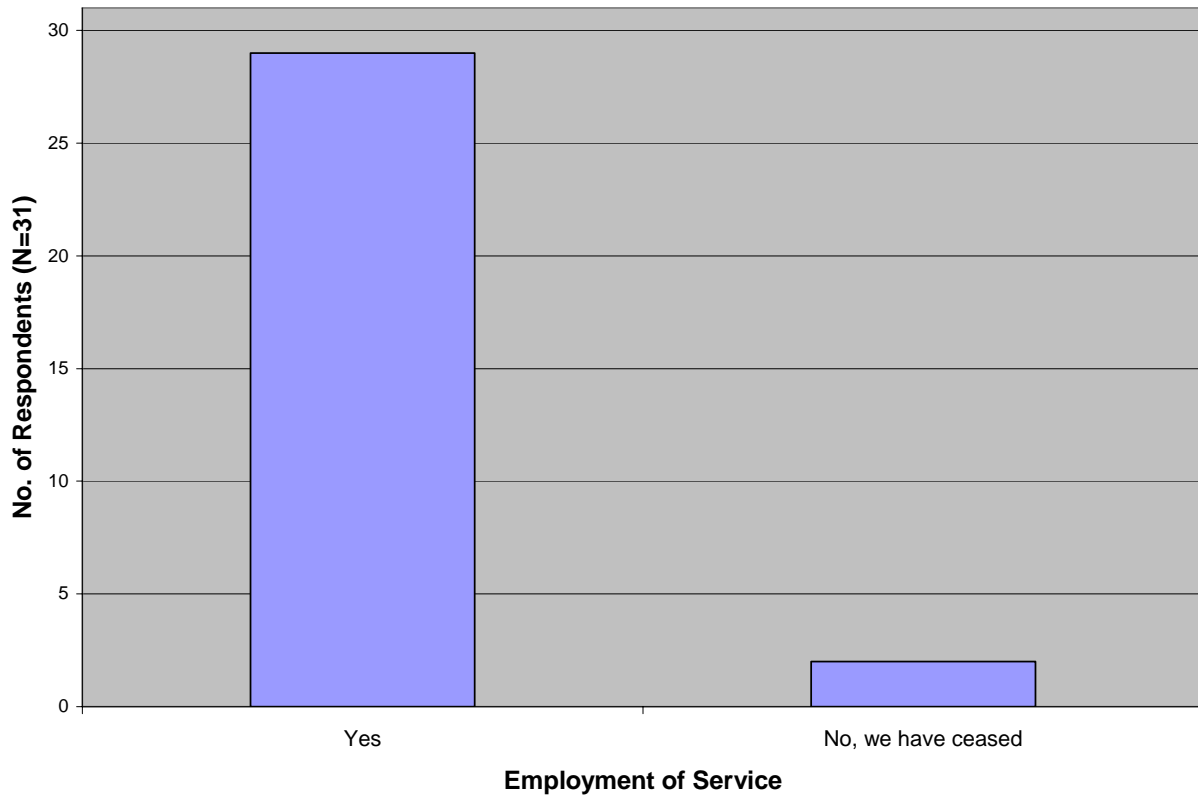


*** 6. Is your institution or any department in your institution currently employing an online entertainment service? (Choose one)**

- Yes
- No, we have ceased employing an entertainment service (Response changed tense of some questions ("are" to "were"), added an additional question asking "Why did you cease?" and removed one extraneous question)
- No, we have never employed an entertainment service (Response led one directly to the end of the survey)
- Other - Please explain:

