

# ECAR Study of Faculty and Technology, 2015

## The University of Memphis Benchmarking Report

Survey area of interest	The University of Memphis	DR public institutions	All US institutions
Teaching and learning	141	4314	11528
	92.8%	91.0%	95.5%
Research and scholarship	93	3111	6164
	61.2%	65.6%	51.1%
Total respondent count	152	4741	12070

Full or part time	The University of Memphis	DR public institutions	All US institutions
Full-time faculty member	125	4136	8656
	82.2%	87.2%	71.7%
Part-time faculty member	23	573	3345
	15.1%	12.1%	27.7%
Emeritus faculty member	4	32	69
	2.6%	0.7%	0.6%
Total respondent count (Percentages sum to 100%)	152	4741	12070
	100.0%	100.0%	100.0%

Survey version	The University of Memphis	DR public institutions	All US institutions
Take the shorter (10-minute) version	111	3471	8765
	73.0%	73.2%	72.6%
Take the longer (up to 30-minute) version	41	1270	3305
	27.0%	26.8%	27.4%
Total respondent count (Percentages sum to 100%)	152	4741	12070
	100.0%	100.0%	100.0%

1.1. Years of experience		The University of Memphis	DR public institutions	All US institutions
Full-time faculty position	Mean	15.5	14.2	12.8
	SD	13.4	11.4	10.8
	N	139	4398	10046
Part-time faculty position	Mean	3.9	4.1	6.0
	SD	4.7	5.5	6.4
	N	86	2131	7196
Any faculty position	Mean	16.5	15.1	14.2
	SD	12.7	11.3	10.8
	N	151	4724	12035

1.2. Do you work with...	The University of		

	Memphis	DR public institutions	All US institutions
Undergraduate students	117	3464	10078
	77.0%	73.4%	83.9%
Graduate students	97	2869	4881
	63.8%	60.8%	40.6%
Professional students	18	899	1541
	11.8%	19.1%	12.8%
I don't typically work directly with students.	2	154	177
	1.3%	3.3%	1.5%
<b>Total respondent count</b>	<b>152</b>	<b>4719</b>	<b>12019</b>

1.3. Tenure status	The University of Memphis	DR public institutions	All US institutions
Tenured	68	1968	4275
	54.4%	47.8%	49.7%
Not tenured, but on a tenure track	23	637	1622
	18.4%	15.5%	18.9%
Not on a tenure track (ongoing appointment)	22	916	1694
	17.6%	22.3%	19.7%
Not on a tenure track (fixed-term appointment)	12	594	1011
	9.6%	14.4%	11.8%
<b>Total respondent count (Percentages sum to 100%)</b>	<b>125</b>	<b>4115</b>	<b>8602</b>
	100.0%	100.0%	100.0%

1.4. Academic rank	The University of Memphis	DR public institutions	All US institutions
Emeritus faculty	1	1	3
	0.8%	0.0%	0.0%
Professor	27	1156	2485
	22.0%	28.1%	28.8%
Associate professor	39	1023	2158
	31.7%	24.9%	25.0%
Assistant professor	27	897	1994
	22.0%	21.8%	23.1%
Clinical professor	5	57	79
	4.1%	1.4%	0.9%
Instructor	18	361	906
	14.6%	8.8%	10.5%
Senior lecturer	0	0	0
	0.0%	0.0%	0.0%
Qualifying post	0	0	0
	0.0%	0.0%	0.0%
Lecturer	2	304	490
	1.6%	7.4%	5.7%
Research associate	0	0	0
	0.0%	0.0%	0.0%
Research professor	0	0	0
	0.0%	0.0%	0.0%
Other; please specify	4	287	436
	3.3%	7.0%	5.1%
No academic rank	0	29	64
	0.0%	0.7%	0.7%

<b>Total respondent count</b>	123	4115	8615
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>2.1. Own: Desktop</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>No, and I don't plan to purchase one</b>	28	1098	3018
	19.6%	24.7%	27.1%
<b>No, but I plan to purchase one</b>	0	47	136
	0.0%	1.1%	1.2%
<b>Yes, I currently own one (or more)</b>	115	3306	8002
	80.4%	74.3%	71.7%
<b>Total respondent count</b> <b>(Percentages sum to 100%)</b>	143	4451	11156
	100.0%	100.0%	100.0%

<b>2.1. Own: Laptop</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>No, and I don't plan to purchase one</b>	10	271	871
	6.8%	5.8%	7.4%
<b>No, but I plan to purchase one</b>	4	68	195
	2.7%	1.5%	1.7%
<b>Yes, I currently own one (or more)</b>	134	4315	10692
	90.5%	92.7%	90.9%
<b>Total respondent count</b> <b>(Percentages sum to 100%)</b>	148	4654	11758
	100.0%	100.0%	100.0%

<b>2.1. Own: Tablet</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>No, and I don't plan to purchase one</b>	30	923	2189
	22.4%	21.8%	20.4%
<b>No, but I plan to purchase one</b>	7	208	577
	5.2%	4.9%	5.4%
<b>Yes, I currently own one (or more)</b>	97	3095	7990
	72.4%	73.2%	74.3%
<b>Total respondent count</b> <b>(Percentages sum to 100%)</b>	134	4226	10756
	100.0%	100.0%	100.0%

<b>2.1. Own: Smartphone</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>No, and I don't plan to purchase one</b>	11	486	1219
	7.6%	10.7%	10.6%
<b>No, but I plan to purchase one</b>	6	120	315
	4.1%	2.6%	2.7%
<b>Yes, I currently own one (or more)</b>	128	3943	9950
	88.3%	86.7%	86.6%
<b>Total respondent count</b> <b>(Percentages sum to 100%)</b>	145	4549	11484
	100.0%	100.0%	100.0%

<b>2.1. Own: Wearable technology</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>No, and I don't plan to purchase one</b>	19	707	1772
	61.3%	68.8%	67.6%
<b>No, but I plan to purchase one</b>	4	86	229
	12.9%	8.4%	8.7%

Yes, I currently own one (or more)	8	235	620
	25.8%	22.9%	23.7%
Total respondent count (Percentages sum to 100%)	31	1028	2621
	100.0%	100.0%	100.0%

2.1. Own: Internet-connected gaming device	The University of Memphis	DR public institutions	All US institutions
No, and I don't plan to purchase one	25	755	1792
	86.2%	72.5%	67.9%
No, but I plan to purchase one	0	12	26
	0.0%	1.2%	1.0%
Yes, I currently own one (or more)	4	274	823
	13.8%	26.3%	31.2%
Total respondent count (Percentages sum to 100%)	29	1041	2641
	100.0%	100.0%	100.0%

2.2. Required to own or provided with desktop	The University of Memphis	DR public institutions	All US institutions
Required to own by institution	1	48	169
	2.5%	4.0%	5.6%
Provided by institution	30	748	1720
	75.0%	62.9%	56.6%
Neither required to own nor provided	9	411	1183
	22.5%	34.5%	38.9%
Total respondent count	40	1190	3040

2.2. Required to own or provided with laptop	The University of Memphis	DR public institutions	All US institutions
Required to own by institution	1	39	151
	2.7%	3.3%	4.9%
Provided by institution	7	569	1474
	18.9%	47.5%	47.7%
Neither required to own nor provided	29	600	1486
	78.4%	50.1%	48.1%
Total respondent count	37	1197	3088

2.2. Required to own or provided with tablet	The University of Memphis	DR public institutions	All US institutions
Required to own by institution	0	4	17
	0.0%	0.4%	0.6%
Provided by institution	2	176	495
	6.1%	15.8%	17.3%
Neither required to own nor provided	31	936	2350
	93.9%	83.9%	82.2%
Total respondent count	33	1115	2858

2.2. Required to own or provided with smartphone	The University of Memphis	DR public institutions	All US institutions
Required to own by institution	2	16	41
	5.9%	1.5%	1.5%
Provided by institution	1	31	51
	2.9%	2.8%	1.8%

Neither required to own nor provided	31	1056	2698
	91.2%	95.8%	96.7%
<b>Total respondent count</b>	<b>34</b>	<b>1102</b>	<b>2789</b>

<b>2.3. Experiences: Classroom-based technology resources</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Poor</b>	2	107	249
	5.1%	8.4%	7.5%
<b>Fair</b>	2	195	479
	5.1%	15.3%	14.5%
<b>Neutral</b>	7	180	376
	17.9%	14.2%	11.4%
<b>Good</b>	19	484	1294
	48.7%	38.1%	39.2%
<b>Excellent</b>	7	215	623
	17.9%	16.9%	18.9%
<b>N/A</b>	2	90	280
	5.1%	7.1%	8.5%
<b>Total respondent count (Percentages sum to 100%)</b>	<b>39</b>	<b>1271</b>	<b>3301</b>
	100.0%	100.0%	100.0%

<b>2.3. Experiences: Laboratory or research-based technology resources</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Poor</b>	3	88	240
	7.5%	7.0%	7.3%
<b>Fair</b>	2	101	291
	5.0%	8.0%	8.8%
<b>Neutral</b>	5	163	414
	12.5%	12.9%	12.6%
<b>Good</b>	9	375	888
	22.5%	29.6%	27.0%
<b>Excellent</b>	6	157	423
	15.0%	12.4%	12.9%
<b>N/A</b>	15	382	1034
	37.5%	30.2%	31.4%
<b>Total respondent count (Percentages sum to 100%)</b>	<b>40</b>	<b>1266</b>	<b>3290</b>
	100.0%	100.0%	100.0%

<b>2.3. Experiences: Online collaborative spaces</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Poor</b>	3	95	235
	7.5%	7.5%	7.1%
<b>Fair</b>	5	154	353
	12.5%	12.2%	10.7%
<b>Neutral</b>	7	212	523
	17.5%	16.7%	15.9%
<b>Good</b>	9	418	1106
	22.5%	33.0%	33.5%
<b>Excellent</b>	7	169	545
	17.5%	13.3%	16.5%
<b>N/A</b>	9	218	536
	22.5%	17.2%	16.3%

<b>Total respondent count</b>	40	1266	3298
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>2.3. Experiences: Physical collaborative spaces</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Poor</b>	4	120	279
	10.3%	9.5%	8.5%
<b>Fair</b>	4	186	467
	10.3%	14.7%	14.2%
<b>Neutral</b>	9	209	493
	23.1%	16.5%	14.9%
<b>Good</b>	7	359	997
	17.9%	28.3%	30.2%
<b>Excellent</b>	8	148	481
	20.5%	11.7%	14.6%
<b>N/A</b>	7	245	583
	17.9%	19.3%	17.7%
<b>Total respondent count</b>	39	1267	3300
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>2.3. Experiences: Access to institutional resources while away</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Poor</b>	0	58	172
	0.0%	4.6%	5.2%
<b>Fair</b>	2	139	350
	5.0%	10.9%	10.6%
<b>Neutral</b>	6	149	373
	15.0%	11.7%	11.3%
<b>Good</b>	17	555	1396
	42.5%	43.6%	42.3%
<b>Excellent</b>	13	327	904
	32.5%	25.7%	27.4%
<b>N/A</b>	2	44	104
	5.0%	3.5%	3.2%
<b>Total respondent count</b>	40	1272	3299
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>2.3. Experiences: Ability to get my work done while away</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Poor</b>	0	50	133
	0.0%	3.9%	4.0%
<b>Fair</b>	5	120	307
	12.5%	9.5%	9.3%
<b>Neutral</b>	4	123	304
	10.0%	9.7%	9.2%
<b>Good</b>	18	538	1366
	45.0%	42.4%	41.4%
<b>Excellent</b>	12	419	1121
	30.0%	33.0%	34.0%
<b>N/A</b>	1	18	68
	2.5%	1.4%	2.1%
<b>Total respondent count</b>	40	1268	3299

(Percentages sum to 100%)	100.0%	100.0%	100.0%
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2.3. Experiences: Reliable access to Wi-Fi networks throughout facilities	The University of Memphis	DR public institutions	All US institutions
Poor	0	112	281
	0.0%	8.8%	8.5%
Fair	1	219	490
	2.6%	17.3%	14.9%
Neutral	6	124	314
	15.4%	9.8%	9.5%
Good	14	449	1136
	35.9%	35.4%	34.5%
Excellent	17	327	873
	43.6%	25.8%	26.5%
N/A	1	37	198
	2.6%	2.9%	6.0%
<b>Total respondent count (Percentages sum to 100%)</b>	<b>39</b>	<b>1268</b>	<b>3292</b>
	100.0%	100.0%	100.0%

2.3. Experiences: Communication technologies	The University of Memphis	DR public institutions	All US institutions
Poor	0	62	124
	0.0%	4.9%	3.8%
Fair	7	111	293
	17.9%	8.8%	8.9%
Neutral	4	161	374
	10.3%	12.7%	11.4%
Good	15	559	1462
	38.5%	44.1%	44.4%
Excellent	12	337	949
	30.8%	26.6%	28.8%
N/A	1	38	89
	2.6%	3.0%	2.7%
<b>Total respondent count (Percentages sum to 100%)</b>	<b>39</b>	<b>1268</b>	<b>3291</b>
	100.0%	100.0%	100.0%

2.3. Experiences: Online or virtual technologies	The University of Memphis	DR public institutions	All US institutions
Poor	2	112	283
	5.1%	8.8%	8.6%
Fair	5	164	388
	12.8%	12.9%	11.8%
Neutral	5	236	594
	12.8%	18.6%	18.0%
Good	13	421	1109
	33.3%	33.1%	33.7%
Excellent	8	176	512
	20.5%	13.9%	15.6%
N/A	6	161	405
	15.4%	12.7%	12.3%
<b>Total respondent count (Percentages sum to 100%)</b>	<b>39</b>	<b>1270</b>	<b>3291</b>
	100.0%	100.0%	100.0%

<b>2.3. Experiences: Remote access to commercial software applications</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Poor</b>	7	136	397
	18.4%	10.8%	12.1%
<b>Fair</b>	4	134	350
	10.5%	10.6%	10.6%
<b>Neutral</b>	3	180	420
	7.9%	14.2%	12.8%
<b>Good</b>	3	230	602
	7.9%	18.2%	18.3%
<b>Excellent</b>	7	85	267
	18.4%	6.7%	8.1%
<b>N/A</b>	14	500	1252
	36.8%	39.5%	38.1%
<b>Total respondent count (Percentages sum to 100%)</b>	38	1265	3288
	100.0%	100.0%	100.0%

<b>2.3. Experiences: Technology support</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Poor</b>	3	106	227
	7.5%	8.4%	6.9%
<b>Fair</b>	8	175	433
	20.0%	13.8%	13.2%
<b>Neutral</b>	5	196	401
	12.5%	15.5%	12.2%
<b>Good</b>	11	465	1211
	27.5%	36.7%	36.8%
<b>Excellent</b>	13	278	934
	32.5%	21.9%	28.4%
<b>N/A</b>	0	47	85
	0.0%	3.7%	2.6%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1267	3291
	100.0%	100.0%	100.0%

<b>2.3. Experiences: Professional development around the integrated use of technology in your teaching</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Poor</b>	9	179	378
	22.5%	14.1%	11.5%
<b>Fair</b>	6	183	441
	15.0%	14.5%	13.4%
<b>Neutral</b>	11	262	589
	27.5%	20.7%	17.9%
<b>Good</b>	7	352	1075
	17.5%	27.8%	32.7%
<b>Excellent</b>	5	125	515
	12.5%	9.9%	15.7%
<b>N/A</b>	2	165	291
	5.0%	13.0%	8.8%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1266	3289
	100.0%	100.0%	100.0%



<b>2.3. Experiences: Support for making courses accessible to students with disabilities</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Poor</b>	4	111	255
	10.0%	8.8%	7.8%
<b>Fair</b>	3	98	277
	7.5%	7.7%	8.4%
<b>Neutral</b>	5	222	510
	12.5%	17.5%	15.5%
<b>Good</b>	7	286	830
	17.5%	22.6%	25.2%
<b>Excellent</b>	8	134	508
	20.0%	10.6%	15.4%
<b>N/A</b>	13	417	909
	32.5%	32.9%	27.6%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1268	3289
	100.0%	100.0%	100.0%

<b>2.3. Experiences: Support for making teaching courses accessible to faculty with disabilities</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Poor</b>	2	62	174
	5.0%	4.9%	5.3%
<b>Fair</b>	1	45	143
	2.5%	3.6%	4.3%
<b>Neutral</b>	5	154	419
	12.5%	12.2%	12.7%
<b>Good</b>	4	90	322
	10.0%	7.1%	9.8%
<b>Excellent</b>	3	52	221
	7.5%	4.1%	6.7%
<b>N/A</b>	25	861	2011
	62.5%	68.1%	61.1%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1264	3290
	100.0%	100.0%	100.0%

<b>2.3. Experiences: Professional development around the integrated use of technology in your research</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Poor</b>	11	186	426
	28.2%	14.7%	13.0%
<b>Fair</b>	4	163	405
	10.3%	12.9%	12.3%
<b>Neutral</b>	8	269	574
	20.5%	21.3%	17.5%
<b>Good</b>	5	279	777
	12.8%	22.1%	23.6%
<b>Excellent</b>	3	90	366
	7.7%	7.1%	11.1%
<b>N/A</b>	8	278	741
	20.5%	22.0%	22.5%
<b>Total respondent count (Percentages sum to 100%)</b>	39	1265	3289
	100.0%	100.0%	100.0%

<b>2.3. Experiences: Consultations for using technology in</b>	<b>The University of</b>		

teaching and research	Memphis	DR public institutions	All US institutions
Poor	9	144	329
	22.5%	11.4%	10.0%
Fair	4	172	390
	10.0%	13.6%	11.9%
Neutral	4	204	511
	10.0%	16.1%	15.5%
Good	12	374	1001
	30.0%	29.6%	30.4%
Excellent	7	168	626
	17.5%	13.3%	19.0%
N/A	4	203	431
	10.0%	16.0%	13.1%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1265	3288
	100.0%	100.0%	100.0%

