

California State University
Northridge

MICHAEL D. EISNER COLLEGE OF EDUCATION
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Questionnaire that surveyed students in EPC 451 (Introduction to Counseling, Fall 2001) regarding basic information competence skills.

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Hi!

The department faculty is asking for your help. We would like to know about your computer and research skills to help us better teach classes.

Below is a list of skills. Would you please take a few minutes to indicate to what extent you have developed each of these skills. Please circle the "1" if you have little or no skill; circle the "2" if you have some skill; or circle the "3" if you have good or strong skills.

Your Name _____

e-Mail Address _____

Phone Number _(_____)_____

Course Number _____

Professor's Name _____

Do you have a computer at home or at work?

Yes No (circle one)

Do you have a computer at home or at work?

Yes No (circle one)

How often do you use email?

Never Rarely Often Very often

Remember, please circle the "1" if you have little or no skill; circle the "2" if you have some skill; or circle the "3" if you have good or strong skills.

Keyboard/Mouse

You are able to:

- 1 2 3 Use a keyboard to enter information into a computer, including special features such as caps lock, insert, delete, directional arrows, backspace, alt tab, print, etc.
- 1 2 3 Use the right and left click functions of a mouse, including single and double clicking
- 1 2 3 Combine mouse and keyboard activities for various applications.

Word Processing

You are able to:

- 1 2 3 Set margins and tabs
- 1 2 3 Use tools, such as spell and grammar check, thesaurus, track changes, merge
- 1 2 3 Use edit
- 1 2 3 Determine font and size

Windows

You are able to:

- 1 2 3 Open and use multiple windows sessions
- 1 2 3 Cut, copy and paste between windows sessions
- 1 2 3 Minimize, maximize, and resize windows
- 1 2 3 Use Start and Desktop to find desired applications
- 1 2 3 Save files to desktop and other computer drives
- 1 2 3 Use toolbars and menu bars with pop down windows

e-Mail

You are able to:

- 1 2 3 Establish an e-mail account at CSUN and/or through local Internet service providers
- 1 2 3 Access e-mail account regularly
- 1 2 3 Perform basic e-mail functions, such as reply, reply all, forward
- 1 2 3 Create an address book and save addresses
- 1 2 3 Subscribe and unsubscribe to listservs
- 1 2 3 Search archives of listservs
- 1 2 3 Send, open, and attach files
- 1 2 3 Practice basic e-mail etiquette
- 1 2 3 Save and download files
- 1 2 3 Establish a group list

Remember, please circle the "1" if you have little or no skill; circle the "2" if you have some skill; or circle the "3" if you have good or strong skills.

Web Browser

You are able to:

- 1 2 3 Skim and scan for information on a web page by scrolling, using pop up windows, frames, icons, and clickable images and text (in at least one web browser)
- 1 2 3 Navigate efficiently using toolbar and commands
- 1 2 3 Set options and preferences to customize desktop download an use plug-ins such as Adobe Acrobat Reader and RealPlayer for Digital Library Collections
- 1 2 3 Clear cache
- 1 2 3 Select sites to bookmark
- 1 2 3 Use mail function to send documents to email account
- 1 2 3 Select and save images and files
- 1 2 3 Download information to a floppy disk and/or hard or zip drive
- 1 2 3 Print selected text

Information Knowledge

You are able to:

- 1 2 3 Describe the differences between, as well as ways, information is reported (primary secondary, tertiary).
- 1 2 3 Identify information/data that is available in various formats including print, audiovisual, and electronic.

Understanding and Utilizing the CSUN Library and Online Catalog

You are able to:

- 1 2 3 Use a computer that is connected to the Internet to access the CSUN Online Computer Catalog to search for information resources.
- 1 2 3 Use basic Netscape features to access the CSUN Online Computer Catalog.
- 1 2 3 Know how to use Telnet and WebPAC to connect to the CSUN's on-line catalog.
- 1 2 3 Search for information by using the author's last name, the exact title of a work, keywords, or Library of Congress Subject Headings.
- 1 2 3 Identify parts of a bibliographic record as well as the location and call umber of the item.
- 1 2 3 Identify various locations throughout the library where different resources are located.

Remember, please circle the "1" if you have little or no skill; circle the "2" if you have some skill; or circle the "3" if you have good or strong skills.

Periodical Index and Abstract Databases

You are able to:

- 1 2 3 Determine the difference between general and subject indexes and abstracts
- 1 2 3 Identify indexes/abstracts that cover broad areas of knowledge (e.g., social sciences, humanities, general science) as well as individual subject areas (e.g., psychology, education)
- 1 2 3 Recognize that index/abstract databases may be accessed individually through a networked CD or the CSUN Libraries Homepage; or may be accessed via a service provider or aggregator.
- 1 2 3 Identify a specific online index/abstract database that may include information on a particular research topic.

Search of Databases

You are able to:

- 1 2 3 Use the CSUN Libraries Homepage to access databases.
- 1 2 3 Utilize the databases search engines to locate information on a specified topic.
- 1 2 3 Compile a list of resources (most of which will be periodical articles) you have located using databases.

CSUN Periodical Titles

You are able to:

- 1 2 3 Use the CSUN Online Catalog to identify periodicals owned by the CSUN Library.
- 1 2 3 Access the holdings record to identify specific dates owned as well as the various formats and locations of periodicals within the CSUN Library.

Interlibrary Loan

You are able to:

- 1 2 3 Determine the availability of resources that are not owned by the CSUN Library
- 1 2 3 Locate an interlibrary loan while online or in print form.

Below is a list of facts. To what extent are you aware of this information? Please circle the "1" if you are unaware of this information, circle the "2" if you have some knowledge; or circle the "3" if you have good or strong knowledge about this area.

Information Resources

To what extent are you aware of the following information?

- | | | | |
|---|---|---|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | 2 | 3 | That librarians are there to assist you and you may seek assistance from librarians when you need it. |
| 1 | 2 | 3 | That among the innumerable information resources throughout the world some will provide general information or may cover many areas of knowledge and that most information covers a specific area or discipline. |
| 1 | 2 | 3 | That you need to evaluate a resource's credibility. |
| 1 | 2 | 3 | That access to information may require using a variety of resources including print and electronic computer databases. |
| 1 | 2 | 3 | That a library's catalog only identifies items it owns. |
| 1 | 2 | 3 | That many types of information resources and services are available in the CSUN library and through the CSUN Library Online. |
| 1 | 2 | 3 | That when you use information resources, other than the library catalog, to identify what is available throughout the information universe, you must then use the library catalog to identify the item's availability within the CSUN library. |
| 1 | 2 | 3 | That CSUN does not own all the periodicals covered by all the databases available to them. |
| 1 | 2 | 3 | That resources not owned by the library are usually available through interlibrary loan. |
| 1 | 2 | 3 | That it will usually take 2 to 3 weeks to receive an Interlibrary loan request. |

THANK YOU for completing this survey!!!

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