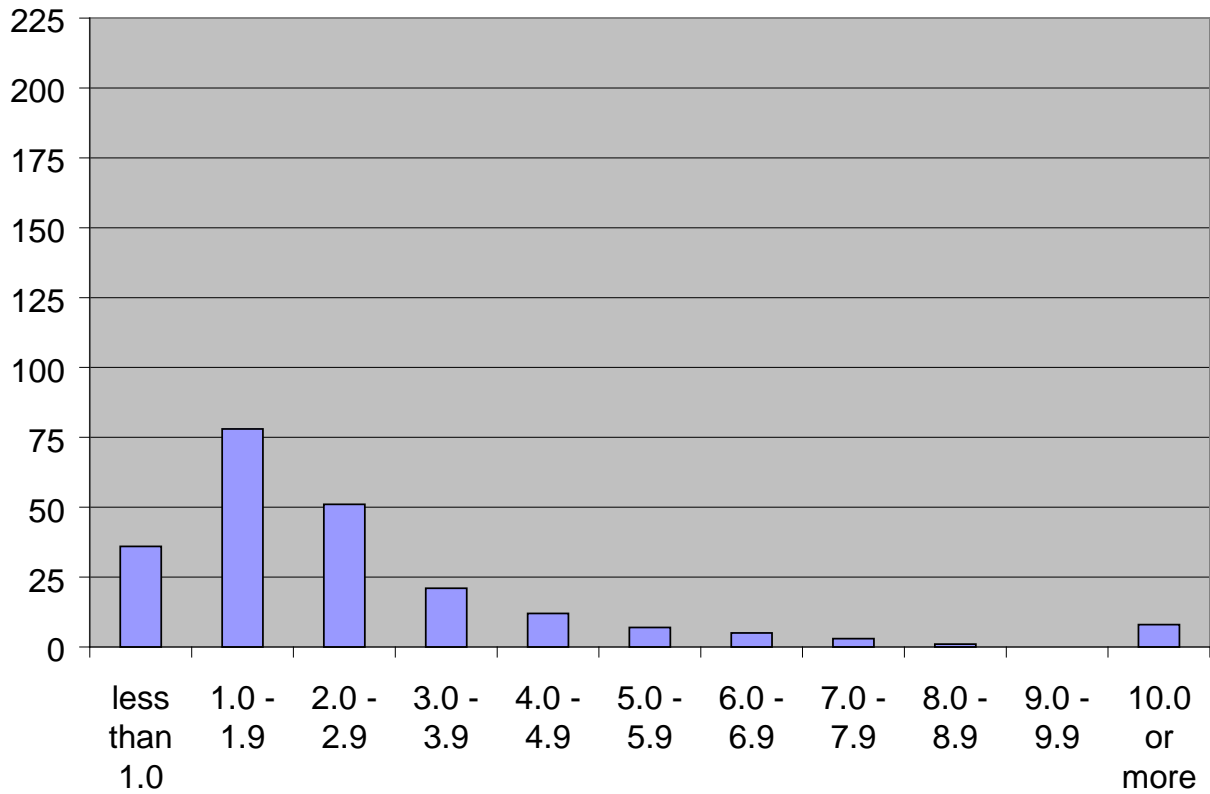


9. How many full-time equivalent (FTE) staff provide direct support to your campus residential computer network and its users? For example, two employees who are each half-time or only have half-time responsibility would equal 1 FTE. Three half-time employees would equal 1.5 FTEs.

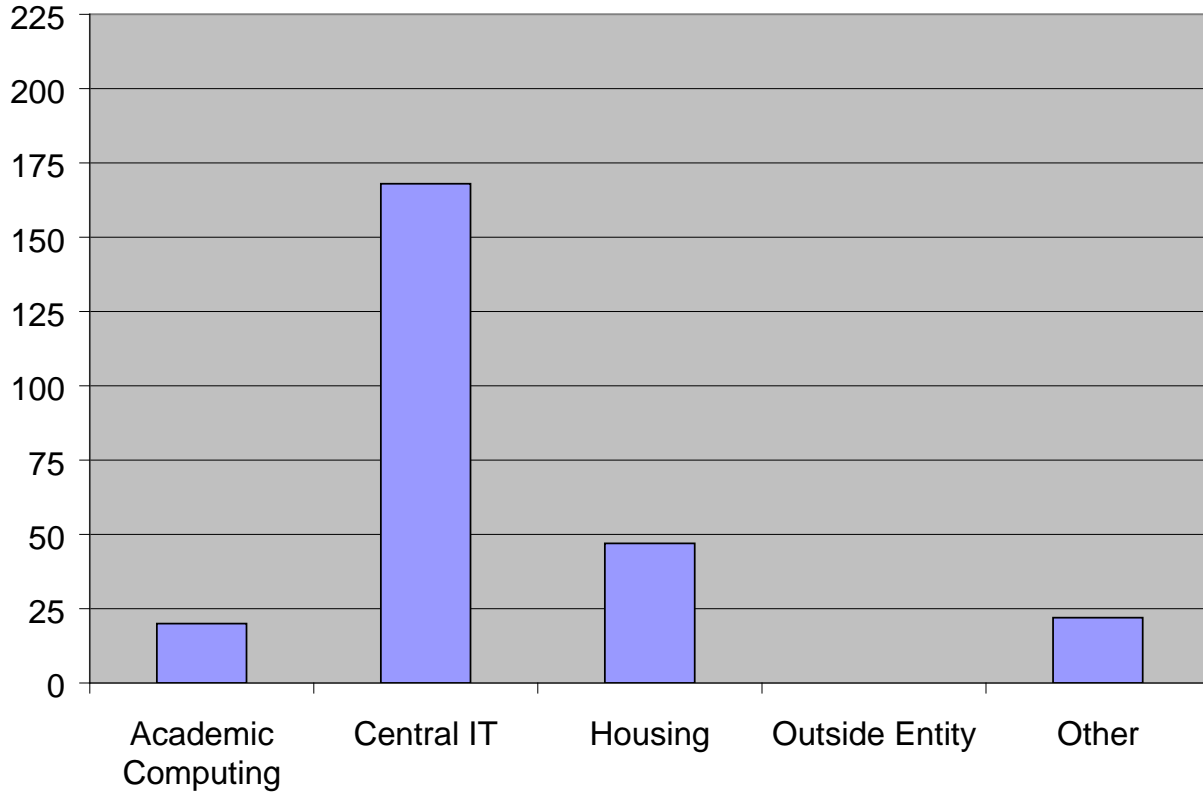
- less than 1.0
- 1.0 - 1.9
- 2.0 - 2.9
- 3.0 - 3.9
- 4.0 - 4.9
- 5.0 - 5.9
- 6.0 - 6.9
- 7.0 - 7.9
- 8.0 - 8.9
- 9.0 - 9.9
- 10.0 or more