2.3. Experiences: Specialized teaching software	The University of Memphis	DR public institutions	All US institutions
Poor	5	157	375
	12.5%	12.5%	11.5%
Fair	5	162	421
	12.5%	12.9%	12.9%
Neutral	7	270	631
	17.5%	21.5%	19.3%
Good	10	225	719
	25.0%	17.9%	22.0%
Excellent	5	68	262
	12.5%	5.4%	8.0%
N/A	8	376	859
	20.0%	29.9%	26.3%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1258	3267
	100.0%	100.0%	100.0%

2.3. Experiences: Locally housed high-performance computing/research computing services	The University of Memphis	DR public institutions	All US institutions
Poor	6	81	338
	15.0%	6.4%	10.3%
Fair	0	51	127
	0.0%	4.0%	3.9%
Neutral	4	135	342
	10.0%	10.7%	10.4%
Good	3	125	213
	7.5%	9.9%	6.5%
Excellent	3	79	131
	7.5%	6.3%	4.0%
N/A	24	789	2129
	60.0%	62.6%	64.9%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1260	3280
	100.0%	100.0%	100.0%

2.3. Experiences: Outsourced high-performance computing (or research computing) systems	The University of Memphis	DR public institutions	All US institutions
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<b>Poor</b>	6	78	285
	15.0%	6.2%	8.7%
<b>Fair</b>	0	36	102
	0.0%	2.9%	3.1%
<b>Neutral</b>	3	131	361
	7.5%	10.4%	11.0%
<b>Good</b>	2	47	123
	5.0%	3.7%	3.8%
<b>Excellent</b>	1	29	60
	2.5%	2.3%	1.8%
<b>N/A</b>	28	942	2349
	70.0%	74.6%	71.6%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1263	3280
	100.0%	100.0%	100.0%

<b>2.3. Experiences: Self-publishing</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Poor</b>	5	121	366
	12.5%	9.6%	11.2%
<b>Fair</b>	1	77	183
	2.5%	6.1%	5.6%
<b>Neutral</b>	3	173	443
	7.5%	13.7%	13.5%
<b>Good</b>	3	89	230
	7.5%	7.1%	7.0%
<b>Excellent</b>	3	32	82
	7.5%	2.5%	2.5%
<b>N/A</b>	25	768	1975
	62.5%	61.0%	60.2%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1260	3279
	100.0%	100.0%	100.0%

<b>2.3. Experiences: New models for global research collaborations</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Poor</b>	5	140	395
	12.5%	11.1%	12.1%
<b>Fair</b>	2	73	165
	5.0%	5.8%	5.0%
<b>Neutral</b>	4	179	440
	10.0%	14.2%	13.4%
<b>Good</b>	2	67	167
	5.0%	5.3%	5.1%
<b>Excellent</b>	1	21	57
	2.5%	1.7%	1.7%
<b>N/A</b>	26	779	2053
	65.0%	61.9%	62.6%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1259	3277
	100.0%	100.0%	100.0%

<b>2.3. Experiences: Open content</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
	6	97	278

<b>Poor</b>	15.0%	7.7%	8.5%
	3	82	221
<b>Fair</b>	7.5%	6.5%	6.7%
	4	232	541
<b>Neutral</b>	10.0%	18.4%	16.5%
	3	156	434
<b>Good</b>	7.5%	12.4%	13.2%
	3	53	136
<b>Excellent</b>	7.5%	4.2%	4.2%
	21	642	1666
<b>N/A</b>	52.5%	50.9%	50.9%
	<b>Total respondent count</b>	40	1262
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>2.5. Privacy and security: I take sufficient measures to keep my research and scholarly data secure.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	2	165	525
	1.3%	3.5%	4.4%
<b>Strongly disagree</b>	1	31	78
	0.7%	0.7%	0.7%
<b>Disagree</b>	2	163	359
	1.3%	3.5%	3.0%
<b>Neutral</b>	18	733	1968
	11.9%	15.6%	16.4%
<b>Agree</b>	75	2361	5701
	49.7%	50.1%	47.6%
<b>Strongly agree</b>	53	1257	3347
	35.1%	26.7%	27.9%
<b>Total respondent count</b>	151	4710	11978
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>2.5. Privacy and security: I take sufficient measures to keep data about my students secure.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	0	134	274
	0.0%	2.8%	2.3%
<b>Strongly disagree</b>	1	15	48
	0.7%	0.3%	0.4%
<b>Disagree</b>	1	92	179
	0.7%	2.0%	1.5%
<b>Neutral</b>	10	418	899
	6.6%	8.9%	7.5%
<b>Agree</b>	54	2361	5753
	35.5%	50.1%	47.9%
<b>Strongly agree</b>	86	1692	4868
	56.6%	35.9%	40.5%
<b>Total respondent count</b>	152	4712	12021
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>2.5. Privacy and security: I have confidence in my institution's ability to safeguard my personal information.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
	4	199	551

<b>Don't know</b>	2.6%	4.2%	4.6%
<b>Strongly disagree</b>	5	298	705
	3.3%	6.3%	5.9%
<b>Disagree</b>	16	563	1336
	10.5%	11.9%	11.1%
<b>Neutral</b>	29	1148	2682
	19.1%	24.3%	22.3%
<b>Agree</b>	61	1984	4993
	40.1%	41.9%	41.5%
<b>Strongly agree</b>	37	541	1764
	24.3%	11.4%	14.7%
<b>Total respondent count (Percentages sum to 100%)</b>	152	4733	12031
	100.0%	100.0%	100.0%

<b>2.5. Privacy and security: In general, I have confidence in my institution's data privacy practices.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	5	255	615
	3.3%	5.4%	5.1%
<b>Strongly disagree</b>	2	205	530
	1.3%	4.3%	4.4%
<b>Disagree</b>	14	387	970
	9.3%	8.2%	8.1%
<b>Neutral</b>	27	1053	2440
	18.0%	22.3%	20.3%
<b>Agree</b>	67	2167	5431
	44.7%	45.8%	45.1%
<b>Strongly agree</b>	35	661	2045
	23.3%	14.0%	17.0%
<b>Total respondent count (Percentages sum to 100%)</b>	150	4728	12031
	100.0%	100.0%	100.0%

<b>2.5. Privacy and security: In general, I have confidence in my institution's information security practices.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	4	227	569
	2.6%	4.8%	4.7%
<b>Strongly disagree</b>	4	195	501
	2.6%	4.1%	4.2%
<b>Disagree</b>	14	419	1010
	9.3%	8.9%	8.4%
<b>Neutral</b>	30	972	2293
	19.9%	20.6%	19.1%
<b>Agree</b>	63	2250	5623
	41.7%	47.7%	46.8%
<b>Strongly agree</b>	36	658	2027
	23.8%	13.9%	16.9%
<b>Total respondent count (Percentages sum to 100%)</b>	151	4721	12023
	100.0%	100.0%	100.0%

<b>2.5. Privacy and security: I understand relevant university policies about free online data storage.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	9	157	457

	22.5%	12.5%	13.9%
<b>Strongly disagree</b>	6	120	334
	15.0%	9.5%	10.2%
<b>Disagree</b>	8	290	716
	20.0%	23.0%	21.8%
<b>Neutral</b>	7	220	546
	17.5%	17.4%	16.6%
<b>Agree</b>	6	368	919
	15.0%	29.2%	28.0%
<b>Strongly agree</b>	4	106	314
	10.0%	8.4%	9.6%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1261	3286
	100.0%	100.0%	100.0%

<b>2.5. Privacy and security: I understand relevant university policies and state and federal laws about data protection.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	1	51	130
	2.4%	4.0%	4.0%
<b>Strongly disagree</b>	2	28	92
	4.9%	2.2%	2.8%
<b>Disagree</b>	1	106	237
	2.4%	8.4%	7.2%
<b>Neutral</b>	0	182	412
	0.0%	14.4%	12.5%
<b>Agree</b>	21	569	1520
	51.2%	44.9%	46.2%
<b>Strongly agree</b>	16	330	900
	39.0%	26.1%	27.3%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1266	3291
	100.0%	100.0%	100.0%

<b>2.5. Privacy and security: I have access to all the resources I need to keep my research and scholarly data secure.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	3	170	504
	7.3%	13.4%	15.4%
<b>Strongly disagree</b>	4	75	164
	9.8%	5.9%	5.0%
<b>Disagree</b>	2	120	307
	4.9%	9.5%	9.4%
<b>Neutral</b>	11	295	750
	26.8%	23.3%	22.9%
<b>Agree</b>	13	453	1148
	31.7%	35.8%	35.0%
<b>Strongly agree</b>	8	152	407
	19.5%	12.0%	12.4%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1265	3280
	100.0%	100.0%	100.0%

<b>2.5. Privacy and security: I have access to all the resources I need to keep my personal data and information secure.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
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<b>Don't know</b>	5	149	387
	12.2%	11.8%	11.8%
<b>Strongly disagree</b>	2	75	190
	4.9%	5.9%	5.8%
<b>Disagree</b>	2	146	354
	4.9%	11.6%	10.8%
<b>Neutral</b>	7	313	734
	17.1%	24.8%	22.3%
<b>Agree</b>	16	441	1242
	39.0%	34.9%	37.8%
<b>Strongly agree</b>	9	139	379
	22.0%	11.0%	11.5%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1263	3286
	100.0%	100.0%	100.0%

<b>2.5. Privacy and security: My institution has mandatory information security training regarding institutional data.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	5	328	806
	12.2%	26.0%	24.5%
<b>Strongly disagree</b>	5	116	355
	12.2%	9.2%	10.8%
<b>Disagree</b>	3	173	501
	7.3%	13.7%	15.3%
<b>Neutral</b>	3	155	388
	7.3%	12.3%	11.8%
<b>Agree</b>	19	328	794
	46.3%	26.0%	24.2%
<b>Strongly agree</b>	6	162	441
	14.6%	12.8%	13.4%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1262	3285
	100.0%	100.0%	100.0%

<b>2.5. Privacy and security: My institution offers optional information security training regarding institutional data.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	16	495	1200
	39.0%	39.4%	36.6%
<b>Strongly disagree</b>	2	70	226
	4.9%	5.6%	6.9%
<b>Disagree</b>	6	117	349
	14.6%	9.3%	10.6%
<b>Neutral</b>	5	204	512
	12.2%	16.2%	15.6%
<b>Agree</b>	12	280	739
	29.3%	22.3%	22.5%
<b>Strongly agree</b>	0	91	254
	0.0%	7.2%	7.7%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1257	3280
	100.0%	100.0%	100.0%

<b>2.5. Privacy and security: My institution's privacy and</b>	<b>The University of</b>		
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<b>security policies impede my productivity.</b>	<b>Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	2	104	275
	5.0%	8.2%	8.4%
<b>Strongly disagree</b>	17	242	659
	42.5%	19.2%	20.1%
<b>Disagree</b>	15	447	1218
	37.5%	35.4%	37.1%
<b>Neutral</b>	4	270	622
	10.0%	21.4%	19.0%
<b>Agree</b>	2	132	348
	5.0%	10.5%	10.6%
<b>Strongly agree</b>	0	66	159
	0.0%	5.2%	4.8%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1261	3281
	100.0%	100.0%	100.0%

<b>2.5. Privacy and security: My institution's intellectual property policies impede my productivity.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	8	183	487
	19.5%	14.4%	14.8%
<b>Strongly disagree</b>	12	202	571
	29.3%	15.9%	17.4%
<b>Disagree</b>	15	434	1113
	36.6%	34.3%	33.9%
<b>Neutral</b>	5	291	718
	12.2%	23.0%	21.9%
<b>Agree</b>	1	109	270
	2.4%	8.6%	8.2%
<b>Strongly agree</b>	0	48	125
	0.0%	3.8%	3.8%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1267	3284
	100.0%	100.0%	100.0%

<b>2.6. Using student data to create individualized messages about academic progress, training, and guidance opportunities</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Very bad idea</b>	14	635	1398
	9.3%	13.5%	11.6%
<b>Bad idea</b>	22	1011	2413
	14.6%	21.4%	20.1%
<b>Neither good nor bad</b>	37	1462	3644
	24.5%	31.0%	30.3%
<b>Good idea</b>	62	1341	3725
	41.1%	28.4%	31.0%
<b>Very good idea</b>	16	267	843
	10.6%	5.7%	7.0%
<b>Total respondent count (Percentages sum to 100%)</b>	151	4716	12023
	100.0%	100.0%	100.0%

<b>2.7. Collecting data from/about students' performance in past courses</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Very bad idea</b>	4	117	265



	9.8%	9.3%	8.1%
<b>Bad idea</b>	2	135	323
	4.9%	10.7%	9.9%
<b>Neither good nor bad</b>	4	253	629
	9.8%	20.1%	19.2%
<b>Good idea</b>	24	560	1503
	58.5%	44.6%	45.9%
<b>Very good idea</b>	7	191	555
	17.1%	15.2%	16.9%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1256	3275
	100.0%	100.0%	100.0%

<b>2.7. Collecting data from/about students' performance in current courses</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Very bad idea</b>	3	92	212
	7.3%	7.3%	6.5%
<b>Bad idea</b>	2	112	267
	4.9%	8.9%	8.1%
<b>Neither good nor bad</b>	5	213	495
	12.2%	16.9%	15.1%
<b>Good idea</b>	20	592	1587
	48.8%	47.0%	48.4%
<b>Very good idea</b>	11	251	717
	26.8%	19.9%	21.9%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1260	3278
	100.0%	100.0%	100.0%

<b>2.7. Collecting data from/about students' progress toward degree or certificate goal</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Very bad idea</b>	2	57	131
	4.9%	4.5%	4.0%
<b>Bad idea</b>	2	55	129
	4.9%	4.4%	3.9%
<b>Neither good nor bad</b>	4	180	420
	9.8%	14.3%	12.8%
<b>Good idea</b>	21	632	1651
	51.2%	50.2%	50.4%
<b>Very good idea</b>	12	336	942
	29.3%	26.7%	28.8%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1260	3273
	100.0%	100.0%	100.0%

<b>2.7. Collecting data from/about students' performance in individual courses compared to the performance of others</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Very bad idea</b>	5	161	404
	12.2%	12.8%	12.3%
<b>Bad idea</b>	5	197	517
	12.2%	15.7%	15.8%
<b>Neither good nor bad</b>	6	251	697
	14.6%	20.0%	21.3%
<b>Good idea</b>	18	486	1215

	43.9%	38.6%	37.1%
<b>Very good idea</b>	7	163	442
	17.1%	13.0%	13.5%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1258	3275
	100.0%	100.0%	100.0%

<b>2.7. Collecting data from/about students' activity on a college or university website</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Very bad idea</b>	7	280	615
	17.5%	22.4%	18.8%
<b>Bad idea</b>	10	270	622
	25.0%	21.6%	19.1%
<b>Neither good nor bad</b>	11	315	834
	27.5%	25.2%	25.5%
<b>Good idea</b>	10	319	945
	25.0%	25.5%	28.9%
<b>Very good idea</b>	2	65	249
	5.0%	5.2%	7.6%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1249	3265
	100.0%	100.0%	100.0%

<b>2.7. Collecting data from/about students' activity in a specific application or service provided by the institution</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Very bad idea</b>	4	193	411
	9.8%	15.4%	12.6%
<b>Bad idea</b>	5	189	440
	12.2%	15.1%	13.5%
<b>Neither good nor bad</b>	11	383	927
	26.8%	30.6%	28.4%
<b>Good idea</b>	17	378	1165
	41.5%	30.2%	35.7%
<b>Very good idea</b>	4	108	319
	9.8%	8.6%	9.8%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1251	3262
	100.0%	100.0%	100.0%

<b>2.7. Collecting data from/about students' campus-based activities logged through student ID/smart cards</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Very bad idea</b>	5	323	674
	12.2%	25.6%	20.6%
<b>Bad idea</b>	12	296	704
	29.3%	23.5%	21.5%
<b>Neither good nor bad</b>	11	305	841
	26.8%	24.2%	25.7%
<b>Good idea</b>	12	274	828
	29.3%	21.7%	25.3%
<b>Very good idea</b>	1	62	230
	2.4%	4.9%	7.0%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1260	3277
	100.0%	100.0%	100.0%

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<b>2.7. Collecting data from/about students' campus-based activities logged through smartphones</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Very bad idea</b>	7	415	915
	17.1%	32.9%	27.9%
<b>Bad idea</b>	13	323	820
	31.7%	25.6%	25.0%
<b>Neither good nor bad</b>	9	293	793
	22.0%	23.2%	24.2%
<b>Good idea</b>	11	195	595
	26.8%	15.5%	18.2%
<b>Very good idea</b>	1	36	151
	2.4%	2.9%	4.6%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1262	3274
	100.0%	100.0%	100.0%

<b>2.7. Collecting data from/about students' location on campus</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Very bad idea</b>	11	506	1163
	26.8%	40.3%	35.6%
<b>Bad idea</b>	11	338	898
	26.8%	26.9%	27.5%
<b>Neither good nor bad</b>	10	258	708
	24.4%	20.6%	21.6%
<b>Good idea</b>	8	126	388
	19.5%	10.0%	11.9%
<b>Very good idea</b>	1	27	114
	2.4%	2.2%	3.5%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1255	3271
	100.0%	100.0%	100.0%

<b>2.7. Collecting data from/about students' proximity to a college building, office, or resource</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Very bad idea</b>	11	453	1053
	26.8%	36.0%	32.2%
<b>Bad idea</b>	9	333	852
	22.0%	26.5%	26.0%
<b>Neither good nor bad</b>	11	296	826
	26.8%	23.5%	25.2%
<b>Good idea</b>	9	146	423
	22.0%	11.6%	12.9%
<b>Very good idea</b>	1	30	119
	2.4%	2.4%	3.6%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1258	3273
	100.0%	100.0%	100.0%

<b>2.7. Collecting data from/about students' social-media activities</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Very bad idea</b>	12	550	1285
	29.3%	43.7%	39.3%
<b>Bad idea</b>	17	407	999
	41.5%	32.3%	30.5%
<b>Neither good nor bad</b>	6	174	580

