Appendix C

Student Technology Use and Skills: Administrator Interview Questions

What is your role in supporting/training students?

What kinds of contact do you have with students and in helping them with technology issues?

What do you think of the current state of student technology skills? Do you think students tend to be skilled in using technology or not?

What do you think is the breakdown from highly skilled, skilled, average, poor, to very poor skills among undergraduates?

What kinds of technology skills do you think students are good at?

What kinds of technology skills do you think students are bad at?

Do you think the majority of students spend a significant amount of time using computers and the Internet for entertainment? If so, what activities are they doing? Games, music and video, shopping, etc.?

Do you think their skills transfer over to the academic realm? If so, how? If not, why not?

Do you think that most students find the use of technology helpful in their classes? If so, how?
   a. Presenting complex information in visual/graphic format
   b. Helping organize or manage information
   c. Encouraging or requiring them to spend more time engaging with the course materials
   d. Communicating with the instructor
   e. Communicating or collaborating with their classmates
   f. Because it makes learning more active (through use of simulations or animations)
g. Because it encourages prompt feedback from the instructor and provides a way for the instructor to provide them with more feedback
h. Because it allows them to participate more fully in class activities
i. Because it enables them to take practice exams and quizzes and get feedback on their progress
j. Other (please describe)

If not, why not?

Do you think most instructors make good use of instructional technology?

What do you think are the obstacles to students’ making better use of technology in academics or becoming more skilled in the use of technology?

If you were doing my study, what kinds of things would you look at, using what kinds of research methods?

If you had to design a program to improve students’ use of technology, what would it look like?

Some people are saying that public-access labs on campus are going to become less and less popular with students as computer ownership, wireless access, etc., increase. What do you think of that idea?

How do you measure the success of what you’re doing in supporting/training?

What is different today from what you were doing three years ago?

What is changing in what you’re doing in the next 12 months? 24 months? etc.