	Frequency	Percent
Less than 1.0	36	16%
1.0 - 1.9	78	35%
2.0 - 2.9	51	23%
3.0 - 3.9	21	9%
4.0 - 4.9	12	5%
5.0 - 5.9	7	3%
6.0 - 6.9	5	2%
7.0 - 7.9	3	1%
8.0 - 8.9	1	< 1%
9.0 - 9.9	0	0%
10.0 or more	8	4%
No answer	2	< 1%

10. To whom do the full-time employees report? (Check all that apply)

- Academic Computing
- Central IT
- Housing
- Outside entity not affiliated with your institution
- Other (please specify)

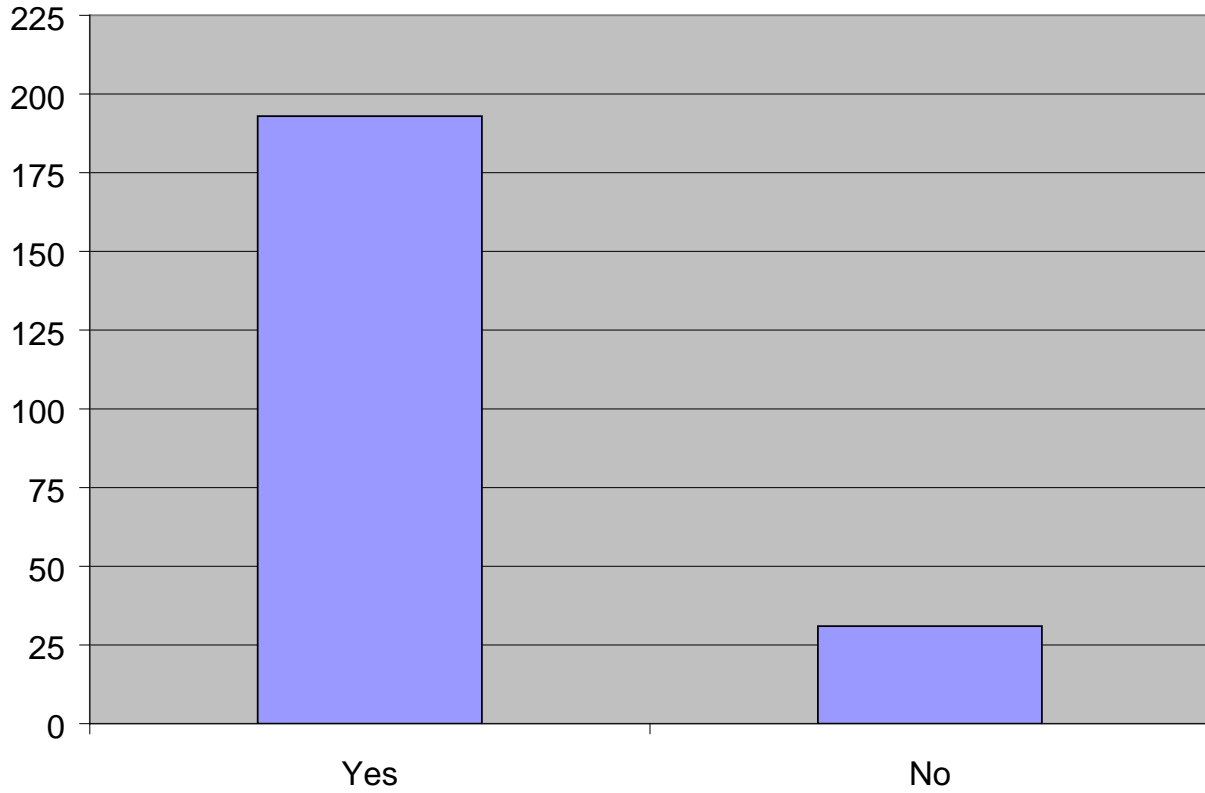


	Count	Proportion
Academic Computing	20	9%
Central IT	168	75%
Housing	47	21%
Outside Entity	0	0%
Other	22	10%

31 respondents (14%) indicated that their full-time employees report to multiple departments.