	14.6%	13.8%	17.7%
<b>Good idea</b>	5	104	311
	12.2%	8.3%	9.5%
<b>Very good idea</b>	1	24	98
	2.4%	1.9%	3.0%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1259	3273
	100.0%	100.0%	100.0%

<b>2.8. Combining data about students' school-related activities with their social-media and mobile-device data</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Very bad idea</b>	26	1141	2553
	17.3%	24.3%	21.3%
<b>Bad idea</b>	33	1534	3674
	22.0%	32.6%	30.7%
<b>Neither good nor bad</b>	44	1117	2891
	29.3%	23.8%	24.1%
<b>Good idea</b>	41	779	2366
	27.3%	16.6%	19.7%
<b>Very good idea</b>	6	128	499
	4.0%	2.7%	4.2%
<b>Total respondent count (Percentages sum to 100%)</b>	150	4699	11983
	100.0%	100.0%	100.0%

<b>2.9. Online learning helps students learn more effectively</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	1	36	79
	2.4%	2.8%	2.4%
<b>Strongly disagree</b>	8	217	540
	19.5%	17.1%	16.4%
<b>Disagree</b>	6	310	779
	14.6%	24.5%	23.6%
<b>Neutral</b>	9	424	1047
	22.0%	33.5%	31.8%
<b>Agree</b>	9	197	583
	22.0%	15.6%	17.7%
<b>Strongly agree</b>	8	82	266
	19.5%	6.5%	8.1%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1266	3294
	100.0%	100.0%	100.0%

<b>2.9. Online learning will lead to pedagogical breakthroughs</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	1	39	110
	2.4%	3.1%	3.3%
<b>Strongly disagree</b>	3	174	430
	7.3%	13.8%	13.1%
<b>Disagree</b>	11	268	609
	26.8%	21.2%	18.5%
<b>Neutral</b>	9	370	979
	22.0%	29.3%	29.7%
<b>Agree</b>	9	296	798
	22.0%	23.4%	24.2%

<b>Strongly agree</b>	8	117	367
	19.5%	9.3%	11.1%
<b>Total respondent count</b>	41	1264	3293
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>2.9. Online learning will make higher education available to more students</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	0	13	29
	0.0%	1.0%	0.9%
<b>Strongly disagree</b>	2	54	143
	4.9%	4.3%	4.3%
<b>Disagree</b>	3	109	233
	7.3%	8.6%	7.1%
<b>Neutral</b>	7	187	437
	17.1%	14.8%	13.3%
<b>Agree</b>	18	640	1579
	43.9%	50.6%	48.0%
<b>Strongly agree</b>	11	261	872
	26.8%	20.6%	26.5%
<b>Total respondent count</b>	41	1264	3293
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

For question 2.11, respondents ranked up to ten items 1–10, with 1 representing the action done first. The values reported here are the average rank of each item and the number of respondents ranking each item.

<b>2.11. Tech support or assistance</b>		<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Ask your friends</b>	<b>Mean</b>	5.4	5.2	5.2
	<b>N</b>	59	1596	4053
<b>Ask your family</b>	<b>Mean</b>	5.8	5.4	5.3
	<b>N</b>	47	1579	4112
<b>Ask your peers or colleagues</b>	<b>Mean</b>	2.7	2.8	2.8
	<b>N</b>	117	3555	9116
<b>Ask teaching or research assistants</b>	<b>Mean</b>	4.6	4.7	5.2
	<b>N</b>	56	1685	3605
<b>Ask your students</b>	<b>Mean</b>	5.6	5.5	5.5
	<b>N</b>	54	1643	4275
<b>Search Google, YouTube, or another online source</b>	<b>Mean</b>	3.1	2.7	2.8
	<b>N</b>	111	3583	8732
<b>Contact the company or vendor</b>	<b>Mean</b>	4.9	5.4	5.4
	<b>N</b>	78	1765	4458
<b>Use the college/university help desk services</b>	<b>Mean</b>	3.0	3.1	2.9
	<b>N</b>	132	3971	10362
<b>Figure it out on your own</b>	<b>Mean</b>	2.6	2.4	2.4
	<b>N</b>	124	3943	10115
<b>Other</b>	<b>Mean</b>	7.6	7.5	8.0
	<b>N</b>	30	989	2459

<b>2.12. Help desk services: Walk-in</b>		<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Service not offered</b>		2	77	237
		4.9%	6.2%	7.3%

<b>N/A</b>	28	531	1133
	68.3%	42.5%	34.9%
<b>Poor</b>	1	57	139
	2.4%	4.6%	4.3%
<b>Fair</b>	0	53	161
	0.0%	4.2%	5.0%
<b>Neutral</b>	3	126	307
	7.3%	10.1%	9.5%
<b>Good</b>	5	256	720
	12.2%	20.5%	22.2%
<b>Excellent</b>	2	148	549
	4.9%	11.9%	16.9%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1248	3246
	100.0%	100.0%	100.0%

<b>2.12. Help desk services: Phone</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Service not offered</b>	0	23	47
	0.0%	1.8%	1.4%
<b>N/A</b>	4	184	320
	9.8%	14.6%	9.8%
<b>Poor</b>	3	84	190
	7.3%	6.7%	5.8%
<b>Fair</b>	2	111	300
	4.9%	8.8%	9.2%
<b>Neutral</b>	6	129	325
	14.6%	10.2%	9.9%
<b>Good</b>	14	446	1190
	34.1%	35.4%	36.3%
<b>Excellent</b>	12	283	906
	29.3%	22.5%	27.6%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1260	3278
	100.0%	100.0%	100.0%

<b>2.12. Help desk services: E-mail</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Service not offered</b>	3	27	64
	7.5%	2.1%	2.0%
<b>N/A</b>	5	119	275
	12.5%	9.5%	8.4%
<b>Poor</b>	1	82	219
	2.5%	6.5%	6.7%
<b>Fair</b>	1	129	338
	2.5%	10.3%	10.3%
<b>Neutral</b>	5	155	363
	12.5%	12.3%	11.1%
<b>Good</b>	16	501	1294
	40.0%	39.9%	39.6%
<b>Excellent</b>	9	243	714
	22.5%	19.3%	21.9%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1256	3267
	100.0%	100.0%	100.0%

2.12. Help desk services: Web form	The University of Memphis	DR public institutions	All US institutions
Service not offered	1	76	268
	2.4%	6.1%	8.3%
N/A	6	398	978
	14.6%	32.0%	30.3%
Poor	1	117	271
	2.4%	9.4%	8.4%
Fair	6	101	270
	14.6%	8.1%	8.4%
Neutral	5	197	495
	12.2%	15.8%	15.3%
Good	13	260	662
	31.7%	20.9%	20.5%
Excellent	9	94	287
	22.0%	7.6%	8.9%
Total respondent count (Percentages sum to 100%)	41	1243	3231
	100.0%	100.0%	100.0%

2.12. Help desk services: Chat/IM	The University of Memphis	DR public institutions	All US institutions
Service not offered	7	243	704
	17.5%	19.5%	21.8%
N/A	25	687	1555
	62.5%	55.1%	48.2%
Poor	1	47	105
	2.5%	3.8%	3.3%
Fair	0	22	84
	0.0%	1.8%	2.6%
Neutral	2	117	319
	5.0%	9.4%	9.9%
Good	2	94	298
	5.0%	7.5%	9.2%
Excellent	3	36	158
	7.5%	2.9%	4.9%
Total respondent count (Percentages sum to 100%)	40	1246	3223
	100.0%	100.0%	100.0%

2.12. Help desk services: Remote assistance/desktop	The University of Memphis	DR public institutions	All US institutions
Service not offered	9	115	316
	22.0%	9.2%	9.8%
N/A	16	516	1101
	39.0%	41.4%	34.0%
Poor	0	50	131
	0.0%	4.0%	4.1%
Fair	2	61	164
	4.9%	4.9%	5.1%
Neutral	1	111	317
	2.4%	8.9%	9.8%
	5	241	713

<b>Good</b>	12.2%	19.3%	22.0%
	8	152	492
<b>Excellent</b>	19.5%	12.2%	15.2%
	41	1246	3234
<b>Total respondent count (Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>2.12. Help desk services: Self-service FAQ</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Service not offered</b>	3	62	254
	7.3%	5.0%	7.9%
<b>N/A</b>	12	293	786
	29.3%	23.5%	24.4%
<b>Poor</b>	6	185	410
	14.6%	14.8%	12.7%
<b>Fair</b>	7	185	419
	17.1%	14.8%	13.0%
<b>Neutral</b>	6	246	607
	14.6%	19.7%	18.8%
<b>Good</b>	5	227	589
	12.2%	18.2%	18.3%
<b>Excellent</b>	2	48	161
	4.9%	3.9%	5.0%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1246	3226
	100.0%	100.0%	100.0%

<b>2.12. Help desk services: Overall</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Service not offered</b>	0	24	42
	0.0%	0.5%	0.3%
<b>N/A</b>	1	182	312
	0.7%	3.9%	2.6%
<b>Poor</b>	9	276	598
	6.0%	5.9%	5.0%
<b>Fair</b>	23	510	1199
	15.2%	10.8%	10.0%
<b>Neutral</b>	13	573	1248
	8.6%	12.2%	10.4%
<b>Good</b>	63	2071	5324
	41.7%	43.9%	44.4%
<b>Excellent</b>	42	1079	3280
	27.8%	22.9%	27.3%
<b>Total respondent count (Percentages sum to 100%)</b>	151	4715	12003
	100.0%	100.0%	100.0%

<b>2.13. My institution maintains a highly qualified IT staff.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	4	105	245
	9.8%	8.3%	7.5%
<b>Strongly disagree</b>	3	91	207
	7.3%	7.2%	6.3%
<b>Disagree</b>	6	122	303



	14.6%	9.7%	9.2%
<b>Neutral</b>	7	247	596
	17.1%	19.6%	18.2%
<b>Agree</b>	15	507	1335
	36.6%	40.3%	40.7%
<b>Strongly agree</b>	6	187	593
	14.6%	14.9%	18.1%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1259	3279
	100.0%	100.0%	100.0%

<b>2.13. My institution facilitates the use of technology in collaboration with academic leadership.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	5	159	299
	12.2%	12.6%	9.1%
<b>Strongly disagree</b>	1	121	295
	2.4%	9.6%	9.0%
<b>Disagree</b>	10	238	523
	24.4%	18.9%	16.0%
<b>Neutral</b>	11	284	713
	26.8%	22.6%	21.8%
<b>Agree</b>	13	380	1169
	31.7%	30.2%	35.7%
<b>Strongly agree</b>	1	76	271
	2.4%	6.0%	8.3%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1258	3270
	100.0%	100.0%	100.0%

<b>2.13. My institution funds IT strategically.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	13	504	1260
	31.7%	40.1%	38.5%
<b>Strongly disagree</b>	7	153	376
	17.1%	12.2%	11.5%
<b>Disagree</b>	6	177	464
	14.6%	14.1%	14.2%
<b>Neutral</b>	10	232	582
	24.4%	18.4%	17.8%
<b>Agree</b>	4	145	462
	9.8%	11.5%	14.1%
<b>Strongly agree</b>	1	47	129
	2.4%	3.7%	3.9%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1258	3273
	100.0%	100.0%	100.0%

<b>2.13. My institution improves student outcomes through an approach that uses technology.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	8	261	525
	19.5%	20.8%	16.1%
<b>Strongly disagree</b>	3	90	226
	7.3%	7.2%	6.9%
<b>Disagree</b>	8	182	472
	19.5%	14.5%	14.5%

<b>Neutral</b>	11	348	812
	26.8%	27.7%	24.9%
<b>Agree</b>	9	325	1013
	22.0%	25.9%	31.0%
<b>Strongly agree</b>	2	50	217
	4.9%	4.0%	6.6%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1256	3265
	100.0%	100.0%	100.0%

<b>2.13. My institution demonstrates the business value of information technology.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	12	419	987
	29.3%	33.3%	30.2%
<b>Strongly disagree</b>	4	108	259
	9.8%	8.6%	7.9%
<b>Disagree</b>	8	188	487
	19.5%	15.0%	14.9%
<b>Neutral</b>	8	288	719
	19.5%	22.9%	22.0%
<b>Agree</b>	6	195	635
	14.6%	15.5%	19.4%
<b>Strongly agree</b>	3	59	179
	7.3%	4.7%	5.5%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1257	3266
	100.0%	100.0%	100.0%

<b>2.13. My institution demonstrates how technology and the IT organization can help the institution achieve its goals.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	6	226	518
	14.6%	18.0%	15.9%
<b>Strongly disagree</b>	7	152	328
	17.1%	12.1%	10.0%
<b>Disagree</b>	12	246	619
	29.3%	19.6%	18.9%
<b>Neutral</b>	5	314	780
	12.2%	25.0%	23.9%
<b>Agree</b>	8	267	840
	19.5%	21.3%	25.7%
<b>Strongly agree</b>	3	51	182
	7.3%	4.1%	5.6%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1256	3267
	100.0%	100.0%	100.0%

<b>2.13. My institution increases the IT organization's capacity for managing change.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	14	407	951
	34.1%	32.3%	29.1%
<b>Strongly disagree</b>	7	139	328
	17.1%	11.0%	10.0%
<b>Disagree</b>	6	202	513
	14.6%	16.0%	15.7%

<b>Neutral</b>	9	268	687
	22.0%	21.2%	21.0%
<b>Agree</b>	4	205	634
	9.8%	16.2%	19.4%
<b>Strongly agree</b>	1	41	158
	2.4%	3.2%	4.8%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1262	3271
	100.0%	100.0%	100.0%

<b>2.13. My institution provides user support for mobile, online education, cloud, and BYOD environments.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	5	279	648
	12.2%	22.2%	19.8%
<b>Strongly disagree</b>	2	119	274
	4.9%	9.5%	8.4%
<b>Disagree</b>	9	189	495
	22.0%	15.0%	15.1%
<b>Neutral</b>	8	273	713
	19.5%	21.7%	21.8%
<b>Agree</b>	15	339	940
	36.6%	27.0%	28.8%
<b>Strongly agree</b>	2	57	198
	4.9%	4.5%	6.1%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1256	3268
	100.0%	100.0%	100.0%

<b>2.13. My institution is developing mobile, cloud, and digital security policies that work for most ....</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	15	514	1315
	36.6%	40.8%	40.1%
<b>Strongly disagree</b>	3	91	206
	7.3%	7.2%	6.3%
<b>Disagree</b>	4	115	357
	9.8%	9.1%	10.9%
<b>Neutral</b>	7	270	647
	17.1%	21.4%	19.7%
<b>Agree</b>	9	228	602
	22.0%	18.1%	18.4%
<b>Strongly agree</b>	3	43	150
	7.3%	3.4%	4.6%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1261	3277
	100.0%	100.0%	100.0%

<b>2.13. My institution has an agile approach to IT infrastructure that can respond ....</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	10	293	716
	25.0%	23.3%	21.9%
<b>Strongly disagree</b>	9	222	501
	22.5%	17.6%	15.3%
<b>Disagree</b>	10	238	621
	25.0%	18.9%	19.0%
	3	242	638

<b>Neutral</b>	7.5%	19.2%	19.5%
	7	209	627
<b>Agree</b>	17.5%	16.6%	19.2%
	1	54	169
<b>Strongly agree</b>	2.5%	4.3%	5.2%
	40	1258	3272
<b>Total respondent count (Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>2.13. My institution facilitates a better understanding of information privacy and security.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	5	182	492
	12.2%	14.5%	15.1%
<b>Strongly disagree</b>	4	114	258
	9.8%	9.1%	7.9%
<b>Disagree</b>	8	231	578
	19.5%	18.3%	17.7%
<b>Neutral</b>	10	339	876
	24.4%	26.9%	26.8%
<b>Agree</b>	12	345	887
	29.3%	27.4%	27.1%
<b>Strongly agree</b>	2	48	178
	4.9%	3.8%	5.4%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1259	3269
	100.0%	100.0%	100.0%

<b>2.13. My institution is committed to supporting accessible or adaptive technologies for students with disabilities.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	18	480	1068
	43.9%	38.1%	32.6%
<b>Strongly disagree</b>	2	52	142
	4.9%	4.1%	4.3%
<b>Disagree</b>	2	66	182
	4.9%	5.2%	5.6%
<b>Neutral</b>	8	200	543
	19.5%	15.9%	16.6%
<b>Agree</b>	8	356	977
	19.5%	28.3%	29.8%
<b>Strongly agree</b>	3	105	364
	7.3%	8.3%	11.1%
<b>Total respondent count (Percentages sum to 100%)</b>	41	1259	3276
	100.0%	100.0%	100.0%

<b>2.13. My institution supports faculty technology needs.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	0	24	67
	0.0%	1.9%	2.0%
<b>Strongly disagree</b>	5	148	342
	12.2%	11.7%	10.4%
<b>Disagree</b>	8	195	477
	19.5%	15.5%	14.5%
	10	301	686

<b>Neutral</b>	24.4%	23.9%	20.9%
	16	497	1343
<b>Agree</b>	39.0%	39.4%	40.9%
	2	95	365
<b>Strongly agree</b>	4.9%	7.5%	11.1%
	41	1260	3280
<b>Total respondent count (Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>3.1. Agree/disagree: I wish my students were better prepared to use institutionally specific technology.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	7	220	407
	5.0%	5.1%	3.6%
<b>Strongly disagree</b>	3	178	390
	2.1%	4.2%	3.4%
<b>Disagree</b>	13	829	1734
	9.3%	19.3%	15.1%
<b>Neutral</b>	38	1180	2829
	27.1%	27.5%	24.7%
<b>Agree</b>	45	1364	4222
	32.1%	31.8%	36.9%
<b>Strongly agree</b>	34	514	1868
	24.3%	12.0%	16.3%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4285	11450
	100.0%	100.0%	100.0%