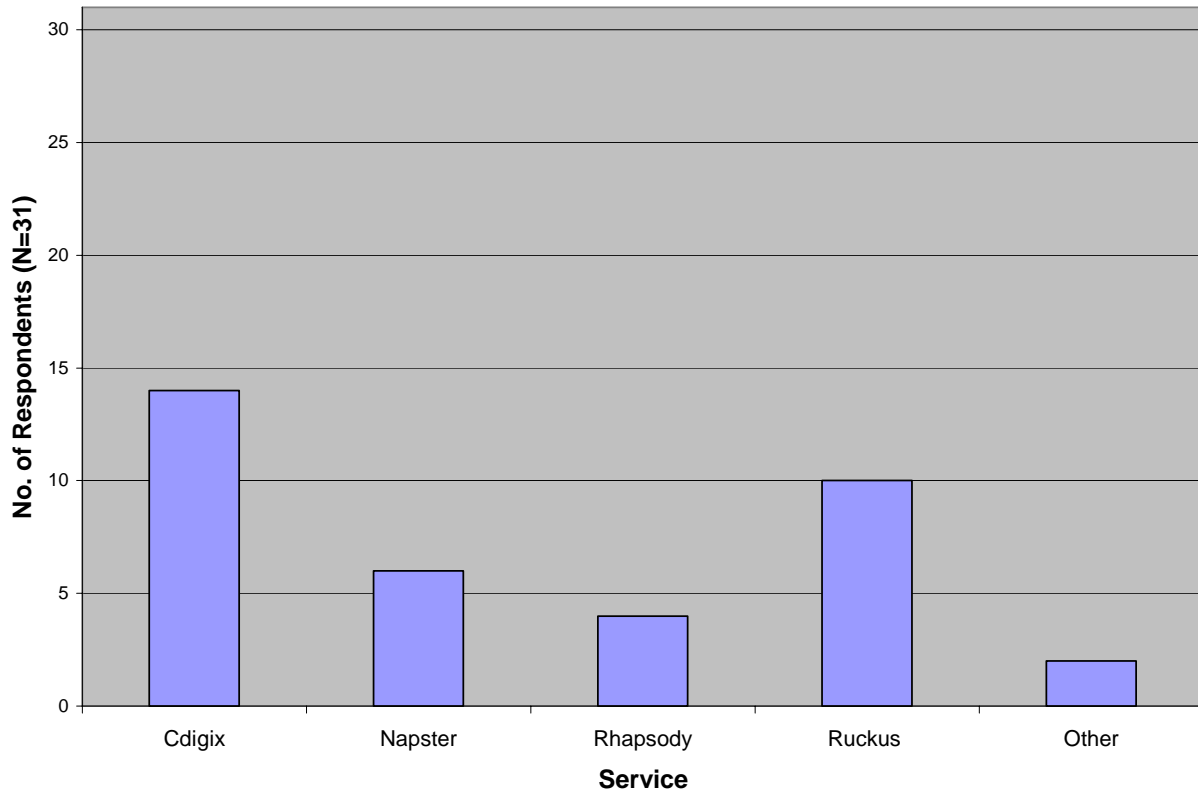


	Count	Percentage
Yes	29	94%
No, we have ceased employing an entertainment service	2	6%
No, we have never employed an entertainment service	0	0%

The 2 respondents that responded "No, we have ceased employing an entertainment service" were asked why their institution ceased employing a service. 1 respondent indicated that the pilot implementation had ended and there was no Macintosh support in the service. The other respondent similarly replied that the pilot implementation had ended and they had received negative feedback about the service.

7. Which service(s) is your institution employing? (Choose all that apply)

- Cdigix
- Napster
- Rhapsody
- Ruckus
- Other – Please explain:



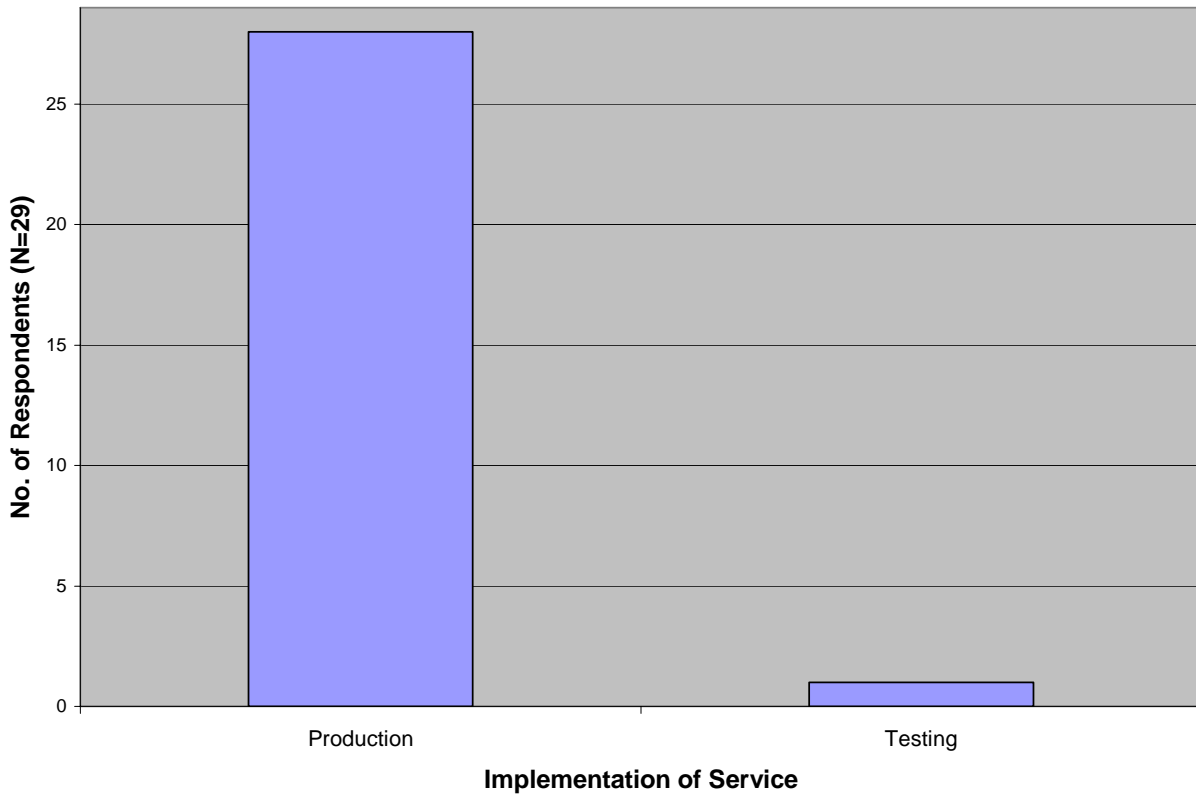
	Count	Proportion
Cdigix	14	45%
Napster	6	19%
Rhapsody	4	13%
Ruckus	10	32%
Other	2	6%