*** 11. Does your institution employ students to support the campus residential computer network?**

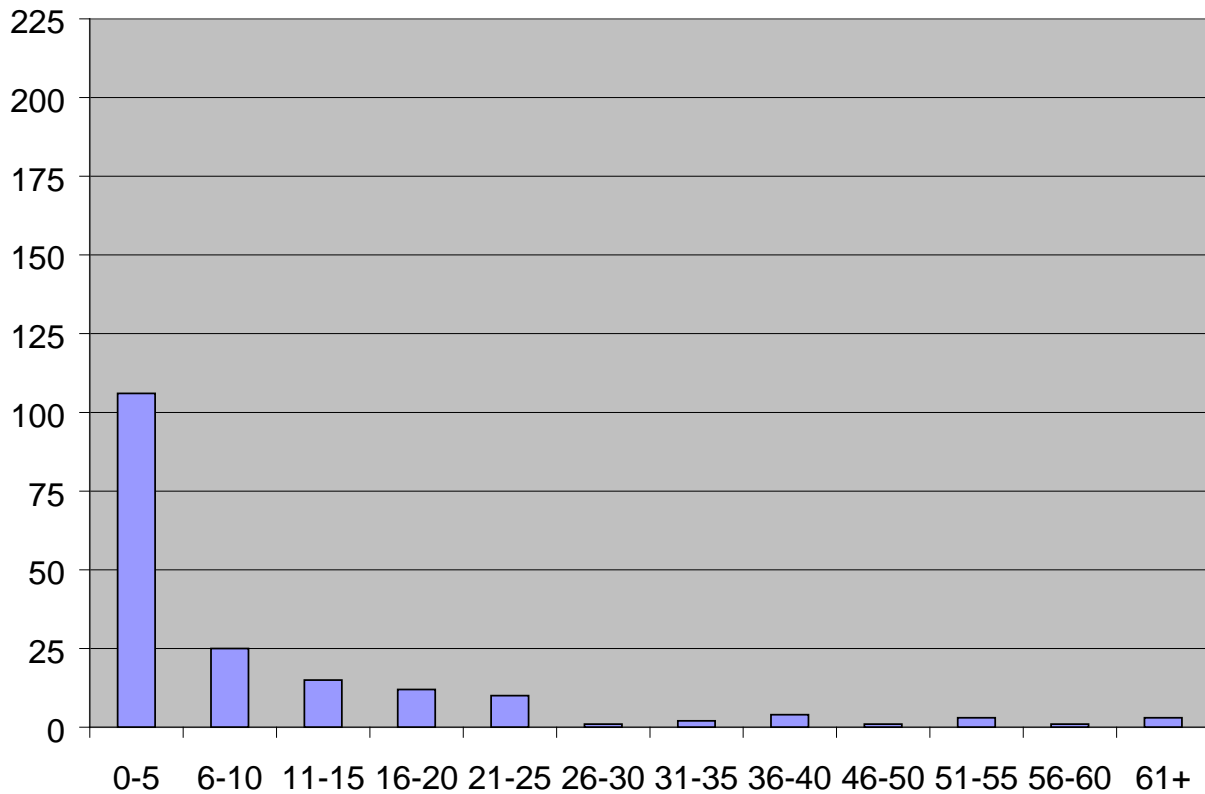
- Yes
- No
- Not sure



	Frequency	Percent
Yes	193	86%
No	31	14%

12. How many students are employed whose responsibility encompasses support for the residential computer network but who are *not employed solely* to support the residential computer network (i.e. do not include RCCs, ResNet Technicians, etc.). Do not count extra students hired during the beginning of the semester for temporary assistance. For example, if you employ students who support residents *and* faculty they would be counted.

- 0-5
- 6-10
- 11-15
- 16-20
- 21-25
- 26-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51-55
- 56-60
- 61+