<b>3.1. Agree/disagree: I wish my students were better prepared to use basic software programs and applications.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	7	135	274
	5.0%	3.1%	2.4%
<b>Strongly disagree</b>	7	334	663
	5.0%	7.8%	5.8%
<b>Disagree</b>	13	1119	2465
	9.3%	26.1%	21.5%
<b>Neutral</b>	37	1124	2877
	26.4%	26.2%	25.1%
<b>Agree</b>	49	1082	3422
	35.0%	25.2%	29.9%
<b>Strongly agree</b>	27	496	1761
	19.3%	11.6%	15.4%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4290	11462
	100.0%	100.0%	100.0%

<b>3.1. Agree/disagree: Most of my students have adequate technology skills for carrying out course activities.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	1	12	19
	2.5%	1.0%	0.6%
<b>Strongly disagree</b>	0	47	142
	0.0%	4.0%	4.5%
<b>Disagree</b>	12	207	581
	30.0%	17.7%	18.3%
	7	176	526

<b>Neutral</b>	17.5%	15.1%	16.6%
	16	589	1605
<b>Agree</b>	40.0%	50.4%	50.6%
	4	138	302
<b>Strongly agree</b>	10.0%	11.8%	9.5%
	40	1169	3175
<b>Total respondent count (Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>3.1. Agree/disagree: Too many of my students look to me or my TAs for technology support to fulfill course requirements.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	3	49	120
	7.5%	4.2%	3.8%
<b>Strongly disagree</b>	2	113	298
	5.0%	9.6%	9.4%
<b>Disagree</b>	11	402	1005
	27.5%	34.3%	31.7%
<b>Neutral</b>	7	217	614
	17.5%	18.5%	19.3%
<b>Agree</b>	11	269	796
	27.5%	23.0%	25.1%
<b>Strongly agree</b>	6	121	342
	15.0%	10.3%	10.8%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1171	3175
	100.0%	100.0%	100.0%

<b>3.3. Alerts and notifications: Guidance about courses students might consider taking in the future</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	2	164	341
	1.4%	3.8%	3.0%
<b>Not at all interested</b>	19	609	1357
	13.7%	14.3%	11.9%
<b>Not very interested</b>	25	922	2095
	18.0%	21.6%	18.4%
<b>Moderately interested</b>	43	1529	3957
	30.9%	35.8%	34.7%
<b>Very interested</b>	38	801	2624
	27.3%	18.8%	23.0%
<b>Extremely interested</b>	12	246	1023
	8.6%	5.8%	9.0%
<b>Total respondent count (Percentages sum to 100%)</b>	139	4271	11397
	100.0%	100.0%	100.0%

<b>3.3. Alerts and notifications: Alerts if it appears a student's progress in a course is declining</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	1	123	222
	0.7%	2.9%	1.9%
<b>Not at all interested</b>	10	464	914
	7.2%	10.9%	8.0%
<b>Not very interested</b>	14	614	1327
	10.1%	14.4%	11.6%
	35	1484	3533

<b>Moderately interested</b>	25.2%	34.7%	31.0%
<b>Very interested</b>	58	1220	3793
	41.7%	28.5%	33.3%
<b>Extremely interested</b>	21	369	1614
	15.1%	8.6%	14.2%
<b>Total respondent count (Percentages sum to 100%)</b>	139	4274	11403
	100.0%	100.0%	100.0%

<b>3.3. Alerts and notifications: Suggestions for how to improve performance in a course ...</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	1	124	236
	0.7%	2.9%	2.1%
<b>Not at all interested</b>	12	463	924
	8.6%	10.8%	8.1%
<b>Not very interested</b>	16	611	1298
	11.4%	14.3%	11.4%
<b>Moderately interested</b>	38	1542	3795
	27.1%	36.1%	33.3%
<b>Very interested</b>	56	1181	3724
	40.0%	27.7%	32.7%
<b>Extremely interested</b>	17	350	1417
	12.1%	8.2%	12.4%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4271	11394
	100.0%	100.0%	100.0%

<b>3.3. Alerts and notifications: Suggestions about new or different academic resources for your students</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	0	39	69
	0.0%	3.4%	2.2%
<b>Not at all interested</b>	0	85	181
	0.0%	7.3%	5.7%
<b>Not very interested</b>	3	110	227
	7.5%	9.5%	7.2%
<b>Moderately interested</b>	9	405	1031
	22.5%	34.9%	32.7%
<b>Very interested</b>	19	387	1127
	47.5%	33.3%	35.7%
<b>Extremely interested</b>	9	136	519
	22.5%	11.7%	16.5%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1162	3154
	100.0%	100.0%	100.0%

<b>3.3. Alerts and notifications: Automated tracking of course attendance ...</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	2	46	112
	5.0%	4.0%	3.6%
<b>Not at all interested</b>	6	296	719
	15.0%	25.5%	22.8%
<b>Not very interested</b>	5	230	580
	12.5%	19.8%	18.4%
<b>Moderately interested</b>	13	258	672

	32.5%	22.2%	21.3%
<b>Very interested</b>	5	180	602
	12.5%	15.5%	19.1%
<b>Extremely interested</b>	9	153	467
	22.5%	13.2%	14.8%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1163	3152
	100.0%	100.0%	100.0%

<b>3.3. Alerts and notifications: Personalized support and information on your students' progress toward their degree goals</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	1	50	97
	2.5%	4.3%	3.1%
<b>Not at all interested</b>	1	149	292
	2.5%	12.8%	9.3%
<b>Not very interested</b>	6	164	368
	15.0%	14.1%	11.7%
<b>Moderately interested</b>	10	390	1009
	25.0%	33.5%	32.0%
<b>Very interested</b>	17	299	981
	42.5%	25.7%	31.1%
<b>Extremely interested</b>	5	113	405
	12.5%	9.7%	12.8%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1165	3152
	100.0%	100.0%	100.0%

<b>3.3. Alerts and notifications: Personalized quizzes or practice questions oriented to your students ...</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	4	50	114
	10.0%	4.3%	3.6%
<b>Not at all interested</b>	6	202	488
	15.0%	17.4%	15.5%
<b>Not very interested</b>	4	227	548
	10.0%	19.5%	17.4%
<b>Moderately interested</b>	14	324	852
	35.0%	27.9%	27.0%
<b>Very interested</b>	9	256	785
	22.5%	22.0%	24.9%
<b>Extremely interested</b>	3	104	365
	7.5%	8.9%	11.6%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1163	3152
	100.0%	100.0%	100.0%

<b>3.3. Alerts and notifications: Personalized dashboards that give students real-time feedback about their progress</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	1	52	102
	2.5%	4.5%	3.2%
<b>Not at all interested</b>	1	161	347
	2.5%	13.8%	11.0%
<b>Not very interested</b>	5	157	368
	12.5%	13.5%	11.7%
	12	393	961



<b>Moderately interested</b>	30.0%	33.8%	30.5%
<b>Very interested</b>	15	291	903
	37.5%	25.0%	28.6%
<b>Extremely interested</b>	6	110	473
	15.0%	9.5%	15.0%
<b>Total respondent count</b>	40	1164	3154
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>3.3. Alerts and notifications: Personalized dashboards that give you real-time feedback about students' progress</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	2	56	112
	5.0%	4.8%	3.6%
<b>Not at all interested</b>	1	181	392
	2.5%	15.6%	12.4%
<b>Not very interested</b>	6	182	431
	15.0%	15.6%	13.7%
<b>Moderately interested</b>	9	361	931
	22.5%	31.0%	29.5%
<b>Very interested</b>	15	275	874
	37.5%	23.6%	27.7%
<b>Extremely interested</b>	7	108	412
	17.5%	9.3%	13.1%
<b>Total respondent count</b>	40	1163	3152
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>3.4. Online services: Guidance about courses students might consider taking in the future</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Service not provided</b>	9	444	1286
	22.5%	38.2%	41.0%
<b>Don't know</b>	16	408	919
	40.0%	35.1%	29.3%
<b>Not at all useful</b>	4	60	132
	10.0%	5.2%	4.2%
<b>Not very useful</b>	3	78	154
	7.5%	6.7%	4.9%
<b>Moderately useful</b>	2	99	306
	5.0%	8.5%	9.7%
<b>Very useful</b>	4	54	240
	10.0%	4.7%	7.6%
<b>Extremely useful</b>	2	18	103
	5.0%	1.6%	3.3%
<b>Total respondent count</b>	40	1161	3140
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>3.4. Online services: Alerts if it appears a student's progress in a course is declining</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Service not provided</b>	11	413	1073
	27.5%	35.6%	34.3%
<b>Don't know</b>	9	347	716
	22.5%	29.9%	22.9%
	1	51	124

<b>Not at all useful</b>	2.5%	4.4%	4.0%
<b>Not very useful</b>	0	81	226
	0.0%	7.0%	7.2%
<b>Moderately useful</b>	8	156	482
	20.0%	13.4%	15.4%
<b>Very useful</b>	8	82	334
	20.0%	7.1%	10.7%
<b>Extremely useful</b>	3	31	175
	7.5%	2.7%	5.6%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1161	3130
	100.0%	100.0%	100.0%

<b>3.4. Online services: Suggestions for how to improve performance in a course ...</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Service not provided</b>	13	467	1260
	32.5%	40.2%	40.2%
<b>Don't know</b>	12	362	801
	30.0%	31.2%	25.6%
<b>Not at all useful</b>	0	53	119
	0.0%	4.6%	3.8%
<b>Not very useful</b>	6	84	195
	15.0%	7.2%	6.2%
<b>Moderately useful</b>	4	113	373
	10.0%	9.7%	11.9%
<b>Very useful</b>	3	60	263
	7.5%	5.2%	8.4%
<b>Extremely useful</b>	2	22	122
	5.0%	1.9%	3.9%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1161	3133
	100.0%	100.0%	100.0%

<b>3.4. Online services: Suggestions about new or different academic resources for your students</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Service not provided</b>	7	326	823
	17.5%	28.1%	26.3%
<b>Don't know</b>	14	408	852
	35.0%	35.1%	27.2%
<b>Not at all useful</b>	0	37	80
	0.0%	3.2%	2.6%
<b>Not very useful</b>	3	77	187
	7.5%	6.6%	6.0%
<b>Moderately useful</b>	5	185	576
	12.5%	15.9%	18.4%
<b>Very useful</b>	6	100	444
	15.0%	8.6%	14.2%
<b>Extremely useful</b>	5	29	168
	12.5%	2.5%	5.4%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1162	3130
	100.0%	100.0%	100.0%

<b>3.4. Online services: Automated tracking of your</b>	<b>The University of</b>		
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students' course attendance ...	Memphis	DR public institutions	All US institutions
Service not provided	18	557	1598
	45.0%	48.0%	50.9%
Don't know	10	304	625
	25.0%	26.2%	19.9%
Not at all useful	2	77	185
	5.0%	6.6%	5.9%
Not very useful	1	60	155
	2.5%	5.2%	4.9%
Moderately useful	4	91	246
	10.0%	7.8%	7.8%
Very useful	4	54	207
	10.0%	4.7%	6.6%
Extremely useful	1	18	123
	2.5%	1.6%	3.9%
Total respondent count (Percentages sum to 100%)	40	1161	3139
	100.0%	100.0%	100.0%

3.4. Online services: Personalized support and information on your students' progress toward their degree goals	The University of Memphis	DR public institutions	All US institutions
Service not provided	9	347	900
	22.5%	29.9%	28.7%
Don't know	13	397	905
	32.5%	34.3%	28.9%
Not at all useful	2	48	113
	5.0%	4.1%	3.6%
Not very useful	1	81	177
	2.5%	7.0%	5.7%
Moderately useful	5	167	510
	12.5%	14.4%	16.3%
Very useful	7	86	367
	17.5%	7.4%	11.7%
Extremely useful	3	33	160
	7.5%	2.8%	5.1%
Total respondent count (Percentages sum to 100%)	40	1159	3132
	100.0%	100.0%	100.0%

3.4. Online services: Personalized quizzes or practice questions oriented to your students ...	The University of Memphis	DR public institutions	All US institutions
Service not provided	18	509	1421
	46.2%	43.9%	45.4%
Don't know	12	359	778
	30.8%	31.0%	24.8%
Not at all useful	1	66	157
	2.6%	5.7%	5.0%
Not very useful	1	56	147
	2.6%	4.8%	4.7%
Moderately useful	4	90	291
	10.3%	7.8%	9.3%
Very useful	1	58	226
	2.6%	5.0%	7.2%

	2	21	112
<b>Extremely useful</b>	5.1%	1.8%	3.6%
<b>Total respondent count</b>	39	1159	3132
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>3.4. Online services: Personalized dashboards that give students real-time feedback about their progress</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Service not provided</b>	10	389	1105
	25.0%	33.7%	35.3%
<b>Don't know</b>	15	385	826
	37.5%	33.3%	26.4%
<b>Not at all useful</b>	3	56	127
	7.5%	4.8%	4.1%
<b>Not very useful</b>	1	61	151
	2.5%	5.3%	4.8%
<b>Moderately useful</b>	5	143	416
	12.5%	12.4%	13.3%
<b>Very useful</b>	4	94	339
	10.0%	8.1%	10.8%
<b>Extremely useful</b>	2	27	165
	5.0%	2.3%	5.3%
<b>Total respondent count</b>	40	1155	3129
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>3.4. Online services: Personalized dashboards that give you real-time feedback about students' progress</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Service not provided</b>	12	424	1205
	30.0%	36.5%	38.4%
<b>Don't know</b>	12	355	747
	30.0%	30.6%	23.8%
<b>Not at all useful</b>	1	57	136
	2.5%	4.9%	4.3%
<b>Not very useful</b>	1	76	179
	2.5%	6.5%	5.7%
<b>Moderately useful</b>	7	144	398
	17.5%	12.4%	12.7%
<b>Very useful</b>	5	81	316
	12.5%	7.0%	10.1%
<b>Extremely useful</b>	2	24	156
	5.0%	2.1%	5.0%
<b>Total respondent count</b>	40	1161	3137
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: Learning management system</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	9	187	511
	6.5%	4.4%	4.5%
<b>Strongly disagree</b>	11	297	688
	8.0%	7.0%	6.1%
<b>Disagree</b>	9	393	945
	6.5%	9.3%	8.3%
	40	1070	2682

<b>Neutral</b>	29.0%	25.2%	23.7%
	52	1695	4606
<b>Agree</b>	37.7%	39.9%	40.6%
	17	603	1900
<b>Strongly agree</b>	12.3%	14.2%	16.8%
	138	4245	11332
<b>Total respondent count (Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: Online collaboration tools</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	10	186	530
	7.1%	4.4%	4.7%
<b>Strongly disagree</b>	12	313	692
	8.6%	7.3%	6.1%
<b>Disagree</b>	13	414	947
	9.3%	9.7%	8.3%
<b>Neutral</b>	26	1057	2631
	18.6%	24.8%	23.2%
<b>Agree</b>	62	1729	4795
	44.3%	40.6%	42.3%
<b>Strongly agree</b>	17	561	1754
	12.1%	13.2%	15.5%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4260	11349
	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: E-portfolios</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	28	740	1703
	20.0%	17.5%	15.1%
<b>Strongly disagree</b>	11	527	1185
	7.9%	12.4%	10.5%
<b>Disagree</b>	19	675	1662
	13.6%	15.9%	14.7%
<b>Neutral</b>	43	1194	3416
	30.7%	28.2%	30.2%
<b>Agree</b>	30	867	2588
	21.4%	20.5%	22.9%
<b>Strongly agree</b>	9	235	746
	6.4%	5.5%	6.6%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4238	11300
	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: E-books or e-textbooks</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	11	227	598
	7.8%	5.3%	5.3%
<b>Strongly disagree</b>	11	421	950
	7.8%	9.9%	8.4%
<b>Disagree</b>	14	570	1370
	9.9%	13.4%	12.1%
<b>Neutral</b>	35	1250	3132

	24.8%	29.4%	27.6%
<b>Agree</b>	59	1450	4009
	41.8%	34.1%	35.4%
<b>Strongly agree</b>	11	339	1274
	7.8%	8.0%	11.2%
<b>Total respondent count (Percentages sum to 100%)</b>	141	4257	11333
	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: Free, web-based content to supplement course-related materials</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	6	189	437
	4.3%	4.4%	3.8%
<b>Strongly disagree</b>	10	363	816
	7.1%	8.5%	7.2%
<b>Disagree</b>	8	434	972
	5.7%	10.2%	8.5%
<b>Neutral</b>	28	1028	2465
	20.0%	24.1%	21.7%
<b>Agree</b>	70	1751	4946
	50.0%	41.1%	43.5%
<b>Strongly agree</b>	18	499	1735
	12.9%	11.7%	15.3%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4264	11371
	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: Simulations or educational games</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	11	240	669
	7.8%	5.7%	5.9%
<b>Strongly disagree</b>	14	477	1035
	9.9%	11.2%	9.2%
<b>Disagree</b>	18	499	1173
	12.8%	11.7%	10.4%
<b>Neutral</b>	26	933	2446
	18.4%	22.0%	21.6%
<b>Agree</b>	57	1581	4414
	40.4%	37.2%	39.0%
<b>Strongly agree</b>	15	517	1568
	10.6%	12.2%	13.9%
<b>Total respondent count (Percentages sum to 100%)</b>	141	4247	11305
	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: Lecture capture/classroom-based recordings</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	9	182	574
	6.4%	4.3%	5.1%
<b>Strongly disagree</b>	9	401	928
	6.4%	9.4%	8.2%
<b>Disagree</b>	13	551	1266
	9.3%	12.9%	11.2%
<b>Neutral</b>	30	995	2650
	21.4%	23.4%	23.3%

