

Word Processing Report to Academic Computing Committee

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1. The Rumors

There have been rumors circulating around campus that ITS has terminated support for WordPerfect.

Firstly, the rumors are untrue. Support continues at the same level as it has for a number of years. We are installing and supporting version 9 Service Pack 4 on pre-Windows XP machines, and are now installing version 10 on Windows XP machines.

But what do we mean by the term “support”?

2. What does “supported” mean?

- The word “*supported*” has a whole spectrum of meanings:
 1. Included in the list of standard software packages in use at Andrews
 2. Sold in the ITS Computer Store
 3. Installed by ITS PC Support Technicians
 4. Trouble shooting available from ITS for problems loading, opening files, printing...
 5. Training workshops and seminars offered
 6. Consulting available in how to apply to specific tasks
- As delivered on this campus, software support typically covers levels 1 to 4. We are developing plans to get active again in training (level 5), and to begin application level support (level 6).

3. How did WordPerfect come to Andrews?

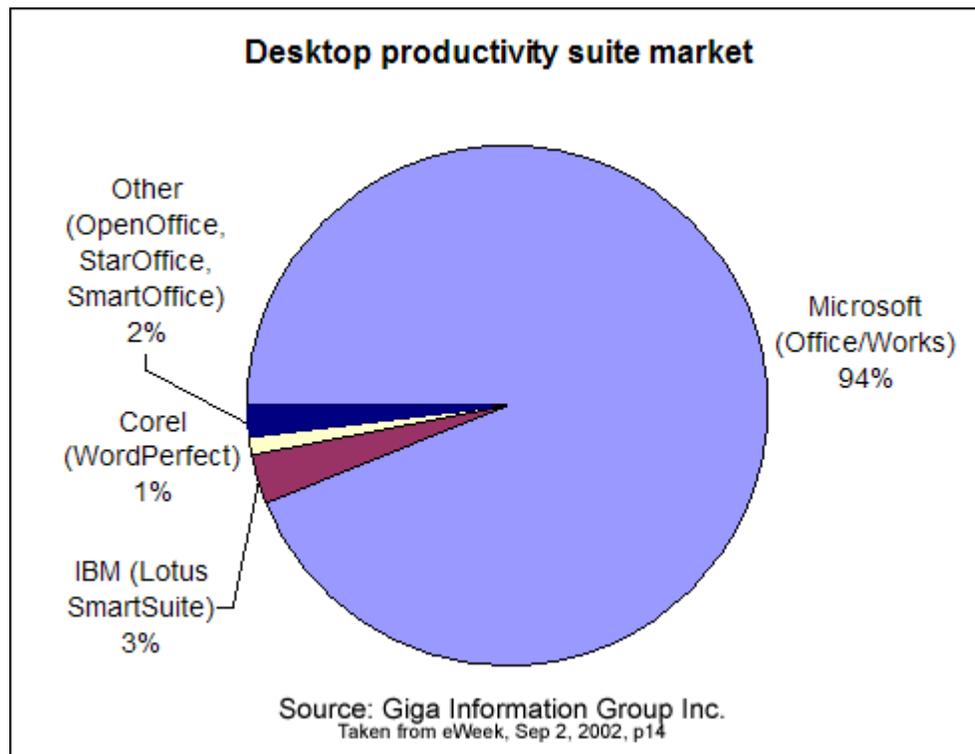
- It came as a successor to WordStar, well supported by user training.

4. What is the status of WordPerfect at Andrews now?

- It continues to be **supported** in the same way as it always has been, although training seminars for PC software, including but not limited to WordPerfect, have waned.
- **Usage among students** is tracking **market share** figures as quoted in the computer press. Bonnie Proctor estimates that 85% of doctoral dissertations come to her in Word.
- The **trend in new hires** to Andrews is in favor of Word. For the group of employees who have up to two years of service, the percentages reflect the changes in the market place **favoring Word (71%)** when compared to **WordPerfect (19%)** - from the WPSurvey.
- **Communications** with commercial and academic entities outside of Andrews are mostly in Word, including the General Conference and our Affiliates.
- ITS has taken a “hands off” approach to this so far, allowing events to take their own course in an admittedly unmanaged way.

5. The Future

- Word is becoming the de facto standard at Andrews, by default.
- **In today's economic climate, providing full support for two word processing packages is too exhausting on our resources. It is difficult to find a business justification to purchase, install, and support two office suites for general use.**
- As usage of WordPerfect continues to decline, it will become difficult to maintain expertise in supporting WordPerfect.
- A Giga Information Group survey quoted in the September 2, 2002 eWeek states that **Microsoft has 94% of the office productivity suite market.** It should not be a surprise to anyone that people who come to Andrews to work or study are predominantly Microsoft users when they arrive.



- With such a slim market share, there is concern that the revenue base will not support the kind of research and development that is needed to maintain the competitiveness of the Corel suite.
- We need to acknowledge the trend that is taking place here at Andrews, just like it is elsewhere, and manage the transition to Microsoft Office.
- A valid argument can be made for keeping some copies of WordPerfect to maintain complex legacy documents, and to open the shrinking number of documents still being received in WordPerfect format from outside Andrews University.
- ITS is preparing “transition training”, and have explored offering a document conversion service.