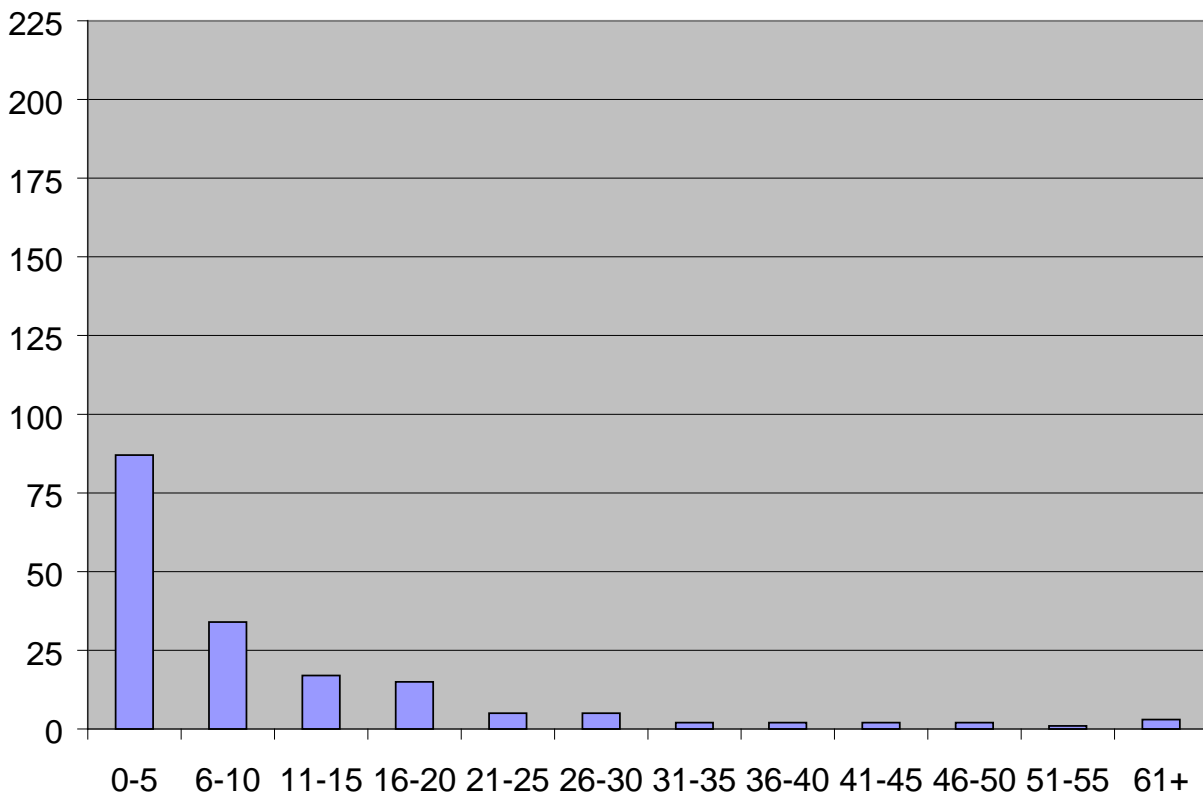


	Frequency	Percent
0 - 5	106	55%
6 - 10	25	13%
11 - 15	15	8%
16 - 20	12	6%
21 - 25	10	5%
26 - 30	1	< 1%
31 - 35	2	1%
36 - 40	4	2%
41 - 45	0	0%
46 - 50	1	< 1%
51 - 55	3	2%
56 - 60	1	< 1%
61+	3	2%
No answer	10	5%

31 respondents did not answer question 12 as they indicated in a previous question (11) that they do not employ students to support their residential computer network.

13. How many students are employed whose *sole responsibility* is support for the campus residential computer network (i.e. only include RCCs, ResNet Technicians, etc.). Do not count extra students hired during the beginning of the semester for temporary assistance.

- 0-5
- 6-10
- 11-15
- 16-20
- 21-25
- 26-30
- 31-35
- 36-40
- 41-45
- 46-50
- 51-55
- 56-60
- 61+

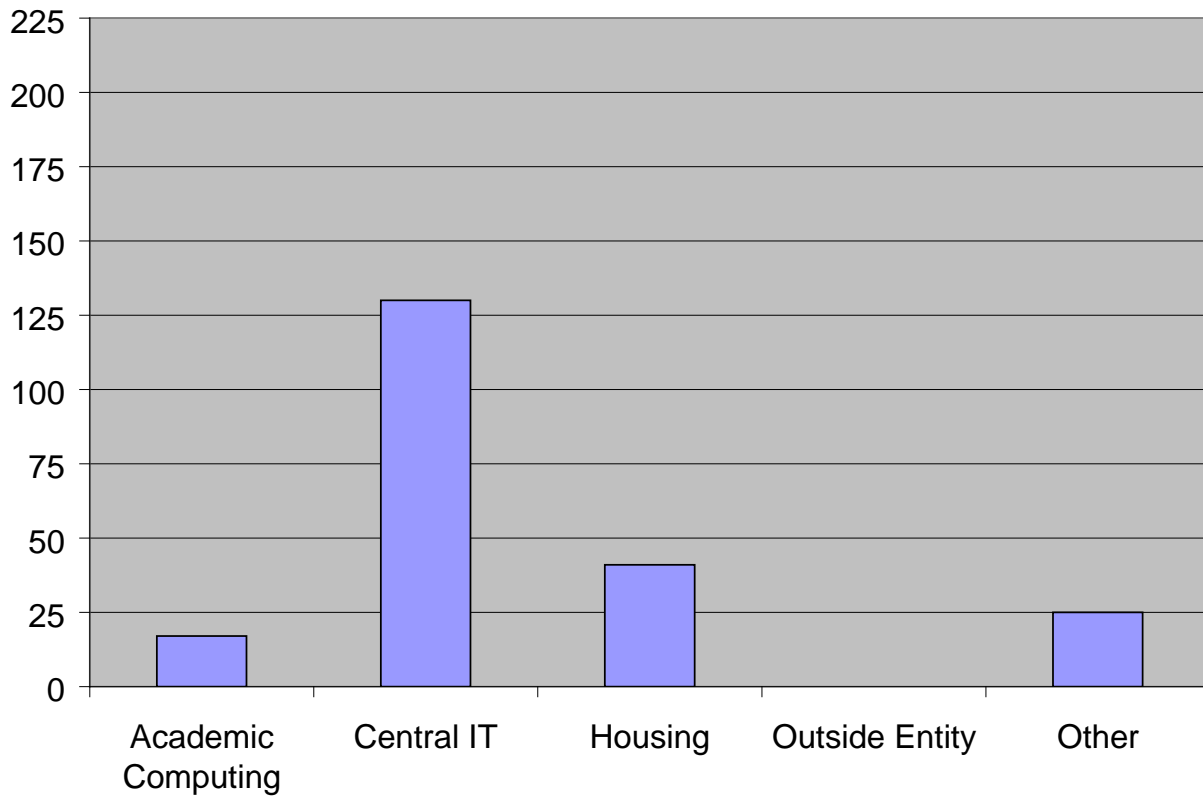


	Frequency	Percent
0 - 5	87	45%
6 - 10	34	18%
11 - 15	17	9%
16 - 20	15	8%
21 - 25	5	3%
26 - 30	5	3%
31 - 35	2	1%
36 - 40	2	1%
41 - 45	2	1%
46 - 50	2	1%
51 - 55	1	< 1%
56 - 60	0	0%
61+	3	2%
No answer	18	9%

31 respondents did not answer question 13 as they indicated in a previous question (11) that they do not employ students to support their residential computer network.