3 respondents (10%) indicated that they have employed or are employing multiple services.

Open-ended "other" responses included Fresh Tracks (1 respondent; 3%) and Mindawn (1 respondent; 3%).

8. Is the entertainment service(s) in “production” or testing (pilot project, evaluation, trial, etc.)? (Choose one)

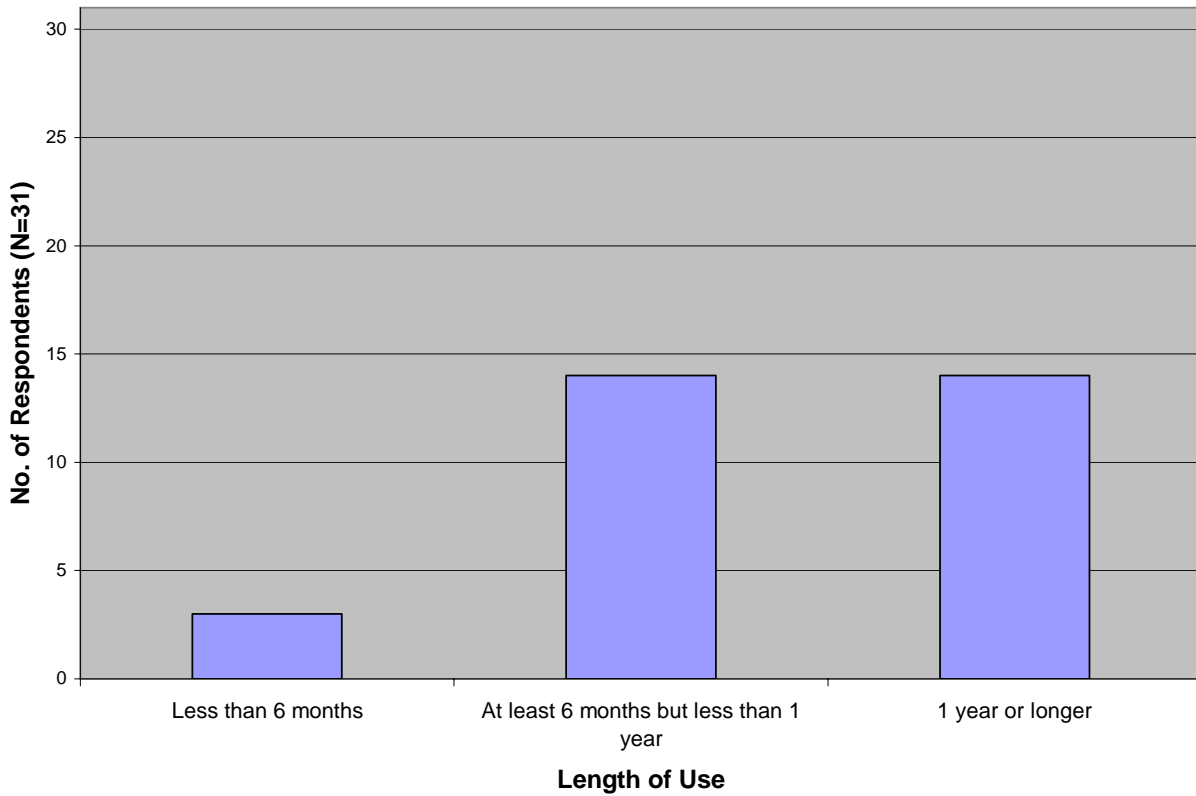
- Production
- Testing
- My institution has multiple services in different phases of use
- Other – Please explain:



	Count	Percentage
Production	28	97%
Testing	1	3%
My institution has multiple services in different phases of use	0	0%

9. For how long has your institution employed the service(s), including evaluation periods? (Choose one)

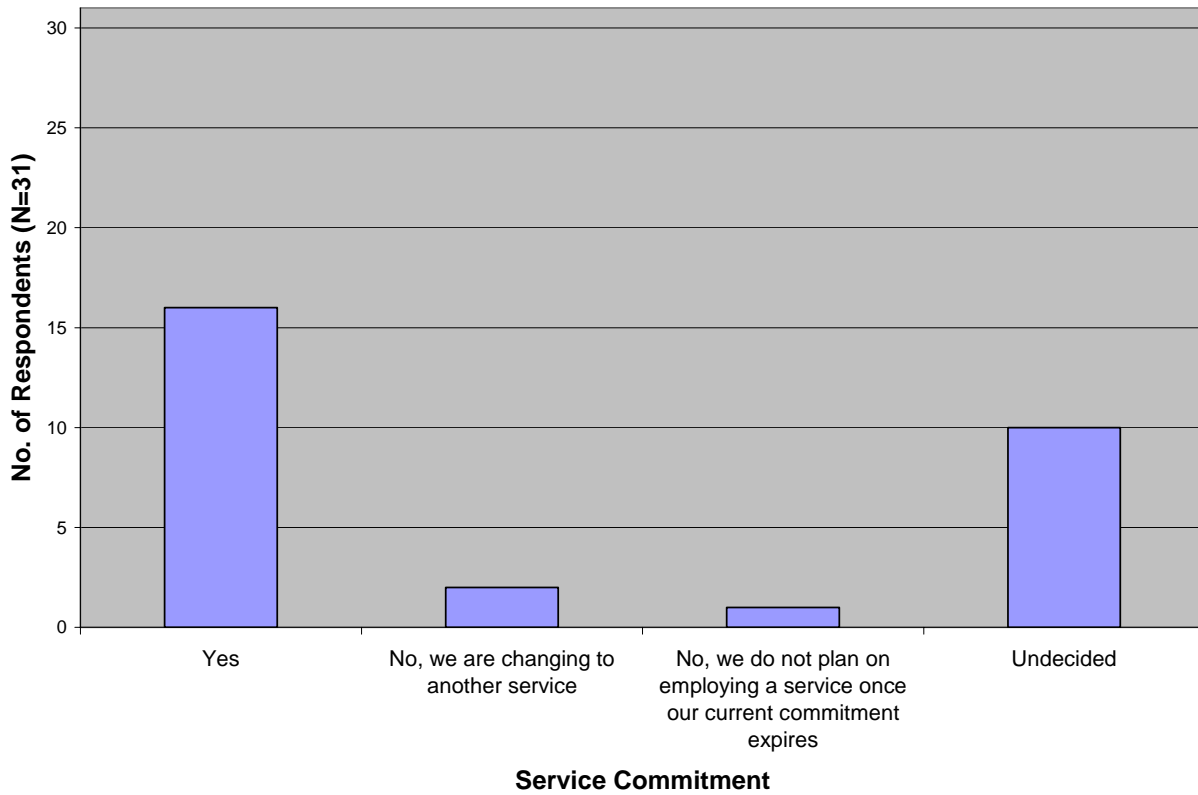
- Less than 6 months
- At least 6 months but less than 1 year
- 1 year or longer
- Other – Please explain:



	Count	Percentage
Less than 6 months	3	10%
At least 6 months but less than 1 year	14	45%
1 year or longer	14	45%

*** 10. Does your institution plan on renewing its commitment to the current entertainment service(s) beyond the current commitment (contract term, semester, year, etc.)? (Choose one)**

- Yes
- No, we are changing to another service (Response will add one additional question near end asking "Why?")
- No, we do not plan on employing a service once our current commitment expires (Response will add one additional question near end asking "Why?")
- Other – Please explain:



	Count	Percentage
Yes	16	55%
No, we are changing to another service	2	7%
No, we do not plan on employing a service once our current commitment expires	1	3%
Undecided*	10	34%

The 2 respondents that responded "No, we are changing to another service" were asked why their institution is changing. 1 respondent indicated that they were seeking or had received a better deal and options for academic support. The other respondent similarly replied that their current service had "inadequate support for higher ed."

The 1 respondent that responded "No, we do not plan on employing a service once our current commitment expires" was not asked why as their response was reclassified post-survey as detailed below.

* - 12 respondents responded with open-ended "Other" responses; all were reclassified in post-survey data analysis. 10 responses were classified into a new "Undecided" response option, 1 classified into the "Yes" response option, and 1 classified into the "No, we do not plan on employing a service once our current commitment expires" response option.