settings such as "important" is	a	b	c	d	e
50.	Setting preferences such as "save sent emails" is	a	b	c	d	e
51.	Creating a signature file is	a	b	c	d	e
52.	Explaining the difference between Address Book & Distribution List is	a	b	c	d	e
53.	Creating an address in the address book is	a	b	c	d	e
54.	Using the address book to find an address is	a	b	c	d	e
55.	Creating my own distribution list is	a	b	c	d	e
56.	Using a distribution list to send mail is	a	b	c	d	e

The following questions are about <u>web tasks</u>. Please read each question carefully and fill in the appropriate letter on the scantron sheet.

		Very Difficult	Some-what Difficult	Neutral	Some-what Easy	Very Easy
57.	Using a browser such as Netscape or Explorer to navigate the World Wide Web is	a	b	c	d	e
58.	Entering a web address to go there directly is	a	b	c	d	e
59.	Identifying the host server from the web address is	a	b	c	d	e
60.	Using hypertext links on World Wide Web pages is	a	b	c	d	e
61.	Using "back" and "forward" to return to pages is	a	b	c	d	e
62.	Adding bookmarks of useful sites is	a	b	c	d	e
63.	Editing bookmarks is	a	b	c	d	e
64.	Using search engines such as Yahoo and Alta Vista is	a	b	c	d	e
65.	Using advanced search techniques in search engines is	a	b	c	d	e
66.	Saving text contents of web pages to a disk is	a	b	c	d	e
67.	Saving images off web pages to a disk is	a	b	c	d	e
68.	Turning on/off auto load images is	a	b	c	d	e
69.	Using a dial-in account to log on to the Internet is	a	b	c	d	e
70.	Creating a website is	a	b	c	d	e
71.	Using Internet email such as Yahoo, Hotmail, etc. is	a	b	c	d	e

For the following questions, please consider CMC to include all forms of e-mail and computer-based networks (e.g., world-wide-web, chat rooms, personal data assistant, electronic bulletin boards, terminal-based video-telephony, etc.) for sending and receiving written messages with other people. For the following items, indicate the degree to which you agree or disagree with each statement regarding your use of various CMC media. Please read each question carefully and fill in the appropriate letter on the scantron sheet.

		Strongly Dis-agree	Dis-agree	Unde-cided	Agree	Strongly Agree
72.	I get nervous using CMC.	a	b	c	d	e
73.	I am not very motivated to use computers to communicate with others.	a	b	c	d	e
74.	Communicating with higher-ups through computers relieves some of my tension.	a	b	c	d	e
75.	I look forward to sitting down at my computer to compose messages.	a	b	c	d	e
76.	I like tinkering with options to make my CMC messages more effective.	a	b	c	d	e
77.	I am very knowledgeable about computer-based communication techniques.	a	b	c	d	e
78.	I simply don't understand CMC hardware or software very well.	a	b	c	d	e
79.	I never seem to have enough time to compose my CMC messages as well as I'd like.	a	b	c	d	e
80.	I like CMC because it gives me time to prepare drafts of my messages.	a	b	c	d	e
81.	Most of my CMC messages are to people who are geographically far away.	a	b	c	d	e
82.	I can almost always figure out quickly how to use a new CMC.	a	b	c	d	e
83.	Having to learn new technologies makes me very anxious.	a	b	c	d	e
84.	I am good at managing the timing of my CMC conversations with others.	a	b	c	d	e
85.	Sometimes I don't know when or how to close down a topic of conversation.	a	b	c	d	e
86.	I am very familiar with e-mail and communication networks.	a	b	c	d	e
87.	Most of my messages I send to persons "above me" (i.e., of higher status) in the organization.	a	b	c	d	e

		Strongly Dis-agree	Dis-agree	Unde-cided	Agree	Strongly Agree
88.	Most of my messages I send to persons of the same status as me.	a	b	c	d	e
89.	In my work my CMC messages are "all business" and only about the task at hand.	a	b	c	d	e
90.	I treat my CMC messages as opportunities to work on relationships as well as tasks.	a	b	c	d	e
91.	I don't feel very competent in learning and using communication media technology.	a	b	c	d	e
92.	I feel completely capable of using almost all currently available CMCs.	a	b	c	d	e
93.	I am confident that I will learn how to use any new CMCs that are due to come out.	a	b	c	d	e
94.	I am nervous when I find I have to learn how to use a new communication technology.	a	b	c	d	e
95.	I am generally the last person of friends and colleagues to adopt or purchase a new CMC.	a	b	c	d	e
96.	I find changes in technologies very frustrating.	a	b	c	d	e
97.	I manage CMC interactions skillfully.	a	b	c	d	e
98.	I choose which medium to send some messages by (i.e., CMC, mail, phone, or face-to-face), based on how much access the person I need to communicate with has to each channel or medium.	a	b	c	d	e
99.	I choose which medium to send some messages by (i.e., CMC, mail, phone, or face-to-face), based on how quickly I need to get a message out to people.	a	b	c	d	e
100.	I choose which medium to send some messages by (i.e., CMC, mail, phone, or face-to-face), based on how immediate I need the feedback to be.	a	b	c	d	e
101.	I choose which medium to send some messages by (i.e., CMC, mail, phone, or face-to-face),based on how much benefit there would be to having the other(s) present.	a	b	c	d	e
102.	I choose which medium to send some messages by (i.e., CMC, mail, phone, or face-to-face), based on how lively the interaction and feedback need to be.	a	b	c	d	e
103.	I rely heavily upon my CMCs for getting me through each day.	a	b	c	d	e
104.	I use computer-mediated means of communication almost constantly.	a	b	c	d	e
105.	I can easily go a week without any CMC interactions.	a	b	c	d	e
106.	I am a heavy user of computer-mediated communication.	a	b	c	d	e
107.	I generally get what I want out of my CMC interactions.	a	b	c	d	e
108.	I find most of my CMC conversations frustrating.	a	b	c	d	e
109.	My colleagues/friends look to me frequently for help with their CMC questions or needs.	a	b	c	d	e
110.	I spend a lot of time just exploring CMCs just to see what I can do with them.	a	b	c	d	e
111.	I am excited by the prospect of getting and learning new CMCs.	a	b	c	d	e
112.	I usually master a new CMC before most of my friends or colleagues.	a	b	c	d	e
113.	I am rarely far away from a computer with which I can communicate with others.	a	b	c	d	e
114.	I have access to computer communication media both at home and at a place of work.	a	b	c	d	e

This concludes our survey. Thank you for participating.