14. To whom do student employees report? (Check all that apply)

- Academic Computing
- Central IT
- Housing
- Outside entity not affiliated with your institution
- Other (please specify)

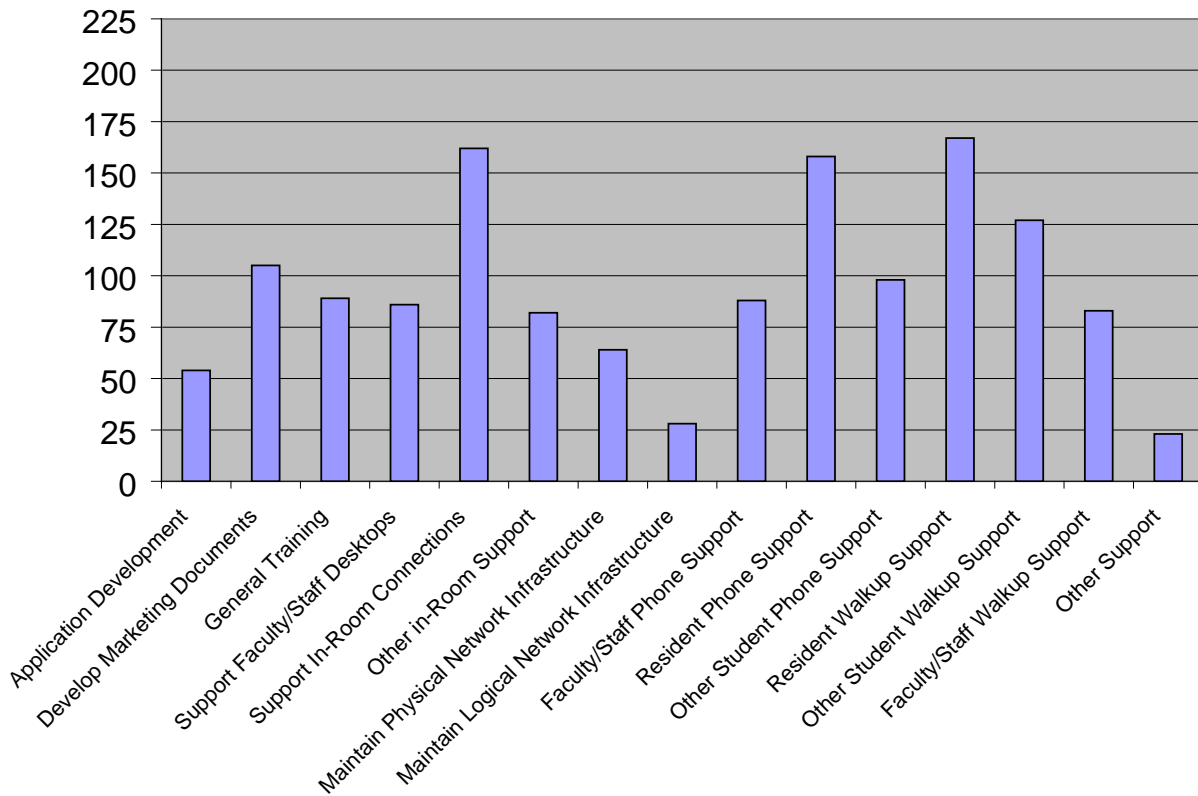


	Count	Proportion
Academic Computing	17	9%
Central IT	130	67%
Housing	41	21%
Outside Entity	0	0%
Other	25	13%

31 respondents did not answer question 14 as they indicated in a previous question (11) that they do not employ students to support their residential computer network. Additionally, 19 respondents (10%) indicated that their student employees report to multiple departments.

15. What tasks are student employees hired to perform? (Check all that apply)

- Application development
- Develop documentation or marketing materials
- General computer or application training
- In-office or -classroom desktop support for faculty or staff
- In-room user support for residents that is directly related to use of the residential computer network
- Other in-room user support for residents
- Maintain or assist in maintaining the physical infrastructure of the residential computer network (physical cabling, switches, etc)
- Manage or help manage the logical infrastructure of the residential computer network (configuring switches or routers, administering servers, packetshaping, etc)
- Telephone support for faculty or staff
- Telephone support for students that is directly related to use of the residential computer network
- Other telephone support for students
- "Walk up" support for students that is directly related to use of the residential computer network
- Other "walk up" support for students
- "Walk up" support for faculty or staff
- Other (please specify)