6. Training

The recently completed Word Processing Survey will help us determine the following:

- proposed training schedule
- proposed topics to include
- suggestions for the style to follow in the workshops
- suggestions for topics to include

Dan Widner is analyzing the WP Survey data to put together seminars addressing the needs expressed in the free text responses as well as suggested training topics that were checked. In addition, from the 205 who responded to the survey, we have sufficient interest to fill about two Level 1 and three Level 2 Word full day training workshops. We are making arrangements with a training company called New Horizons and have shared these survey results and have suggested we may want to run 9 or 10 on-site 1-day courses. ITS will subsidize the cost of attendance at the Word workshops so that the cost per person will be only \$25.

7. Data Analysis

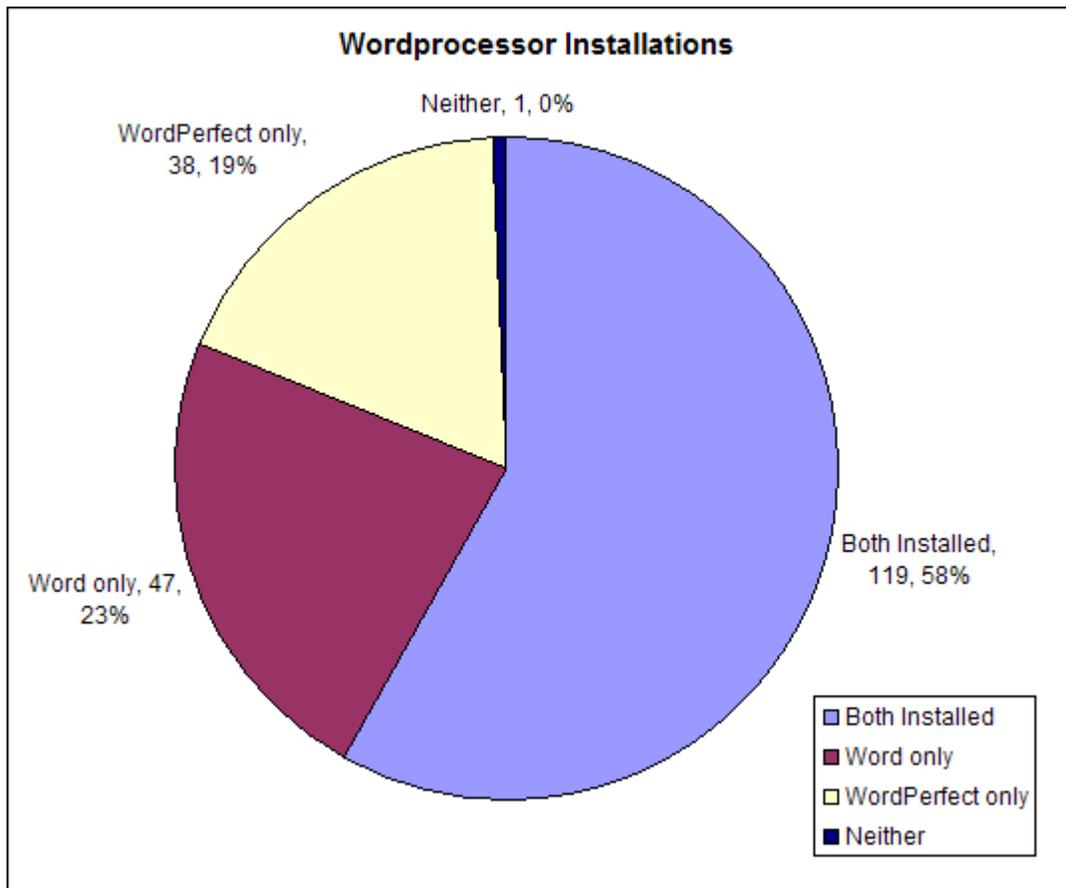
When the survey closed on Friday, September 20, 2002, 205 responses had been recorded.

7.1 Number of Installations

Of the 205 respondents, 166 (81%) have Word on their computers, and 157 (77%) have WordPerfect. A total of 119 of these computers have both office suites installed. Thirty-eight have WordPerfect only, 47 have Word only.