<b>Agree</b>	61	1591	4292
	43.6%	37.3%	37.8%
<b>Strongly agree</b>	18	541	1642
	12.9%	12.7%	14.5%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4261	11352
	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: Students' tablets during class</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	14	282	984
	10.0%	6.6%	8.7%
<b>Strongly disagree</b>	17	643	1458
	12.1%	15.1%	12.9%
<b>Disagree</b>	22	782	1848
	15.7%	18.4%	16.3%
<b>Neutral</b>	32	1046	2834
	22.9%	24.6%	25.0%
<b>Agree</b>	43	1229	3359
	30.7%	28.9%	29.6%
<b>Strongly agree</b>	12	266	850
	8.6%	6.3%	7.5%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4248	11333
	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: Students' smartphones during class</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	11	237	859
	7.9%	5.6%	7.6%
<b>Strongly disagree</b>	29	1010	2307
	20.7%	23.8%	20.4%
<b>Disagree</b>	21	867	2161
	15.0%	20.4%	19.1%
<b>Neutral</b>	30	873	2427
	21.4%	20.5%	21.4%
<b>Agree</b>	38	1020	2803
	27.1%	24.0%	24.7%
<b>Strongly agree</b>	11	244	773
	7.9%	5.7%	6.8%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4251	11330
	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: Students' laptops during class</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	11	215	827
	7.9%	5.1%	7.3%
<b>Strongly disagree</b>	18	602	1353
	12.9%	14.2%	11.9%
<b>Disagree</b>	17	642	1594
	12.1%	15.1%	14.1%
<b>Neutral</b>	26	1047	2857
	18.6%	24.6%	25.2%
	57	1421	3682

<b>Agree</b>	40.7%	33.4%	32.5%
<b>Strongly agree</b>	11	325	1011
	7.9%	7.6%	8.9%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4252	11324
	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: Social media as a teaching and learning tool</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	12	206	560
	8.6%	4.8%	4.9%
<b>Strongly disagree</b>	28	783	1833
	20.1%	18.4%	16.2%
<b>Disagree</b>	22	822	1994
	15.8%	19.3%	17.6%
<b>Neutral</b>	28	1106	3017
	20.1%	26.0%	26.6%
<b>Agree</b>	41	1071	3095
	29.5%	25.2%	27.3%
<b>Strongly agree</b>	8	266	848
	5.8%	6.3%	7.5%
<b>Total respondent count (Percentages sum to 100%)</b>	139	4254	11347
	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: 3D printers</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	11	252	715
	27.5%	21.7%	22.8%
<b>Strongly disagree</b>	7	269	604
	17.5%	23.1%	19.2%
<b>Disagree</b>	8	190	492
	20.0%	16.3%	15.7%
<b>Neutral</b>	7	245	723
	17.5%	21.1%	23.0%
<b>Agree</b>	5	145	415
	12.5%	12.5%	13.2%
<b>Strongly agree</b>	2	62	193
	5.0%	5.3%	6.1%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1163	3142
	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: Nonkeyboard or nonmouse computer interfaces</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	6	133	364
	15.0%	11.4%	11.6%
<b>Strongly disagree</b>	4	149	368
	10.0%	12.8%	11.7%
<b>Disagree</b>	10	208	484
	25.0%	17.9%	15.4%
<b>Neutral</b>	9	351	940
	22.5%	30.2%	29.9%
<b>Agree</b>	9	249	744



	22.5%	21.4%	23.6%
<b>Strongly agree</b>	2	72	247
	5.0%	6.2%	7.8%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1162	3147
	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: Software to create videos or multimedia resources</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	4	67	169
	10.0%	5.8%	5.4%
<b>Strongly disagree</b>	3	95	207
	7.5%	8.2%	6.6%
<b>Disagree</b>	3	109	271
	7.5%	9.4%	8.6%
<b>Neutral</b>	7	219	576
	17.5%	18.9%	18.4%
<b>Agree</b>	18	439	1258
	45.0%	37.8%	40.1%
<b>Strongly agree</b>	5	231	657
	12.5%	19.9%	20.9%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1160	3138
	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: Early-alert systems designed to catch potential academic trouble ...</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	3	61	171
	7.5%	5.3%	5.4%
<b>Strongly disagree</b>	2	128	280
	5.0%	11.0%	8.9%
<b>Disagree</b>	4	169	379
	10.0%	14.6%	12.1%
<b>Neutral</b>	13	294	714
	32.5%	25.3%	22.7%
<b>Agree</b>	11	388	1167
	27.5%	33.4%	37.2%
<b>Strongly agree</b>	7	120	429
	17.5%	10.3%	13.7%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1160	3140
	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: Search tools to find references or other information online for class work</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	0	60	167
	0.0%	5.2%	5.3%
<b>Strongly disagree</b>	4	122	268
	10.0%	10.5%	8.5%
<b>Disagree</b>	5	150	346
	12.5%	12.9%	11.0%
<b>Neutral</b>	7	277	707
	17.5%	23.8%	22.5%
<b>Agree</b>	16	412	1182
	40.0%	35.4%	37.6%

<b>Strongly agree</b>	8	144	474
	20.0%	12.4%	15.1%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1165	3144
	100.0%	100.0%	100.0%

<b>3.5. More effective if better skilled: Blogs or online discussion/collaboration tools related to class work</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	2	58	161
	5.0%	5.0%	5.1%
<b>Strongly disagree</b>	3	118	290
	7.5%	10.2%	9.3%
<b>Disagree</b>	8	171	426
	20.0%	14.8%	13.6%
<b>Neutral</b>	7	318	852
	17.5%	27.6%	27.2%
<b>Agree</b>	18	385	1090
	45.0%	33.4%	34.8%
<b>Strongly agree</b>	2	104	310
	5.0%	9.0%	9.9%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1154	3129
	100.0%	100.0%	100.0%

For question 3.7a, respondents ranked up to three items.  
The values reported here are the number and percentage of respondents ranking each item.

<b>3.7a. Motivation for integration</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>More/better technology-oriented professional development opportunities</b>	27	639	2139
	17.8%	13.5%	17.7%
<b>A monetary or other value-oriented incentive</b>	21	625	2057
	13.8%	13.2%	17.0%
<b>Tenure decisions and other professional advancement considerations</b>	9	405	953
	5.9%	8.5%	7.9%
<b>Release time to design/redesign my courses</b>	34	1442	3628
	22.4%	30.4%	30.1%
<b>Direct assistance from an instructional design expert to design/redesign my courses</b>	38	1141	2811
	25.0%	24.1%	23.3%
<b>Direct assistance from IT staff to support the technology I choose to implement</b>	38	1149	2906
	25.0%	24.2%	24.1%
<b>A teaching assistant to assist with technology implementation</b>	26	785	1590
	17.1%	16.6%	13.2%
<b>Support/encouragement from peers</b>	4	138	370
	2.6%	2.9%	3.1%
<b>Working in a faculty cohort or community that is adopting the same types of practices</b>	31	707	1951
	20.4%	14.9%	16.2%
<b>A better understanding of the types of technologies relevant to teaching and learning</b>	41	1200	3370
	27.0%	25.3%	27.9%
<b>Confidence that the technology would work the way I planned</b>	45	1337	3609
	29.6%	28.2%	29.9%
<b>Increased student expectations of technology integration</b>	8	298	980
	5.3%	6.3%	8.1%
	61	1924	5026

<b>Clear indication/evidence that students would benefit</b>	40.1%	40.6%	41.6%
<b>Other; please specify</b>	7	148	425
	4.6%	3.1%	3.5%
<b>Total respondent count</b>	152	4741	12070

<b>4.1. Course sections in a typical year</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>1–2</b>	28	1023	1878
	20.3%	24.6%	16.8%
<b>3–5</b>	65	2028	4058
	47.1%	48.8%	36.2%
<b>6–9</b>	36	858	3375
	26.1%	20.7%	30.1%
<b>10+</b>	9	244	1889
	6.5%	5.9%	16.9%
<b>Total respondent count</b>	138	4153	11200
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>4.2. In how many of your courses did you use a blended approach to teaching?</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	3	36	76
	2.2%	0.8%	0.7%
<b>None</b>	59	1946	4972
	42.4%	45.9%	43.8%
<b>A few</b>	30	906	2512
	21.6%	21.4%	22.1%
<b>About half</b>	18	455	1198
	12.9%	10.7%	10.6%
<b>Nearly all</b>	15	461	1323
	10.8%	10.9%	11.7%
<b>All</b>	14	434	1269
	10.1%	10.2%	11.2%
<b>Total respondent count</b>	139	4238	11350
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>4.2. In how many of your courses did you use a completely online learning environment?</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	1	24	45
	0.7%	0.6%	0.4%
<b>None</b>	83	3163	7411
	58.9%	74.7%	65.4%
<b>A few</b>	22	498	1574
	15.6%	11.8%	13.9%
<b>About half</b>	20	248	747
	14.2%	5.9%	6.6%
<b>Nearly all</b>	6	113	438
	4.3%	2.7%	3.9%
<b>All</b>	9	189	1121
	6.4%	4.5%	9.9%
<b>Total respondent count</b>	141	4235	11336
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

4.2. In how many of your courses did you use a "flipped" pedagogical model?	The University of Memphis	DR public institutions	All US institutions
Don't know	10	205	558
	7.3%	4.9%	5.0%
None	84	2714	7102
	61.3%	64.6%	63.3%
A few	22	668	1888
	16.1%	15.9%	16.8%
About half	9	305	751
	6.6%	7.3%	6.7%
Nearly all	9	171	539
	6.6%	4.1%	4.8%
All	3	140	389
	2.2%	3.3%	3.5%
<b>Total respondent count (Percentages sum to 100%)</b>	137	4203	11227
	100.0%	100.0%	100.0%

4.4a. Have you taught a MOOC in the past year?	The University of Memphis	DR public institutions	All US institutions
No, and I don't know what a MOOC is	9	99	404
	31.0%	13.9%	19.0%
No, but I do know what a MOOC is	20	596	1680
	69.0%	83.7%	78.9%
Yes	0	17	46
	0.0%	2.4%	2.2%
<b>Total respondent count (Percentages sum to 100%)</b>	29	712	2130
	100.0%	100.0%	100.0%

4.4b. Through whom did you teach a MOOC?	The University of Memphis	DR public institutions	All US institutions
Through the institution that asked me to take this survey	0	13	25
	0	76.5%	56.8%
Through another institution	0	2	16
	0	11.8%	36.4%
Through a MOOC provider like Coursera or Udacity	0	6	10
	0	35.3%	22.7%
<b>Total respondent count</b>	0	17	44

4.5a. Have you taken a MOOC in the past year?	The University of Memphis	DR public institutions	All US institutions
No, and I don't know what a MOOC is	10	172	619
	25.0%	14.7%	19.5%
No, but I do know what a MOOC is	28	846	2092
	70.0%	72.2%	65.9%
Yes	2	153	462
	5.0%	13.1%	14.6%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1171	3173
	100.0%	100.0%	100.0%

4.5b. Through whom did you take a MOOC?	The University of Memphis	DR public institutions	All US institutions
Through the institution that asked me to take this survey	0	7	27

	0.0%	4.6%	5.9%
<b>Through another institution</b>	0	65	192
	0.0%	42.5%	41.6%
<b>Through a MOOC provider like Coursera or Udacity</b>	2	100	290
	100.0%	65.4%	62.9%
<b>Total respondent count</b>	2	153	461

4.6. Have you earned a digital badge or other type of digital credential?	The University of Memphis	DR public institutions	All US institutions
<b>Don't know</b>	1	62	241
	2.6%	5.3%	7.6%
<b>No</b>	37	942	2435
	94.9%	80.7%	77.0%
<b>Yes</b>	1	164	487
	2.6%	14.0%	15.4%
<b>Total respondent count (Percentages sum to 100%)</b>	39	1168	3163
	100.0%	100.0%	100.0%

4.7. Opinion of: MOOCs	The University of Memphis	DR public institutions	All US institutions
<b>Don't know</b>	51	1135	3389
	36.7%	26.6%	29.8%
<b>Completely opposed</b>	10	391	948
	7.2%	9.2%	8.3%
<b>Generally opposed, but willing to consider</b>	25	770	1756
	18.0%	18.1%	15.4%
<b>Neutral</b>	27	811	2287
	19.4%	19.0%	20.1%
<b>Generally supportive, but somewhat skeptical</b>	22	884	2138
	15.8%	20.8%	18.8%
<b>Completely supportive</b>	4	268	855
	2.9%	6.3%	7.5%
<b>Total respondent count (Percentages sum to 100%)</b>	139	4259	11373
	100.0%	100.0%	100.0%

4.7. Opinion of: Competency-based education	The University of Memphis	DR public institutions	All US institutions
<b>Don't know</b>	30	1303	2903
	21.4%	30.6%	25.5%
<b>Completely opposed</b>	6	150	379
	4.3%	3.5%	3.3%
<b>Generally opposed, but willing to consider</b>	12	287	761
	8.6%	6.7%	6.7%
<b>Neutral</b>	26	749	2019
	18.6%	17.6%	17.7%
<b>Generally supportive, but somewhat skeptical</b>	32	955	2778
	22.9%	22.4%	24.4%
<b>Completely supportive</b>	34	815	2541
	24.3%	19.1%	22.3%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4259	11381
	100.0%	100.0%	100.0%

<b>4.7. Opinion of: Badges or digital credentials</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	58	1859	4626
	42.0%	43.6%	40.7%
<b>Completely opposed</b>	11	268	601
	8.0%	6.3%	5.3%
<b>Generally opposed, but willing to consider</b>	19	393	962
	13.8%	9.2%	8.5%
<b>Neutral</b>	28	932	2667
	20.3%	21.9%	23.4%
<b>Generally supportive, but somewhat skeptical</b>	16	561	1644
	11.6%	13.2%	14.5%
<b>Completely supportive</b>	6	248	877
	4.3%	5.8%	7.7%
<b>Total respondent count (Percentages sum to 100%)</b>	138	4261	11377
	100.0%	100.0%	100.0%

<b>4.7. Opinion of: Gamification</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	60	1715	4527
	42.9%	40.3%	39.8%
<b>Completely opposed</b>	10	324	749
	7.1%	7.6%	6.6%
<b>Generally opposed, but willing to consider</b>	17	506	1241
	12.1%	11.9%	10.9%
<b>Neutral</b>	26	764	2171
	18.6%	18.0%	19.1%
<b>Generally supportive, but somewhat skeptical</b>	21	634	1723
	15.0%	14.9%	15.2%
<b>Completely supportive</b>	6	313	956
	4.3%	7.4%	8.4%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4256	11367
	100.0%	100.0%	100.0%

<b>4.7. Opinion of: Open educational resources</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	52	1463	3516
	36.9%	34.4%	30.9%
<b>Completely opposed</b>	4	81	184
	2.8%	1.9%	1.6%
<b>Generally opposed, but willing to consider</b>	3	209	496
	2.1%	4.9%	4.4%
<b>Neutral</b>	25	761	2080
	17.7%	17.9%	18.3%
<b>Generally supportive, but somewhat skeptical</b>	38	942	2572
	27.0%	22.1%	22.6%
<b>Completely supportive</b>	19	799	2524
	13.5%	18.8%	22.2%
<b>Total respondent count (Percentages sum to 100%)</b>	141	4255	11372
	100.0%	100.0%	100.0%

<b>4.8. Classroom technologies: Availability of classrooms</b>	<b>The University of</b>		

with multimedia equipment	Memphis	DR public institutions	All US institutions
N/A	3	188	917
	2.1%	4.4%	8.0%
Very dissatisfied	3	293	692
	2.1%	6.8%	6.0%
Dissatisfied	16	668	1470
	11.4%	15.6%	12.8%
Neutral	21	594	1473
	15.0%	13.9%	12.9%
Satisfied	70	1889	4873
	50.0%	44.1%	42.6%
Very satisfied	27	650	2015
	19.3%	15.2%	17.6%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4282	11440
	100.0%	100.0%	100.0%

4.8. Classroom technologies: Reliability of equipment available	The University of Memphis	DR public institutions	All US institutions
N/A	4	131	697
	2.9%	3.1%	6.1%
Very dissatisfied	7	297	777
	5.0%	6.9%	6.8%
Dissatisfied	15	764	1834
	10.7%	17.9%	16.0%
Neutral	26	763	1941
	18.6%	17.8%	17.0%
Satisfied	70	1869	4898
	50.0%	43.7%	42.8%
Very satisfied	18	455	1285
	12.9%	10.6%	11.2%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4279	11432
	100.0%	100.0%	100.0%

4.8. Classroom technologies: Refresh/update frequency of equipment	The University of Memphis	DR public institutions	All US institutions
N/A	4	86	294
	10.0%	7.4%	9.3%
Very dissatisfied	4	150	389
	10.0%	12.9%	12.3%
Dissatisfied	9	246	600
	22.5%	21.1%	19.0%
Neutral	6	283	754
	15.0%	24.3%	23.9%
Satisfied	11	333	901
	27.5%	28.6%	28.6%
Very satisfied	6	68	215
	15.0%	5.8%	6.8%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1166	3153
	100.0%	100.0%	100.0%

4.8. Classroom technologies: Refresh/update frequency of software	The University of Memphis	DR public institutions	All US institutions
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<b>N/A</b>	6	129	346
	15.0%	11.1%	11.0%
<b>Very dissatisfied</b>	1	99	280
	2.5%	8.5%	8.9%
<b>Dissatisfied</b>	6	184	509
	15.0%	15.8%	16.1%
<b>Neutral</b>	9	319	767
	22.5%	27.3%	24.3%
<b>Satisfied</b>	10	356	996
	25.0%	30.5%	31.5%
<b>Very satisfied</b>	8	80	261
	20.0%	6.9%	8.3%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1167	3159
	100.0%	100.0%	100.0%

<b>4.8. Classroom technologies: Technology that supports open learning classrooms</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	16	454	1279
	41.0%	39.2%	40.7%
<b>Very dissatisfied</b>	2	118	279
	5.1%	10.2%	8.9%
<b>Dissatisfied</b>	6	196	471
	15.4%	16.9%	15.0%
<b>Neutral</b>	11	228	601
	28.2%	19.7%	19.1%
<b>Satisfied</b>	1	124	389
	2.6%	10.7%	12.4%
<b>Very satisfied</b>	3	37	125
	7.7%	3.2%	4.0%
<b>Total respondent count (Percentages sum to 100%)</b>	39	1157	3144
	100.0%	100.0%	100.0%