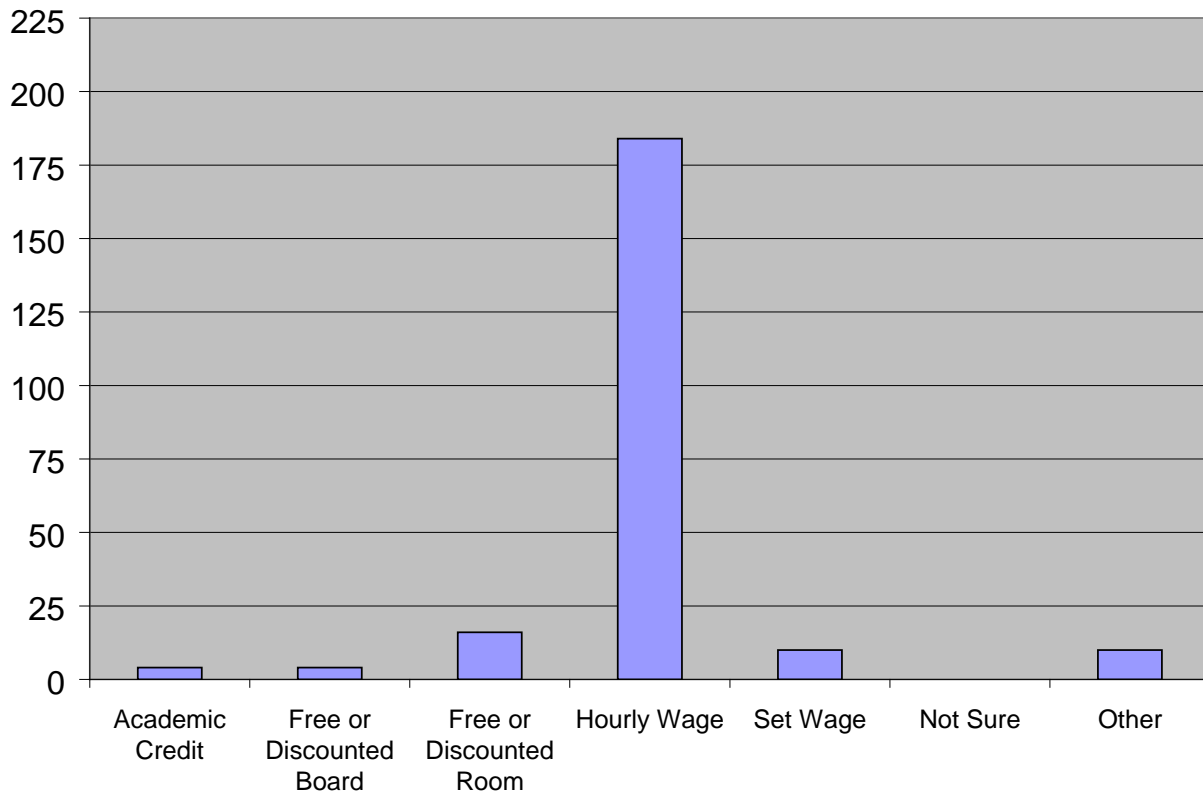


	Count	Proportion
Application Development	54	28%
Develop Marketing Documents	105	54%
General Training	89	46%
Support Faculty/Staff Desktops	86	45%
Support In-Room Connections	162	84%
Other in-Room Support	82	42%
Maintain Physical Network Infrastructure	64	33%
Maintain Logical Network Infrastructure	28	15%
Faculty/Staff Phone Support	88	46%
Resident Phone Support	158	82%
Other Student Phone Support	98	51%
Resident Walkup Support	167	87%
Other Student Walkup Support	127	66%
Faculty/Staff Walkup Support	83	43%
Other Support	23	12%

31 respondents did not answer question 15 as they indicated in a previous question (11) that they do not employ students to support their residential computer network.

16. How are student employees compensated? (Check all that apply)

- Academic credit
- Free or discounted board
- Free or discounted room
- Hourly wage
- Set wage (salary)
- Not sure
- Other (please specify)

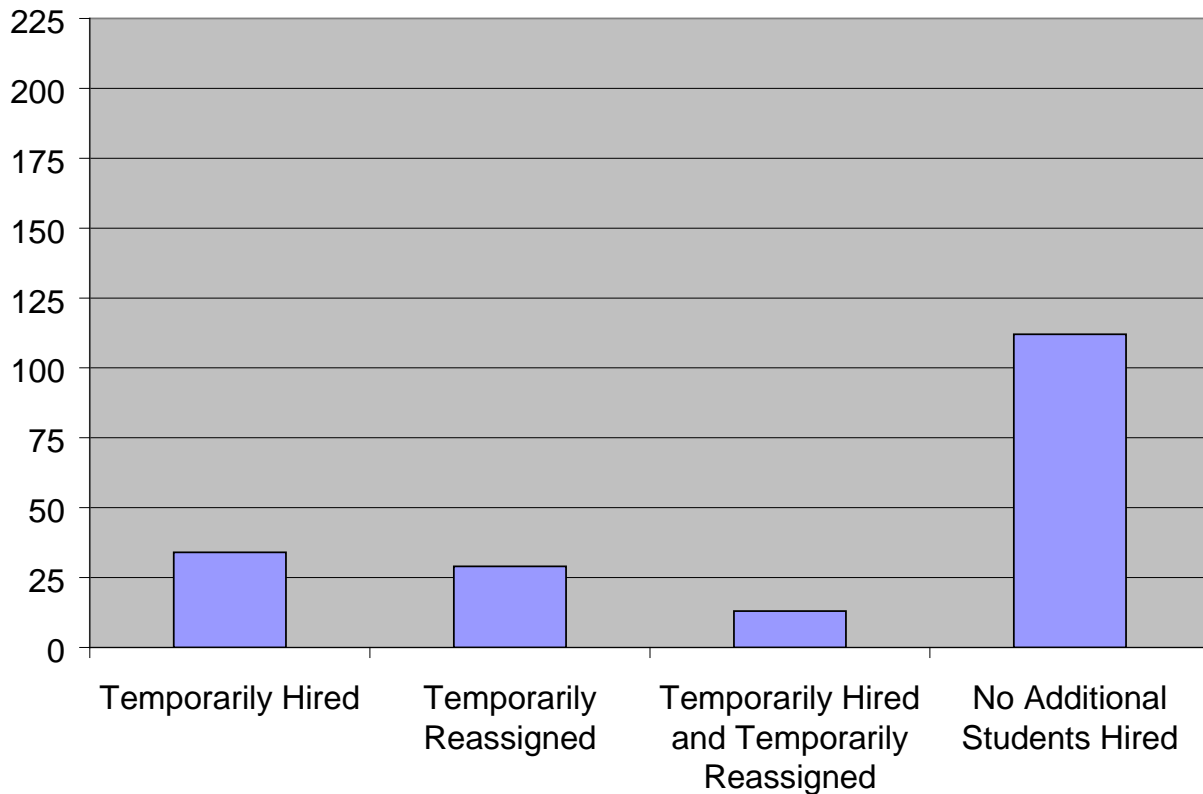


	Count	Proportion
Academic Credit	4	2%
Free or Discounted Board	4	2%
Free or Discounted Room	16	8%
Hourly Wage	184	95%
Set Wage	10	5%
Not Sure	0	0%
Other	10	5%

31 respondents (14 percent) indicated they pay their student employees using multiple methods. Additionally, 31 respondents did not answer question 16 as they indicated in a previous question (11) that they do not employ students to support their residential computer network.

17. Are additional students hired or reassigned during the beginning of the semester for temporary assistance to provide direct support of the residential computer network and its users?

