Computer-Mediated Communication (CMC) Questionnaire

The following questionnaire has been developed to investigate your attitude toward Computer-Mediated Communication (CMC), including e-mail, Threaded Discussion, and Real-Time Chat. You are to consider your course related use of CMC only. You will be presented with a statement about CMC and then will select the appropriate response listed under each statement. The following descriptions apply to entire questionnaire:

E-Mail: Electronic messaging system that permits communicating.
Threaded Discussion: Computer-based environments in which messages are 'posted' and read by users who may or may not be logged on simultaneously. It is required that the users must access the discussion boards to participate.
Real-Time Chat: Computer-based environments in which users communicate simultaneously.

Your responses will remain anonymous. Please answer each item.
Thank you for your assistance!

Part I:

Please read each statement carefully; then indicate the degree to which you **Agree/Disagree** with the statement as it relates to CMC, by selecting the appropriate answer.

1. CMC allows me to perform social interactions.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

2. CMC allows me to carry on informal conversations.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

3. CMC messages convey feeling and emotion.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

4. Technically, CMC is a private/confidential way to communicate.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

5. CMC messages are capable of delivering personal touches.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

6. CMC technologies provide instantaneous communication.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree

○	○	○	○	○

7. My cultural background negatively influences my CMC messaging.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

8. Users of CMC respond to messages in an acceptable time.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

9. I am comfortable using CMC to communicate with a single individual or multiple people.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

10. It is difficult to express what I want to communicate through CMC.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

11. I am comfortable with my writing skills for CMC.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

12. It is easy to understand people's CMC messages.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

13. I am uncomfortable participating, if I am not familiar with the topics.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

14. CMC is technically reliable to send messages only to the target destination.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree

○	○	○	○	○

15. CMC communication becomes easier as I become more experienced in its use.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

16. CMC allows me to build more caring social relationship with others.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

17. I am comfortable participating in CMC activities.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

18. Someone might be able obtain personal information from the CMC messages.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

19. CMC allows me to be connected with others.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

20. CMC permits the building of trust relationships.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

21. I am comfortable to participate in CMC activities with others.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

22. My keyboarding skills allow me to be comfortable communicating by CMC.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree

○	○	○	○	○

23. I am comfortable communicating through CMC with my communication style.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

24. It is unlikely that private messages might be forwarded to the public.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

25. I find it comfortable to communicate with a person of higher social status through CMC.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

26. Use of Acronyms and emoticons in CMC makes online communication more expressive, such as ASAP as "As Soon As Possible," and ":-)" as smiling face.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

27. Time delay CMC, such as e-mail, makes communication more difficult to understand.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

28. Real-time CMC, such as chat, is easy to understand.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

29. My contributions to CMC activities are important to the online communication of others.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

30. I respond to CMC messages in a timely fashion.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree

○	○	○	○	○

31. I enjoy more privacy while accessing CMC from isolated areas (Home, Office, etc.).

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

32. It is unlikely that my identity can be traced on CMC.

Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
○	○	○	○	○

Part II:

1. How proficient are you in using CMC? (e.g., expertise with software and system commands, keyboard skills, etc.)

	Expert	Above Average	Average	Below Average	Novice
E-mail	○	○	○	○	○
Threaded Discussion	○	○	○	○	○
Real-time chat	○	○	○	○	○

2. How many years have you been using the different forms of CMC?

E-mail		Years (EX: 1; 2.5; 3 etc.)
Threaded Discussion		Years
Real-time chat		Years

3. How many hours do you spend on course related CMC each week?

E-Mail		Hours (EX: 1; 2.5; 3 etc.)
Threaded Discussion		Hours
Real-time chat		Hours

4. How many years have you been using the Internet?

Internet		Years (EX: 1; 2.5; 3 etc.)

Part III:

1. Gender

Male	Female
○	○

2. You are

Under 18	18-25	26-35	36-45	45+
○	○	○	○	○

3. Estimate of your level of computer expertise.

No experience	Novice	Intermediate	Expert

○	○	○	○

4. Where do you presently use computers? (Check all that apply)

Home	Computer Lab	Library or Media Center	Classroom	Office
○	○	○	○	○

5. What is your predominant ethnic background?

Caucasian	African American	Latino	American Indian or Alaska Native	Asian and Pacific Islander	Other
○	○	○	○	○	○

6. Course information.

	Example	Course 1	Course 2	Course 3	Course 4
Course #	ED239				
Instructor	John Doe				
Male	◉	○	○	○	○
Female	○	○	○	○	○

Submit   Reset

Thanks for your participation.