<b>4.8. Classroom technologies: Variety of equipment available</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	4	76	278
	10.0%	6.5%	8.8%
<b>Very dissatisfied</b>	2	103	249
	5.0%	8.8%	7.9%
<b>Dissatisfied</b>	9	187	494
	22.5%	16.1%	15.7%
<b>Neutral</b>	9	299	771
	22.5%	25.7%	24.5%
<b>Satisfied</b>	11	417	1097
	27.5%	35.8%	34.8%
<b>Very satisfied</b>	5	83	264
	12.5%	7.1%	8.4%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1165	3153
	100.0%	100.0%	100.0%

<b>4.8. Classroom technologies: Variety of software</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
	4	111	313



	N/A	10.0%	9.5%	9.9%
Very dissatisfied		2	98	234
		5.0%	8.4%	7.4%
Dissatisfied		5	154	434
		12.5%	13.2%	13.8%
Neutral		11	315	825
		27.5%	27.1%	26.1%
Satisfied		13	418	1098
		32.5%	35.9%	34.8%
Very satisfied		5	68	251
		12.5%	5.8%	8.0%
Total respondent count (Percentages sum to 100%)		40	1164	3155
		100.0%	100.0%	100.0%

4.8. Classroom technologies: General ease-of-use of podium systems	The University of Memphis	DR public institutions	All US institutions	
N/A	10	282	1372	
	7.2%	6.6%	12.0%	
Very dissatisfied	5	237	588	
	3.6%	5.5%	5.1%	
Dissatisfied	11	550	1361	
	7.9%	12.9%	11.9%	
Neutral	27	742	1887	
	19.4%	17.4%	16.5%	
Satisfied	66	1908	4684	
	47.5%	44.6%	41.0%	
Very satisfied	20	557	1535	
	14.4%	13.0%	13.4%	
Total respondent count (Percentages sum to 100%)		139	4276	11427
		100.0%	100.0%	100.0%

4.8. Classroom technologies: Computers in the podiums	The University of Memphis	DR public institutions	All US institutions	
N/A	3	144	543	
	7.5%	12.4%	17.2%	
Very dissatisfied	2	99	242	
	5.0%	8.5%	7.7%	
Dissatisfied	7	167	395	
	17.5%	14.4%	12.5%	
Neutral	4	223	512	
	10.0%	19.2%	16.2%	
Satisfied	18	421	1088	
	45.0%	36.2%	34.5%	
Very satisfied	6	108	375	
	15.0%	9.3%	11.9%	
Total respondent count (Percentages sum to 100%)		40	1162	3155
		100.0%	100.0%	100.0%

4.8. Classroom technologies: Software on the podium computers	The University of Memphis	DR public institutions	All US institutions
N/A	3	156	555

	7.5%	13.4%	17.6%
<b>Very dissatisfied</b>	0	96	233
	0.0%	8.3%	7.4%
<b>Dissatisfied</b>	6	164	387
	15.0%	14.1%	12.3%
<b>Neutral</b>	11	256	628
	27.5%	22.0%	19.9%
<b>Satisfied</b>	16	402	1059
	40.0%	34.6%	33.6%
<b>Very satisfied</b>	4	88	290
	10.0%	7.6%	9.2%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1162	3152
	100.0%	100.0%	100.0%

<b>4.8. Classroom technologies: Computer projection</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	3	40	230
	7.7%	3.4%	7.3%
<b>Very dissatisfied</b>	1	84	208
	2.6%	7.2%	6.6%
<b>Dissatisfied</b>	4	164	377
	10.3%	14.1%	11.9%
<b>Neutral</b>	7	202	453
	17.9%	17.3%	14.4%
<b>Satisfied</b>	18	522	1394
	46.2%	44.8%	44.2%
<b>Very satisfied</b>	6	153	494
	15.4%	13.1%	15.7%
<b>Total respondent count (Percentages sum to 100%)</b>	39	1165	3156
	100.0%	100.0%	100.0%

<b>4.8. Classroom technologies: Audience response systems</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	15	531	1500
	37.5%	45.7%	47.5%
<b>Very dissatisfied</b>	2	90	217
	5.0%	7.7%	6.9%
<b>Dissatisfied</b>	8	121	341
	20.0%	10.4%	10.8%
<b>Neutral</b>	9	230	608
	22.5%	19.8%	19.3%
<b>Satisfied</b>	4	147	359
	10.0%	12.7%	11.4%
<b>Very satisfied</b>	2	43	130
	5.0%	3.7%	4.1%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1162	3155
	100.0%	100.0%	100.0%

<b>4.8. Classroom technologies: Wireless access</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	3	48	216
	7.5%	4.1%	6.8%

<b>Very dissatisfied</b>	0	104	261
	0.0%	8.9%	8.3%
<b>Dissatisfied</b>	5	177	466
	12.5%	15.2%	14.8%
<b>Neutral</b>	6	181	450
	15.0%	15.5%	14.3%
<b>Satisfied</b>	16	463	1209
	40.0%	39.7%	38.3%
<b>Very satisfied</b>	10	193	555
	25.0%	16.6%	17.6%
<b>Total respondent count (Percentages sum to 100%)</b>	40	1166	3157
	100.0%	100.0%	100.0%

<b>4.8. Classroom technologies: Overall satisfaction</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	4	92	549
	2.9%	2.2%	4.8%
<b>Very dissatisfied</b>	2	197	508
	1.4%	4.6%	4.5%
<b>Dissatisfied</b>	12	567	1347
	8.6%	13.3%	11.8%
<b>Neutral</b>	24	923	2273
	17.1%	21.6%	19.9%
<b>Satisfied</b>	79	2050	5385
	56.4%	48.1%	47.2%
<b>Very satisfied</b>	19	436	1343
	13.6%	10.2%	11.8%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4265	11405
	100.0%	100.0%	100.0%

<b>4.9a. LMS usage</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>I don't use the LMS at all</b>	33	734	1702
	23.6%	17.1%	14.9%
<b>To push out information</b>	73	2823	6998
	52.1%	65.9%	61.1%
<b>To promote interaction outside the classroom</b>	56	1743	5042
	40.0%	40.7%	44.0%
<b>To teach partially online courses or programs</b>	31	674	2379
	22.1%	15.7%	20.8%
<b>To teach completely online courses or programs</b>	49	863	3196
	35.0%	20.1%	27.9%
<b>Total respondent count</b>	140	4284	11459

<b>4.9b. How often do you typically use the LMS?</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Daily</b>	62	1832	5706
	57.9%	51.6%	58.5%
<b>Weekly</b>	38	1509	3518
	35.5%	42.5%	36.1%
<b>Monthly</b>	7	139	327
	6.5%	3.9%	3.4%

	0	69	195
<b>Less than monthly</b>	0.0%	1.9%	2.0%
<b>Total respondent count</b>	107	3549	9746
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>4.9c. What LMS do you typically use?</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Blackboard</b>	7	1434	3632
	6.5%	40.4%	37.3%
<b>D2L</b>	80	577	1169
	74.8%	16.3%	12.0%
<b>Canvas</b>	1	588	1759
	0.9%	16.6%	18.1%
<b>Jenzabar e-Racer</b>	0	1	8
	0.0%	0.0%	0.1%
<b>Moodle (Moodle Trust)</b>	0	192	663
	0.0%	5.4%	6.8%
<b>Moodlerooms Joule</b>	0	1	42
	0.0%	0.0%	0.4%
<b>Pearson eCollege</b>	1	11	175
	0.9%	0.3%	1.8%
<b>Sakai</b>	0	102	317
	0.0%	2.9%	3.3%
<b>Homegrown/locally developed</b>	2	108	273
	1.9%	3.0%	2.8%
<b>Other product; please specify</b>	12	511	1601
	11.2%	14.4%	16.4%
<b>Don't know</b>	4	24	104
	3.7%	0.7%	1.1%
<b>Total respondent count</b>	107	3549	9743
	100.0%	100.0%	100.0%

<b>4.9. LMS satisfaction: Ease of use in general</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	0	29	60
	0.0%	0.8%	0.6%
<b>Very dissatisfied</b>	5	251	523
	4.7%	7.1%	5.4%
<b>Dissatisfied</b>	24	700	1430
	22.4%	19.8%	14.7%
<b>Neutral</b>	22	748	1803
	20.6%	21.1%	18.6%
<b>Satisfied</b>	49	1601	4839
	45.8%	45.2%	49.9%
<b>Very satisfied</b>	7	210	1051
	6.5%	5.9%	10.8%
<b>Total respondent count</b>	107	3539	9706
	100.0%	100.0%	100.0%

<b>4.9. LMS satisfaction: Ease of use from a mobile device</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
	38	1309	3041

	N/A	35.8%	37.1%	31.4%
Very dissatisfied	11	10.4%	12.7%	11.9%
	21	19.8%	19.2%	18.7%
Dissatisfied	23	21.7%	19.2%	21.2%
	10	9.4%	10.1%	13.8%
Neutral	3	2.8%	1.7%	3.0%
	106	100.0%	100.0%	100.0%
Satisfied	3531			9695
	9695			
Very satisfied	292			
	9695			
<b>Total respondent count</b>				
<b>(Percentages sum to 100%)</b>				

4.9. LMS satisfaction: Engaging in meaningful interactions with students		The University of Memphis	DR public institutions	All US institutions
N/A	16	15.1%	20.5%	15.8%
	6	5.7%	5.7%	4.5%
Very dissatisfied	12	11.3%	14.5%	12.1%
	38	35.8%	29.6%	26.7%
Dissatisfied	30	28.3%	26.1%	33.4%
	4	3.8%	3.6%	7.5%
Neutral	106	100.0%	100.0%	100.0%
	3535			9705
Satisfied	9705			
	9705			
Very satisfied	292			
	9705			
<b>Total respondent count</b>				
<b>(Percentages sum to 100%)</b>				

4.9. LMS satisfaction: System availability		The University of Memphis	DR public institutions	All US institutions
N/A	0	0.0%	1.9%	1.3%
	0	0.0%	3.4%	2.4%
Very dissatisfied	1	3.3%	8.1%	5.8%
	5	16.7%	20.4%	16.7%
Dissatisfied	14	46.7%	52.0%	55.0%
	10	33.3%	14.2%	18.9%
Neutral	30	100.0%	100.0%	100.0%
	1003			2759
Satisfied	2759			
	2759			
Very satisfied	292			
	2759			
<b>Total respondent count</b>				
<b>(Percentages sum to 100%)</b>				

4.9. LMS satisfaction: System response time		The University of Memphis	DR public institutions	All US institutions
N/A	1		21	63

	3.2%	2.1%	2.3%
<b>Very dissatisfied</b>	1	77	151
	3.2%	7.7%	5.5%
<b>Dissatisfied</b>	2	152	330
	6.5%	15.2%	12.0%
<b>Neutral</b>	7	228	581
	22.6%	22.8%	21.0%
<b>Satisfied</b>	16	448	1298
	51.6%	44.7%	47.0%
<b>Very satisfied</b>	4	76	338
	12.9%	7.6%	12.2%
<b>Total respondent count (Percentages sum to 100%)</b>	31	1002	2761
	100.0%	100.0%	100.0%

<b>4.9. LMS satisfaction: Initial use training</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	6	126	260
	20.7%	12.6%	9.4%
<b>Very dissatisfied</b>	2	116	240
	6.9%	11.6%	8.7%
<b>Dissatisfied</b>	6	214	456
	20.7%	21.4%	16.5%
<b>Neutral</b>	2	253	633
	6.9%	25.2%	23.0%
<b>Satisfied</b>	11	247	920
	37.9%	24.7%	33.4%
<b>Very satisfied</b>	2	46	249
	6.9%	4.6%	9.0%
<b>Total respondent count (Percentages sum to 100%)</b>	29	1002	2758
	100.0%	100.0%	100.0%

<b>4.9. LMS satisfaction: Ongoing training/professional development</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	5	186	381
	16.7%	18.6%	13.8%
<b>Very dissatisfied</b>	4	95	205
	13.3%	9.5%	7.4%
<b>Dissatisfied</b>	8	197	424
	26.7%	19.7%	15.4%
<b>Neutral</b>	7	280	775
	23.3%	28.0%	28.1%
<b>Satisfied</b>	3	213	779
	10.0%	21.3%	28.2%
<b>Very satisfied</b>	3	30	196
	10.0%	3.0%	7.1%
<b>Total respondent count (Percentages sum to 100%)</b>	30	1001	2760
	100.0%	100.0%	100.0%

<b>4.9. LMS satisfaction: Posting content</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	0	7	25
	0.0%	0.7%	0.9%

<b>Very dissatisfied</b>	0	39	93
	0.0%	3.9%	3.4%
<b>Dissatisfied</b>	3	101	217
	9.7%	10.1%	7.8%
<b>Neutral</b>	7	152	339
	22.6%	15.1%	12.3%
<b>Satisfied</b>	16	538	1478
	51.6%	53.6%	53.5%
<b>Very satisfied</b>	5	167	613
	16.1%	16.6%	22.2%
<b>Total respondent count (Percentages sum to 100%)</b>	31	1004	2765
	100.0%	100.0%	100.0%

<b>4.9. LMS satisfaction: Managing assignments</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	3	100	207
	10.0%	10.0%	7.5%
<b>Very dissatisfied</b>	1	49	122
	3.3%	4.9%	4.4%
<b>Dissatisfied</b>	4	130	306
	13.3%	13.0%	11.1%
<b>Neutral</b>	5	227	521
	16.7%	22.7%	18.9%
<b>Satisfied</b>	13	409	1242
	43.3%	40.9%	45.0%
<b>Very satisfied</b>	4	86	362
	13.3%	8.6%	13.1%
<b>Total respondent count (Percentages sum to 100%)</b>	30	1001	2760
	100.0%	100.0%	100.0%

<b>4.9. LMS satisfaction: Monitoring or managing enrollments</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	4	127	352
	12.9%	12.7%	12.8%
<b>Very dissatisfied</b>	1	46	110
	3.2%	4.6%	4.0%
<b>Dissatisfied</b>	2	99	277
	6.5%	9.9%	10.0%
<b>Neutral</b>	7	228	583
	22.6%	22.7%	21.1%
<b>Satisfied</b>	14	430	1151
	45.2%	42.9%	41.7%
<b>Very satisfied</b>	3	73	287
	9.7%	7.3%	10.4%
<b>Total respondent count (Percentages sum to 100%)</b>	31	1003	2760
	100.0%	100.0%	100.0%

<b>4.9. LMS satisfaction: Entering student progress information</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	1	84	171
	3.2%	8.4%	6.2%
	1	83	196

<b>Very dissatisfied</b>	3.2%	8.3%	7.1%
<b>Dissatisfied</b>	6	167	402
	19.4%	16.6%	14.5%
<b>Neutral</b>	5	186	440
	16.1%	18.5%	15.9%
<b>Satisfied</b>	12	391	1183
	38.7%	38.9%	42.7%
<b>Very satisfied</b>	6	94	378
	19.4%	9.4%	13.6%
<b>Total respondent count (Percentages sum to 100%)</b>	31	1005	2770
	100.0%	100.0%	100.0%

<b>4.9. LMS satisfaction: Receiving course assignments reliably</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	3	131	260
	9.7%	13.0%	9.4%
<b>Very dissatisfied</b>	0	22	60
	0.0%	2.2%	2.2%
<b>Dissatisfied</b>	1	78	173
	3.2%	7.8%	6.3%
<b>Neutral</b>	4	174	412
	12.9%	17.3%	14.9%
<b>Satisfied</b>	16	476	1370
	51.6%	47.4%	49.6%
<b>Very satisfied</b>	7	123	485
	22.6%	12.3%	17.6%
<b>Total respondent count (Percentages sum to 100%)</b>	31	1004	2760
	100.0%	100.0%	100.0%

<b>4.9. LMS satisfaction: Integrating third-party content</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	8	334	790
	26.7%	33.4%	28.6%
<b>Very dissatisfied</b>	0	88	222
	0.0%	8.8%	8.0%
<b>Dissatisfied</b>	9	165	407
	30.0%	16.5%	14.8%
<b>Neutral</b>	8	231	651
	26.7%	23.1%	23.6%
<b>Satisfied</b>	2	157	563
	6.7%	15.7%	20.4%
<b>Very satisfied</b>	3	26	125
	10.0%	2.6%	4.5%
<b>Total respondent count (Percentages sum to 100%)</b>	30	1001	2758
	100.0%	100.0%	100.0%

<b>4.9. LMS satisfaction: Integration with other institutional systems</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	9	164	420
	29.0%	16.4%	15.2%
<b>Very dissatisfied</b>	1	114	274



	3.2%	11.4%	9.9%
<b>Dissatisfied</b>	8	173	455
	25.8%	17.2%	16.5%
<b>Neutral</b>	6	221	606
	19.4%	22.0%	21.9%
<b>Satisfied</b>	4	281	799
	12.9%	28.0%	28.9%
<b>Very satisfied</b>	3	50	208
	9.7%	5.0%	7.5%
<b>Total respondent count (Percentages sum to 100%)</b>	31	1003	2762
	100.0%	100.0%	100.0%

<b>4.9. LMS satisfaction: Overall satisfaction</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>N/A</b>	0	28	52
	0.0%	0.8%	0.5%
<b>Very dissatisfied</b>	2	193	403
	1.9%	5.5%	4.2%
<b>Dissatisfied</b>	19	556	1170
	17.8%	15.8%	12.1%
<b>Neutral</b>	35	1029	2383
	32.7%	29.2%	24.6%
<b>Satisfied</b>	47	1559	4903
	43.9%	44.3%	50.6%
<b>Very satisfied</b>	4	158	774
	3.7%	4.5%	8.0%
<b>Total respondent count (Percentages sum to 100%)</b>	107	3523	9685
	100.0%	100.0%	100.0%