- Yes, additional students are temporarily hired during the beginning of the semester
- Yes, additional students are temporarily reassigned during the beginning of the semester
- Yes, additional students are both temporarily hired and reassigned during the beginning of the semester
- No additional students are temporarily employed during the beginning of the semester
- Not sure

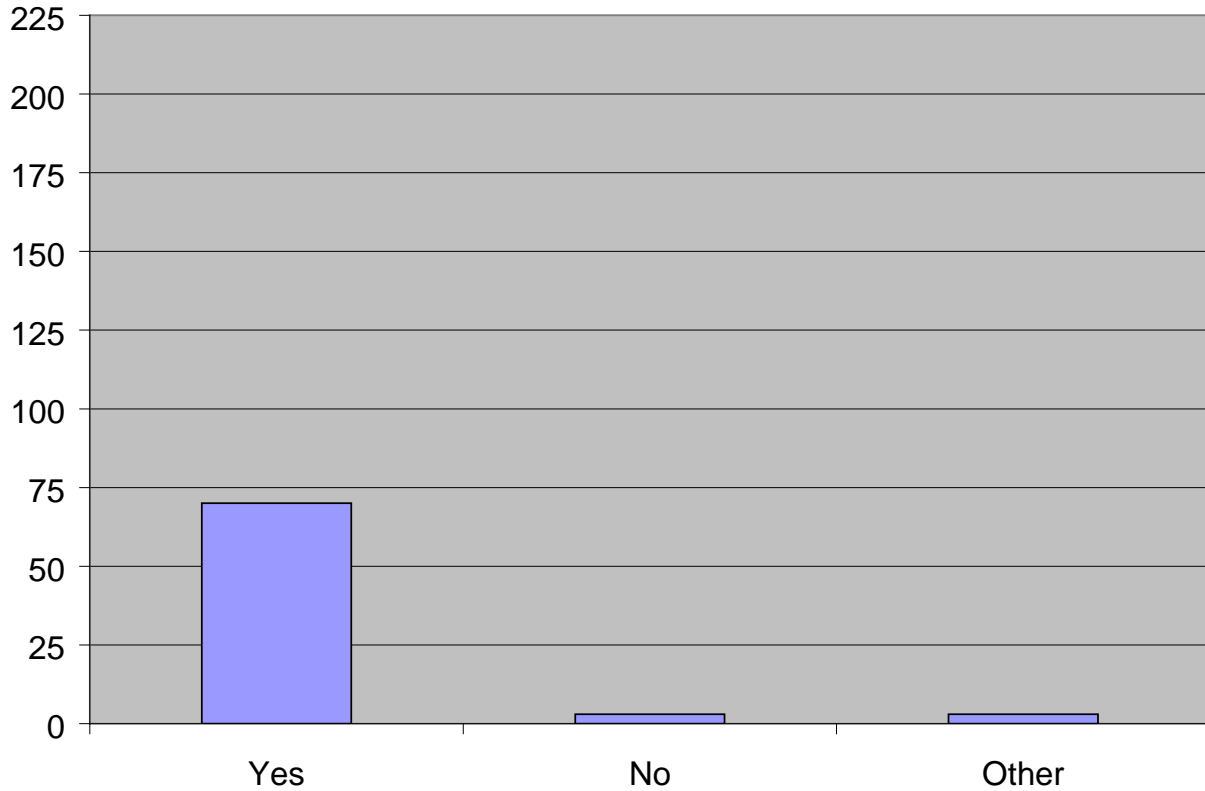


	Frequency	Percent
Temporarily Hired	34	18%
Temporarily Reassigned	29	15%
Temporarily Hired and Temporarily Reassigned	13	7%
No Additional Students Hired	112	58%
Not sure	5	3%

31 respondents did not answer question 17 as they indicated in a previous question (11) that they do not employ students to support their residential computer network.

18. Are all of these additional students affiliated with your institution?

- Yes, they are all affiliated with my institution
- No, they are not all affiliated with my institution
- Other (please specify)