Total Word	166	81%
Total WordPerfect	157	77%

Both installed	119	58%
Word only	47	23%
WordPerfect only	38	19%
Neither	1	0%
Grand Total	205	100%



More than half the computers in the group that responded to the survey have both word processors installed. **The cost to purchase, install, and support both packages represents a burden that could be difficult to justify in many cases. Perhaps a greater cost to the university is the lost productivity incurred through having multiple document exchange formats.**

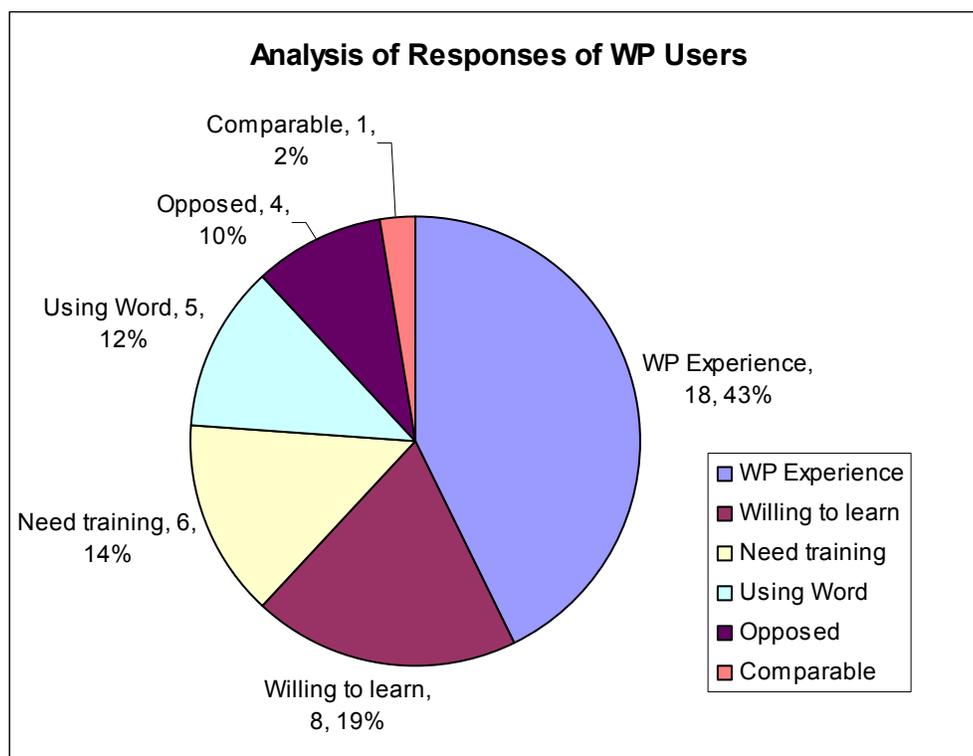
7.2 Willingness to Change

It was very gratifying to see the number and quality of free text responses that were recorded in the survey, and we anticipate being able to make good use of the comments that were made as we prepare targeted workshops and seminars. I did a brief analysis of comments made by those with a preference for WordPerfect. Some did not record comments, and some confined their comments to feature comparisons. But 42 respondents (41% of those expressing a preference for WordPerfect) made comments about factors that influence their preference. The largest segment stated only that WordPerfect was the program they were most familiar with, but others gave additional information that I have broken out in the following table.

Analysis of Questions 7 and 8 in the Word Processing Survey

Q7 was about Tasks and Features; Q8 was about factors that influence your preference. Of the 205 responses to the survey, 103 indicated a moderate or strong preference for WordPerfect. I chose responses to these questions that seemed to be recurring, and tabulated the numbers of occurrences. There were 42 such responses.

Count	Abbrev Factors	Factors influencing preference for WordPerfect
42		Comments did not address categories being analyzed (mostly feature comparisons).
19		No comment given.
18	WP Experience	More experience with WordPerfect.
8	Willing to learn	Extensive experience with WordPerfect, but willing to learn / not opposed to learning Word.
6	Need training	They may be comparable. I just need training in Word.
5	Using Word	Very familiar with WordPerfect, but using Word, although finding some things frustrating.
4	Opposed	Opposed to making the change.
1	Comparable	Each has different strengths.
103		Total expressing WordPerfect Preference
42		Number making comments on these categories (41% of WordPerfect preferences)



8. Recommendations

8.1 The recommendations need to address the following issues:

1. *The large number of computers with both packages installed*

- a. This duplicates the purchase, installation, and support costs from the IT perspective.
- b. Maintaining two document exchange formats is costly in terms of file storage, both on file servers and in email, editing and conversion time, and communication costs. This is a serious problem.

2. *Implications of market share*

- a. Those coming to work or study at Andrews will increasingly be Microsoft users, not Corel/WordPerfect users.
- b. Communications off-campus are increasingly being done using Microsoft Office.
- c. Ongoing research and development by Corel is threatened by its small market share, creating concern about its long term viability.

8.2 Office Productivity Suite Draft Recommendations

1. Formally adopt Microsoft Office as the standard office productivity suite for electronic document interchange at Andrews University.
2. Communicate the new policy to the campus via voicemail, email, posters and flyers, departmental announcements.
3. Following the adoption of this policy, phase out the sale and installation by ITS of new copies of WordPerfect.
4. Over a 6-month period, phase out the use of WordPerfect for standard document creation. Move towards using Microsoft Word for all new document creation. At the end of this 6-month period, ITS will cease providing support for WordPerfect.
5. Offer training seminars and workshops to meet the needs indicated in the Word Processing survey.
6. Do a similar survey for other office software training needs (spreadsheets, personal databases, presentations, etc)