<b>4.9e. The LMS is critical to my teaching.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	0	36	109
	0.0%	1.0%	1.1%
<b>Strongly disagree</b>	3	234	563
	2.8%	6.6%	5.8%
<b>Disagree</b>	14	515	1191
	13.1%	14.6%	12.3%
<b>Neutral</b>	20	703	1790
	18.7%	19.9%	18.4%
<b>Agree</b>	42	1280	3372
	39.3%	36.2%	34.8%
<b>Strongly agree</b>	28	766	2677
	26.2%	21.7%	27.6%
<b>Total respondent count (Percentages sum to 100%)</b>	107	3534	9702
	100.0%	100.0%	100.0%

<b>4.9e. The LMS is very useful as a tool to enhance my teaching.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	1	39	117
	0.9%	1.1%	1.2%
<b>Strongly disagree</b>	1	127	288
	0.9%	3.6%	3.0%

<b>Disagree</b>	7	293	624
	6.5%	8.3%	6.4%
<b>Neutral</b>	16	681	1546
	15.0%	19.3%	15.9%
<b>Agree</b>	56	1733	4649
	52.3%	49.0%	47.9%
<b>Strongly agree</b>	26	664	2481
	24.3%	18.8%	25.6%
<b>Total respondent count (Percentages sum to 100%)</b>	107	3537	9705
	100.0%	100.0%	100.0%

<b>4.9e. The LMS is very useful as a tool to enhance student learning.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	3	64	167
	2.8%	1.8%	1.7%
<b>Strongly disagree</b>	1	125	270
	0.9%	3.5%	2.8%
<b>Disagree</b>	5	297	618
	4.7%	8.4%	6.4%
<b>Neutral</b>	20	821	1851
	18.9%	23.2%	19.1%
<b>Agree</b>	57	1635	4488
	53.8%	46.3%	46.3%
<b>Strongly agree</b>	20	593	2307
	18.9%	16.8%	23.8%
<b>Total respondent count (Percentages sum to 100%)</b>	106	3535	9701
	100.0%	100.0%	100.0%

<b>4.10. In-class mobile device policy: Smartphone</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Ban students from using it in class</b>	44	948	2510
	31.9%	22.3%	22.2%
<b>Discourage students from using it in class</b>	28	1251	3073
	20.3%	29.5%	27.2%
<b>Neither discourage nor encourage its use</b>	45	1590	4000
	32.6%	37.4%	35.4%
<b>Encourage students to use it in class</b>	19	406	1551
	13.8%	9.6%	13.7%
<b>Require students to use it in class</b>	2	51	161
	1.4%	1.2%	1.4%
<b>Total respondent count (Percentages sum to 100%)</b>	138	4246	11295
	100.0%	100.0%	100.0%

<b>4.10. In-class mobile device policy: Tablet</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Ban students from using it in class</b>	15	365	972
	10.9%	8.6%	8.6%
<b>Discourage students from using it in class</b>	15	483	1169
	10.9%	11.4%	10.4%
<b>Neither discourage nor encourage its use</b>	72	2297	5697
	52.2%	54.1%	50.5%
	35	1013	3151

<b>Encourage students to use it in class</b>	25.4%	23.8%	27.9%
<b>Require students to use it in class</b>	1	91	300
	0.7%	2.1%	2.7%
<b>Total respondent count</b>	138	4249	11289
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>4.10. In-class mobile device policy: Laptop</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Ban students from using it in class</b>	10	314	807
	7.2%	7.4%	7.1%
<b>Discourage students from using it in class</b>	21	420	1047
	15.1%	9.9%	9.3%
<b>Neither discourage nor encourage its use</b>	61	2081	5165
	43.9%	49.0%	45.7%
<b>Encourage students to use it in class</b>	41	1186	3545
	29.5%	27.9%	31.3%
<b>Require students to use it in class</b>	6	245	746
	4.3%	5.8%	6.6%
<b>Total respondent count</b>	139	4246	11310
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>4.10. In-class mobile device policy: Wearable technologies</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Ban students from using it in class</b>	32	637	1702
	23.0%	15.1%	15.2%
<b>Discourage students from using it in class</b>	13	603	1509
	9.4%	14.3%	13.5%
<b>Neither discourage nor encourage its use</b>	87	2835	7392
	62.6%	67.4%	66.0%
<b>Encourage students to use it in class</b>	7	124	565
	5.0%	2.9%	5.0%
<b>Require students to use it in class</b>	0	8	37
	0.0%	0.2%	0.3%
<b>Total respondent count</b>	139	4207	11205
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>4.11. Use smartphone in class</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Use to take notes</b>	3	107	333
	7.7%	9.4%	10.8%
<b>Use to engage in nonclass activities</b>	13	674	1692
	33.3%	59.0%	55.1%
<b>Use to make other connections with the learning material</b>	7	294	941
	17.9%	25.7%	30.7%
<b>Use specialized software or Internet for directed activities</b>	5	129	425
	12.8%	11.3%	13.8%
<b>Do not typically use</b>	20	355	915
	51.3%	31.1%	29.8%
<b>Total respondent count</b>	39	1142	3070

<b>4.11. Use tablet in class</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
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	15	547	1334
<b>Use to take notes</b>	37.5%	47.8%	43.4%
	15	555	1246
<b>Use to engage in nonclass activities</b>	37.5%	48.5%	40.5%
	16	501	1347
<b>Use to make other connections with the learning material</b>	40.0%	43.8%	43.8%
	8	238	717
<b>Use specialized software or Internet for directed activities</b>	20.0%	20.8%	23.3%
	12	262	785
<b>Do not typically use</b>	30.0%	22.9%	25.5%
<b>Total respondent count</b>	40	1145	3076

<b>4.11. Use laptop in class</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
	22	726	1776
<b>Use to take notes</b>	55.0%	63.0%	57.4%
	12	601	1370
<b>Use to engage in nonclass activities</b>	30.0%	52.2%	44.3%
	18	600	1597
<b>Use to make other connections with the learning material</b>	45.0%	52.1%	51.6%
	9	338	1008
<b>Use specialized software or Internet for directed activities</b>	22.5%	29.3%	32.6%
	9	127	429
<b>Do not typically use</b>	22.5%	11.0%	13.9%
<b>Total respondent count</b>	40	1152	3095

<b>4.12. In-class mobile: The use of mobile devices in-class can enhance learning.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
	8	193	527
<b>Don't know</b>	5.7%	4.5%	4.6%
	8	330	820
<b>Strongly disagree</b>	5.7%	7.8%	7.2%
	17	502	1184
<b>Disagree</b>	12.1%	11.8%	10.4%
	33	1266	3210
<b>Neutral</b>	23.4%	29.8%	28.3%
	61	1629	4474
<b>Agree</b>	43.3%	38.3%	39.4%
	14	335	1128
<b>Strongly agree</b>	9.9%	7.9%	9.9%
<b>Total respondent count</b>	141	4255	11343
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>4.12. In-class mobile: In-class use of mobile devices is distracting for me.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
	2	84	330
<b>Don't know</b>	1.4%	2.0%	2.9%
	14	274	879
<b>Strongly disagree</b>	10.0%	6.4%	7.7%
	26	779	2204
<b>Disagree</b>	18.6%	18.3%	19.4%
	29	945	2557
<b>Neutral</b>			

	20.7%	22.2%	22.5%
<b>Agree</b>	46	1371	3403
	32.9%	32.2%	30.0%
<b>Strongly agree</b>	23	805	1981
	16.4%	18.9%	17.4%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4258	11354
	100.0%	100.0%	100.0%

<b>4.12. In-class mobile: In-class use of mobile devices is distracting for the students.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	3	122	402
	2.1%	2.9%	3.5%
<b>Strongly disagree</b>	8	130	490
	5.7%	3.1%	4.3%
<b>Disagree</b>	23	457	1486
	16.4%	10.7%	13.1%
<b>Neutral</b>	25	878	2431
	17.9%	20.6%	21.4%
<b>Agree</b>	51	1599	3935
	36.4%	37.6%	34.7%
<b>Strongly agree</b>	30	1068	2604
	21.4%	25.1%	22.9%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4254	11348
	100.0%	100.0%	100.0%

<b>4.12. In-class mobile: I am concerned about the security/privacy problems of mobile technology.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	7	198	572
	5.0%	4.7%	5.0%
<b>Strongly disagree</b>	7	250	768
	5.0%	5.9%	6.8%
<b>Disagree</b>	33	910	2388
	23.6%	21.4%	21.0%
<b>Neutral</b>	37	1241	3258
	26.4%	29.1%	28.7%
<b>Agree</b>	42	1255	3295
	30.0%	29.5%	29.0%
<b>Strongly agree</b>	14	404	1068
	10.0%	9.5%	9.4%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4258	11349
	100.0%	100.0%	100.0%

<b>4.12. In-class mobile: I'd like to have more training around effectively incorporating mobile devices into my courses.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	6	123	371
	4.4%	2.9%	3.3%
<b>Strongly disagree</b>	11	477	1104
	8.0%	11.2%	9.7%
<b>Disagree</b>	20	727	1737
	14.6%	17.1%	15.3%
<b>Neutral</b>	32	1026	2677

	23.4%	24.1%	23.6%
<b>Agree</b>	52	1453	4082
	38.0%	34.2%	36.0%
<b>Strongly agree</b>	16	446	1377
	11.7%	10.5%	12.1%
<b>Total respondent count (Percentages sum to 100%)</b>	137	4252	11348
	100.0%	100.0%	100.0%

<b>4.12. In-class mobile: I create assignments that take advantage of student access to mobile technologies.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	7	128	431
	5.0%	3.0%	3.8%
<b>Strongly disagree</b>	19	859	1903
	13.5%	20.2%	16.8%
<b>Disagree</b>	43	1239	3092
	30.5%	29.2%	27.3%
<b>Neutral</b>	35	886	2466
	24.8%	20.9%	21.8%
<b>Agree</b>	30	889	2699
	21.3%	20.9%	23.8%
<b>Strongly agree</b>	7	246	742
	5.0%	5.8%	6.5%
<b>Total respondent count (Percentages sum to 100%)</b>	141	4247	11333
	100.0%	100.0%	100.0%

<b>4.12. In-class mobile: My institution makes mobile learning a priority.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	34	987	2195
	24.3%	23.2%	19.4%
<b>Strongly disagree</b>	19	501	1461
	13.6%	11.8%	12.9%
<b>Disagree</b>	31	1215	3087
	22.1%	28.6%	27.2%
<b>Neutral</b>	46	1222	3302
	32.9%	28.7%	29.1%
<b>Agree</b>	8	284	1030
	5.7%	6.7%	9.1%
<b>Strongly agree</b>	2	42	256
	1.4%	1.0%	2.3%
<b>Total respondent count (Percentages sum to 100%)</b>	140	4251	11331
	100.0%	100.0%	100.0%

<b>5.1. Research: I receive adequate and appropriate support from IT staff to conduct my research.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	3	81	244
	3.2%	2.6%	4.0%
<b>Strongly disagree</b>	11	308	622
	11.8%	10.0%	10.2%
<b>Disagree</b>	15	428	825
	16.1%	14.0%	13.6%
<b>Neutral</b>	16	665	1363
	17.2%	21.7%	22.5%

<b>Agree</b>	33	1111	1946
	35.5%	36.2%	32.1%
<b>Strongly agree</b>	8	253	467
	8.6%	8.3%	7.7%
<b>Not applicable to my research</b>	7	219	602
	7.5%	7.1%	9.9%
<b>Total respondent count (Percentages sum to 100%)</b>	93	3065	6069
	100.0%	100.0%	100.0%

<b>5.1. Research: I have access to IT staff with specialized knowledge about RC in support of my academic discipline.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	6	178	491
	6.5%	5.8%	8.1%
<b>Strongly disagree</b>	9	385	857
	9.7%	12.6%	14.1%
<b>Disagree</b>	24	551	1095
	25.8%	18.0%	18.1%
<b>Neutral</b>	14	546	1026
	15.1%	17.8%	16.9%
<b>Agree</b>	26	885	1508
	28.0%	28.9%	24.9%
<b>Strongly agree</b>	7	250	451
	7.5%	8.2%	7.4%
<b>Not applicable to my research</b>	7	267	634
	7.5%	8.7%	10.5%
<b>Total respondent count (Percentages sum to 100%)</b>	93	3062	6062
	100.0%	100.0%	100.0%

<b>5.1. Research: I have access to the specialized software/applications I need to conduct my research.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	2	88	249
	2.2%	2.9%	4.1%
<b>Strongly disagree</b>	11	227	523
	11.8%	7.4%	8.6%
<b>Disagree</b>	10	396	847
	10.8%	12.9%	14.0%
<b>Neutral</b>	15	500	1065
	16.1%	16.3%	17.6%
<b>Agree</b>	38	1309	2294
	40.9%	42.7%	37.8%
<b>Strongly agree</b>	11	312	531
	11.8%	10.2%	8.8%
<b>Not applicable to my research</b>	6	230	558
	6.5%	7.5%	9.2%
<b>Total respondent count (Percentages sum to 100%)</b>	93	3062	6067
	100.0%	100.0%	100.0%

<b>5.1. Research: I receive adequate support for federally funded IT and cyberinfrastructure resources.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	7	174	379
	28.0%	20.2%	20.6%

<b>Strongly disagree</b>	3	76	177
	12.0%	8.8%	9.6%
<b>Disagree</b>	1	62	136
	4.0%	7.2%	7.4%
<b>Neutral</b>	0	76	159
	0.0%	8.8%	8.7%
<b>Agree</b>	0	49	80
	0.0%	5.7%	4.4%
<b>Strongly agree</b>	0	8	14
	0.0%	0.9%	0.8%
<b>Not applicable to my research</b>	14	418	891
	56.0%	48.4%	48.5%
<b>Total respondent count (Percentages sum to 100%)</b>	25	863	1836
	100.0%	100.0%	100.0%

<b>5.1. Research: My institution makes electronic laboratory notebooks available to those whose projects require them.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	8	382	762
	32.0%	44.3%	41.5%
<b>Strongly disagree</b>	1	73	165
	4.0%	8.5%	9.0%
<b>Disagree</b>	2	42	118
	8.0%	4.9%	6.4%
<b>Neutral</b>	0	34	94
	0.0%	3.9%	5.1%
<b>Agree</b>	0	15	53
	0.0%	1.7%	2.9%
<b>Strongly agree</b>	2	7	18
	8.0%	0.8%	1.0%
<b>Not applicable to my research</b>	12	309	627
	48.0%	35.8%	34.1%
<b>Total respondent count (Percentages sum to 100%)</b>	25	862	1837
	100.0%	100.0%	100.0%

<b>5.1. Research: I receive timely support from IT staff to conduct my research.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	2	49	143
	8.0%	5.7%	7.8%
<b>Strongly disagree</b>	3	110	217
	12.0%	12.7%	11.8%
<b>Disagree</b>	3	102	200
	12.0%	11.8%	10.9%
<b>Neutral</b>	3	157	349
	12.0%	18.1%	19.0%
<b>Agree</b>	7	268	493
	28.0%	30.9%	26.8%
<b>Strongly agree</b>	3	75	143
	12.0%	8.7%	7.8%
<b>Not applicable to my research</b>	4	106	293
	16.0%	12.2%	15.9%
<b>Total respondent count</b>	25	867	1838



(Percentages sum to 100%)	100.0%	100.0%	100.0%
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5.1. Research: My institution ensures that faculty doing research are provided ongoing tech support ....	The University of Memphis	DR public institutions	All US institutions
Don't know	7	196	406
	28.0%	22.7%	22.1%
Strongly disagree	3	138	304
	12.0%	16.0%	16.6%
Disagree	6	135	305
	24.0%	15.6%	16.6%
Neutral	2	128	288
	8.0%	14.8%	15.7%
Agree	6	152	267
	24.0%	17.6%	14.5%
Strongly agree	0	24	45
	0.0%	2.8%	2.5%
Not applicable to my research	1	90	221
	4.0%	10.4%	12.0%
Total respondent count (Percentages sum to 100%)	25	863	1836
	100.0%	100.0%	100.0%

5.1. Research: My institution provides effective software to support grant applications and management.	The University of Memphis	DR public institutions	All US institutions
Don't know	5	151	408
	20.0%	17.5%	22.2%
Strongly disagree	3	113	258
	12.0%	13.1%	14.1%
Disagree	6	122	251
	24.0%	14.2%	13.7%
Neutral	2	155	288
	8.0%	18.0%	15.7%
Agree	3	187	301
	12.0%	21.7%	16.4%
Strongly agree	1	31	53
	4.0%	3.6%	2.9%
Not applicable to my research	5	102	275
	20.0%	11.8%	15.0%
Total respondent count (Percentages sum to 100%)	25	861	1834
	100.0%	100.0%	100.0%

5.1. Research: My institution's text-analysis capabilities are adequate.	The University of Memphis	DR public institutions	All US institutions
Don't know	10	307	644
	40.0%	35.8%	35.1%
Strongly disagree	2	72	167
	8.0%	8.4%	9.1%
Disagree	5	74	171
	20.0%	8.6%	9.3%
Neutral	1	93	199
	4.0%	10.8%	10.9%
Agree	0	42	97
	0.0%	4.9%	5.3%

<b>Strongly agree</b>	1	7	18
	4.0%	0.8%	1.0%
<b>Not applicable to my research</b>	6	263	538
	24.0%	30.7%	29.3%
<b>Total respondent count (Percentages sum to 100%)</b>	25	858	1834
	100.0%	100.0%	100.0%

<b>5.1. Research: My institution provides adequate resources to support cross-institutional research collaborations.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	8	261	545
	32.0%	30.3%	29.7%
<b>Strongly disagree</b>	2	84	198
	8.0%	9.8%	10.8%
<b>Disagree</b>	2	80	171
	8.0%	9.3%	9.3%
<b>Neutral</b>	1	100	206
	4.0%	11.6%	11.2%
<b>Agree</b>	0	96	188
	0.0%	11.1%	10.3%
<b>Strongly agree</b>	1	19	42
	4.0%	2.2%	2.3%
<b>Not applicable to my research</b>	11	221	484
	44.0%	25.7%	26.4%
<b>Total respondent count (Percentages sum to 100%)</b>	25	861	1834
	100.0%	100.0%	100.0%