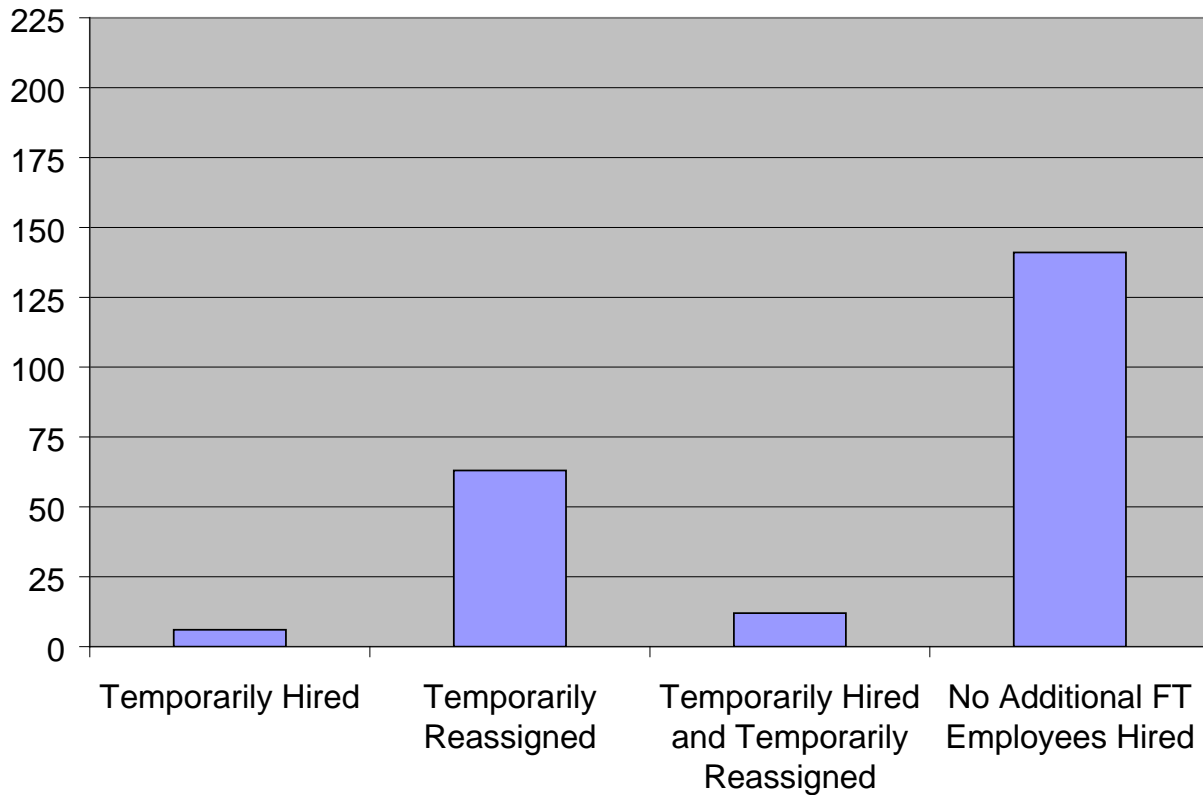


	Frequency	Percent
Yes	70	92%
No	3	4%
Other	3	4%

148 respondents (66 percent) did not answer question 18 as they indicated in previous questions that they do not employ students to support their residential computer network (question 11) or do not employ additional students during the beginning of the semester (question 17).

19. Are additional full-time staff hired or reassigned during the beginning of the semester for temporary assistance to provide direct support of the residential computer network and its users?

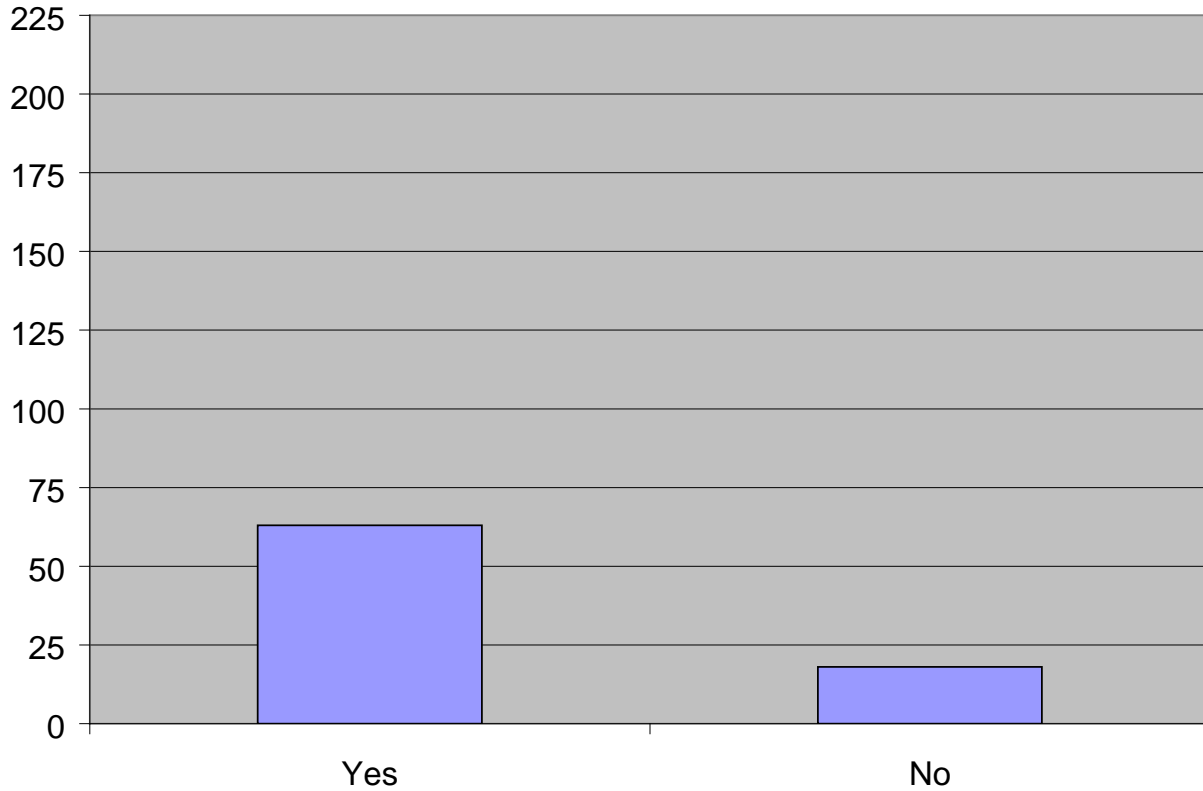
- Yes, additional full-time staff are temporarily hired during the beginning of the semester
- Yes, additional full-time staff are temporarily reassigned during the beginning of the semester
- Yes, additional full-time staff are both temporarily hired and reassigned during the beginning of the semester
- No additional staff are temporarily employed during the beginning of the semester
- Not sure



	Frequency	Percent
Temporarily Hired	6	3%
Temporarily Reassigned	63	28%
Temporarily Hired and Temporarily Reassigned	12	5%
No Additional FT Employees Hired	141	63%
Not sure	2	< 1%

20. Are all of these additional staff affiliated with your institution?

- Yes, they are all affiliated with my institution
- No, they are not all affiliated with my institution
- Other (please specify)



	Frequency	Percent
Yes	63	78%
No	18	22%

143 respondents (64 percent) did not answer question 20 as they indicated in a previous question (19) that they do not employ additional full-time staff to support their residential computer network during the beginning of the semester.