<b>5.1. Research: In general, I am satisfied with my institution's support for my research needs.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	4	73	200
	4.3%	2.4%	3.3%
<b>Strongly disagree</b>	11	311	686
	11.8%	10.2%	11.3%
<b>Disagree</b>	21	533	1022
	22.6%	17.4%	16.9%
<b>Neutral</b>	14	692	1448
	15.1%	22.6%	23.9%
<b>Agree</b>	34	1148	2009
	36.6%	37.5%	33.2%
<b>Strongly agree</b>	6	212	394
	6.5%	6.9%	6.5%
<b>Not applicable to my research</b>	3	90	295
	3.2%	2.9%	4.9%
<b>Total respondent count (Percentages sum to 100%)</b>	93	3059	6054
	100.0%	100.0%	100.0%

<b>5.2. Do you conduct research you consider to be data-intensive research?</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>No</b>	56	1820	3873
	60.9%	58.8%	63.2%
<b>Yes</b>	36	1274	2260
	39.1%	41.2%	36.8%

<b>Total respondent count</b>	92	3094	6133
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>5.3. How much data per year do you generate?</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	3	66	140
	42.9%	22.7%	24.6%
<b>&lt; 1 terabyte (TB)</b>	3	108	230
	42.9%	37.1%	40.5%
<b>1–10 TB</b>	1	82	146
	14.3%	28.2%	25.7%
<b>&gt;10–100 TB</b>	0	31	45
	0.0%	10.7%	7.9%
<b>&gt;100 TB–1 petabyte (PB)</b>	0	4	6
	0.0%	1.4%	1.1%
<b>&gt; 1 PB</b>	0	0	1
	0.0%	0.0%	0.2%
<b>Total respondent count</b>	7	291	568
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>5.4. Data: I have adequate network bandwidth available to conduct my research activities.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	3	46	106
	8.3%	3.7%	4.8%
<b>Strongly disagree</b>	1	73	135
	2.8%	5.8%	6.1%
<b>Disagree</b>	3	130	234
	8.3%	10.4%	10.6%
<b>Neutral</b>	5	182	334
	13.9%	14.5%	15.1%
<b>Agree</b>	18	632	1032
	50.0%	50.3%	46.5%
<b>Strongly agree</b>	6	146	268
	16.7%	11.6%	12.1%
<b>Not applicable to my research</b>	0	47	108
	0.0%	3.7%	4.9%
<b>Total respondent count</b>	36	1256	2217
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>5.4. Data: I have adequate data storage for my research initiatives.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	0	25	71
	0.0%	2.0%	3.2%
<b>Strongly disagree</b>	2	129	229
	5.6%	10.2%	10.3%
<b>Disagree</b>	5	175	311
	13.9%	13.9%	14.0%
<b>Neutral</b>	4	145	264
	11.1%	11.5%	11.9%
<b>Agree</b>	16	600	1003
	44.4%	47.7%	45.2%
	9	166	283

<b>Strongly agree</b>	25.0%	13.2%	12.8%
<b>Not applicable to my research</b>	0	19	58
	0.0%	1.5%	2.6%
<b>Total respondent count (Percentages sum to 100%)</b>	36	1259	2219
	100.0%	100.0%	100.0%

<b>5.4. Data: Most of my research data are stored in a cloud-based/virtual environment.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	1	37	65
	2.8%	3.0%	2.9%
<b>Strongly disagree</b>	10	325	531
	27.8%	26.0%	24.1%
<b>Disagree</b>	12	393	650
	33.3%	31.4%	29.5%
<b>Neutral</b>	4	103	212
	11.1%	8.2%	9.6%
<b>Agree</b>	7	250	460
	19.4%	20.0%	20.8%
<b>Strongly agree</b>	2	87	157
	5.6%	7.0%	7.1%
<b>Not applicable to my research</b>	0	56	132
	0.0%	4.5%	6.0%
<b>Total respondent count (Percentages sum to 100%)</b>	36	1251	2207
	100.0%	100.0%	100.0%

<b>5.4. Data: IT professionals are proactive rather than reactive in responding to my research computing needs.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	2	75	156
	5.6%	6.0%	7.0%
<b>Strongly disagree</b>	9	273	476
	25.0%	21.7%	21.5%
<b>Disagree</b>	5	330	535
	13.9%	26.3%	24.1%
<b>Neutral</b>	8	262	467
	22.2%	20.9%	21.1%
<b>Agree</b>	6	164	277
	16.7%	13.1%	12.5%
<b>Strongly agree</b>	5	48	88
	13.9%	3.8%	4.0%
<b>Not applicable to my research</b>	1	104	218
	2.8%	8.3%	9.8%
<b>Total respondent count (Percentages sum to 100%)</b>	36	1256	2217
	100.0%	100.0%	100.0%

<b>5.4. Data: The wait time for research computing consultation assistance is too long.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	6	196	348
	16.7%	15.7%	15.7%
<b>Strongly disagree</b>	4	74	129
	11.1%	5.9%	5.8%
<b>Disagree</b>	2	220	337

	5.6%	17.6%	15.2%
<b>Neutral</b>	15	314	557
	41.7%	25.1%	25.2%
<b>Agree</b>	5	163	303
	13.9%	13.0%	13.7%
<b>Strongly agree</b>	0	67	108
	0.0%	5.4%	4.9%
<b>Not applicable to my research</b>	4	218	428
	11.1%	17.4%	19.4%
<b>Total respondent count</b>	36	1252	2210
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>5.4. Data: Communication between my research team and IT professionals regarding RC needs is adequate and appropriate.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	0	14	35
	0.0%	4.9%	6.3%
<b>Strongly disagree</b>	1	48	99
	14.3%	16.8%	17.8%
<b>Disagree</b>	0	54	101
	0.0%	18.9%	18.2%
<b>Neutral</b>	3	63	119
	42.9%	22.1%	21.4%
<b>Agree</b>	2	65	119
	28.6%	22.8%	21.4%
<b>Strongly agree</b>	1	19	25
	14.3%	6.7%	4.5%
<b>Not applicable to my research</b>	0	22	57
	0.0%	7.7%	10.3%
<b>Total respondent count</b>	7	285	555
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

<b>5.4. Data: IT professionals play an integral part in providing research computing services for me/my research team.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	0	18	33
	0.0%	6.4%	6.0%
<b>Strongly disagree</b>	0	85	168
	0.0%	30.2%	30.5%
<b>Disagree</b>	1	54	112
	14.3%	19.2%	20.3%
<b>Neutral</b>	4	39	78
	57.1%	13.9%	14.2%
<b>Agree</b>	0	38	64
	0.0%	13.5%	11.6%
<b>Strongly agree</b>	1	28	37
	14.3%	10.0%	6.7%
<b>Not applicable to my research</b>	1	19	59
	14.3%	6.8%	10.7%
<b>Total respondent count</b>	7	281	551
<b>(Percentages sum to 100%)</b>	100.0%	100.0%	100.0%

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5.4. Data: I have enough computational resources at my disposal to conduct my research.	The University of Memphis	DR public institutions	All US institutions
Don't know	0	10	24
	0.0%	3.5%	4.3%
Strongly disagree	1	32	80
	14.3%	11.2%	14.5%
Disagree	1	47	93
	14.3%	16.5%	16.8%
Neutral	2	50	104
	28.6%	17.5%	18.8%
Agree	1	110	182
	14.3%	38.6%	32.9%
Strongly agree	2	30	47
	28.6%	10.5%	8.5%
Not applicable to my research	0	6	23
	0.0%	2.1%	4.2%
Total respondent count (Percentages sum to 100%)	7	285	553
	100.0%	100.0%	100.0%

5.4. Data: I have enough data storage resources at my disposal to conduct my research.	The University of Memphis	DR public institutions	All US institutions
Don't know	0	9	30
	0.0%	3.2%	5.4%
Strongly disagree	1	45	90
	14.3%	15.8%	16.3%
Disagree	1	49	87
	14.3%	17.3%	15.7%
Neutral	2	35	77
	28.6%	12.3%	13.9%
Agree	0	105	191
	0.0%	37.0%	34.5%
Strongly agree	3	36	61
	42.9%	12.7%	11.0%
Not applicable to my research	0	5	17
	0.0%	1.8%	3.1%
Total respondent count (Percentages sum to 100%)	7	284	553
	100.0%	100.0%	100.0%

5.4. Data: I have enough visualization resources at my disposal to conduct my research.	The University of Memphis	DR public institutions	All US institutions
Don't know	0	39	77
	0.0%	13.8%	14.0%
Strongly disagree	1	45	98
	14.3%	15.9%	17.8%
Disagree	0	53	90
	0.0%	18.7%	16.3%
Neutral	3	44	80
	42.9%	15.5%	14.5%
Agree	1	53	91
	14.3%	18.7%	16.5%
Strongly agree	2	10	20
	28.6%	3.5%	3.6%

<b>Not applicable to my research</b>	0	39	95
	0.0%	13.8%	17.2%
<b>Total respondent count (Percentages sum to 100%)</b>	7	283	551
	100.0%	100.0%	100.0%

<b>5.4. Data: My institution provides adequate resources for data backup/restore in the event of loss or corruption.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	2	37	82
	33.3%	13.0%	14.8%
<b>Strongly disagree</b>	2	71	140
	33.3%	25.0%	25.3%
<b>Disagree</b>	1	49	97
	16.7%	17.3%	17.5%
<b>Neutral</b>	0	32	67
	0.0%	11.3%	12.1%
<b>Agree</b>	0	66	114
	0.0%	23.2%	20.6%
<b>Strongly agree</b>	1	21	30
	16.7%	7.4%	5.4%
<b>Not applicable to my research</b>	0	8	24
	0.0%	2.8%	4.3%
<b>Total respondent count (Percentages sum to 100%)</b>	6	284	554
	100.0%	100.0%	100.0%

<b>5.4. Data: Overall, I have the IT cyberinfrastructure resources and support I need to effectively pursue my research.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	0	16	40
	0.0%	5.7%	7.3%
<b>Strongly disagree</b>	1	51	109
	14.3%	18.1%	19.8%
<b>Disagree</b>	0	52	103
	0.0%	18.5%	18.7%
<b>Neutral</b>	3	56	116
	42.9%	19.9%	21.1%
<b>Agree</b>	2	80	125
	28.6%	28.5%	22.7%
<b>Strongly agree</b>	1	19	30
	14.3%	6.8%	5.5%
<b>Not applicable to my research</b>	0	7	27
	0.0%	2.5%	4.9%
<b>Total respondent count (Percentages sum to 100%)</b>	7	281	550
	100.0%	100.0%	100.0%

<b>5.4. Data: I am generally satisfied with the provision of research computing technologies at my institution.</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Don't know</b>	0	35	69
	0.0%	2.8%	3.1%
<b>Strongly disagree</b>	3	152	279
	8.3%	12.1%	12.6%
<b>Disagree</b>	7	216	391
	19.4%	17.3%	17.7%

<b>Neutral</b>	7	298	541
	19.4%	23.8%	24.5%
<b>Agree</b>	15	453	729
	41.7%	36.2%	33.0%
<b>Strongly agree</b>	3	73	137
	8.3%	5.8%	6.2%
<b>Not applicable to my research</b>	1	25	66
	2.8%	2.0%	3.0%
<b>Total respondent count (Percentages sum to 100%)</b>	36	1252	2212
	100.0%	100.0%	100.0%

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

<b>6.1a. Disposition towards IT</b>		<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Reluctant vs. Enthusiast</b>	<b>Mean</b>	72.3	71.0	71.9
	<b>SD</b>	22.1	21.6	22.6
	<b>N</b>	148	4348	11139
<b>Late adopter vs. Early adopter</b>	<b>Mean</b>	64.3	60.1	61.4
	<b>SD</b>	25.0	24.9	25.6
	<b>N</b>	141	4285	10882
<b>Technophobe vs. Technophile</b>	<b>Mean</b>	60.5	63.6	63.9
	<b>SD</b>	25.4	23.2	24.0
	<b>N</b>	134	4112	10440
<b>Skeptic vs. Cheerleader</b>	<b>Mean</b>	63.9	58.9	61.0
	<b>SD</b>	24.3	22.8	24.0
	<b>N</b>	137	4105	10508
<b>By-the-book vs. Experimenter</b>	<b>Mean</b>	65.4	63.8	64.8
	<b>SD</b>	21.9	21.7	22.4
	<b>N</b>	137	4195	10686
<b>Critic vs. Supporter</b>	<b>Mean</b>	68.9	63.5	65.0
	<b>SD</b>	22.5	22.3	23.5
	<b>N</b>	140	4138	10572
<b>Conservative vs. Radical</b>	<b>Mean</b>	59.0	55.6	56.3
	<b>SD</b>	18.1	19.0	20.2
	<b>N</b>	124	3851	9855

<b>6.1b. Attitude towards IT</b>		<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Dissatisfied vs. Satisfied</b>	<b>Mean</b>	66.9	64.2	65.7
	<b>SD</b>	21.7	19.4	20.7
	<b>N</b>	145	4260	10869
<b>Discontent vs. Content</b>	<b>Mean</b>	65.6	62.4	64.1
	<b>SD</b>	21.6	19.7	20.7
	<b>N</b>	141	4158	10601
<b>Perturbed vs. Pleased</b>	<b>Mean</b>	66.0	62.2	63.9
	<b>SD</b>	22.5	20.1	21.2
	<b>N</b>	140	4078	10433
<b>Burdensome vs. Beneficial</b>	<b>Mean</b>	67.4	65.8	67.6
	<b>SD</b>	24.6	22.4	23.3
	<b>N</b>	143	4199	10722



<b>Useless vs. Useful</b>	<b>Mean</b>	73.4	72.4	73.4
	<b>SD</b>	22.9	20.5	21.6
	<b>N</b>	140	4220	10762
<b>Distraction vs. Enhancement</b>	<b>Mean</b>	69.5	65.4	67.1
	<b>SD</b>	24.2	22.4	23.4
	<b>N</b>	139	4137	10568

<b>6.1c. Usage of IT</b>		<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Never connected vs. Always connected</b>	<b>Mean</b>	75.8	77.0	77.1
	<b>SD</b>	23.8	21.3	21.9
	<b>N</b>	147	4415	11238
<b>Peripheral vs. Central</b>	<b>Mean</b>	70.9	70.3	70.5
	<b>SD</b>	22.4	21.2	21.8
	<b>N</b>	138	4215	10647
<b>Old media vs. New media</b>	<b>Mean</b>	68.5	66.9	68.1
	<b>SD</b>	21.0	20.4	21.2
	<b>N</b>	136	4184	10627
<b>Infrequent vs. Frequent</b>	<b>Mean</b>	76.4	76.8	77.0
	<b>SD</b>	22.7	21.0	21.8
	<b>N</b>	146	4361	11042

<b>6.2. Gender</b>		<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Male</b>		76	2311	5357
		50.3%	49.4%	44.9%
<b>Female</b>		69	2231	6224
		45.7%	47.7%	52.2%
<b>Other</b>		0	8	20
		0.0%	0.2%	0.2%
<b>Prefer not to answer</b>		6	128	326
		4.0%	2.7%	2.7%
<b>Total respondent count (Percentages sum to 100%)</b>		151	4678	11927
		100.0%	100.0%	100.0%

<b>6.3. Age</b>		<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Prefer not to answer</b>		16	285	759
		10.7%	6.2%	6.4%
<b>Under 50</b>		45	2109	5286
		30.2%	45.6%	44.8%
<b>50 or older</b>		88	2234	5767
		59.1%	48.3%	48.8%
<b>Total respondent count (Percentages sum to 100%)</b>		149	4628	11812
		100.0%	100.0%	100.0%

<b>6.4. Faculty load area</b>		<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>Agriculture and natural resources</b>		0	308	396
		0.0%	6.6%	3.3%
<b>Biological/life sciences</b>		4	545	1029
		2.7%	11.6%	8.6%

<b>Business, management, marketing</b>	25	333	1117
	16.9%	7.1%	9.4%
<b>Communications/journalism</b>	8	172	561
	5.4%	3.7%	4.7%
<b>Computer and information sciences</b>	6	191	654
	4.1%	4.1%	5.5%
<b>Education, including physical education</b>	17	444	1419
	11.5%	9.5%	11.9%
<b>Engineering and architecture</b>	15	425	674
	10.1%	9.1%	5.7%
<b>Fine and performing arts</b>	9	230	742
	6.1%	4.9%	6.2%
<b>Health sciences, including professional programs</b>	23	825	1664
	15.5%	17.6%	14.0%
<b>Humanities</b>	15	594	1604
	10.1%	12.7%	13.5%
<b>Liberal arts/general studies</b>	5	314	1053
	3.4%	6.7%	8.8%
<b>Manufacturing, construction, repair, or transportation</b>	1	18	80
	0.7%	0.4%	0.7%
<b>Physical sciences, including mathematical sciences</b>	11	486	1210
	7.4%	10.4%	10.2%
<b>Public administration, legal, social, and protective services</b>	2	93	214
	1.4%	2.0%	1.8%
<b>Social sciences</b>	23	749	1759
	15.5%	16.0%	14.8%
<b>Other</b>	10	339	1068
	6.8%	7.2%	9.0%
<b>Total respondent count</b>	148	4679	11907

<b>6.5. Ethnicity</b>	<b>The University of Memphis</b>	<b>DR public institutions</b>	<b>All US institutions</b>
<b>White</b>	117	3737	9254
	78.0%	80.9%	78.6%
<b>Black/African American</b>	9	103	382
	6.0%	2.2%	3.2%
<b>Hispanic/Latino</b>	3	155	536
	2.0%	3.4%	4.6%
<b>American Indian/Native/Alaskan</b>	1	50	134
	0.7%	1.1%	1.1%
<b>Asian/Pacific Islander</b>	4	268	616
	2.7%	5.8%	5.2%
<b>Other</b>	1	69	189
	0.7%	1.5%	1.6%
<b>Prefer not to answer</b>	16	356	989
	10.7%	7.7%	8.4%
<b>Total respondent count</b>	150	4619	11773