

COMPUTER ANXIETY RATING SCALE¹

INSTRUCTIONS: Please read each item below and respond to it by choosing one of the responses on the scale from (1) to (5), where (1) = strongly disagree and (5) = strongly agree. Do not write in numbers between these choices, only numbers 1, 2, 3, 4, or 5 are options.

- | | Strongly
disagree | | | | Strongly
agree |
|--|----------------------|-----|-----|-----|-------------------|
| 1. I feel insecure about my ability to interpret a computer printout. | (1) | (2) | (3) | (4) | (5) |
| 2. I look forward to using a computer. | (1) | (2) | (3) | (4) | (5) |
| 3. I do not think I would be able to learn a computer programming language. | (1) | (2) | (3) | (4) | (5) |
| 4. The challenge of learning about computers is exciting. | (1) | (2) | (3) | (4) | (5) |
| 5. I am confident that I can learn computer skills. | (1) | (2) | (3) | (4) | (5) |
| 6. Anyone can learn to use a computer if they are patient and motivated. | (1) | (2) | (3) | (4) | (5) |
| 7. Learning to operate computers is like learning any new skill—the more you practice, the better you become. | (1) | (2) | (3) | (4) | (5) |
| 8. I am afraid that if I begin to use computers I will become dependent upon them and lose some of my reasoning skills. | (1) | (2) | (3) | (4) | (5) |
| 9. I am sure that with time and practice I will be as comfortable working with computers as I am in working with a typewriter. | (1) | (2) | (3) | (4) | (5) |
| 10. I feel that I will be able to keep up with the advances happening in the computer field. | (1) | (2) | (3) | (4) | (5) |

¹ (After Heintzen, Jr., R., Glass, C, and Knight, L. (1987). Assessing computer anxiety: Development and validation of the Computer Anxiety Rating Scale. Computers in Human Behavior, Vol. 3 , pp. 49-59.

11. I dislike working with machines that are smarter than I am. (1) (2) (3) (4) (5)
12. I feel apprehensive about using computers. (1) (2) (3) (4) (5)
13. I have difficulty in understanding the technical aspects of computers. (1) (2) (3) (4) (5)
14. It scares me to think that I could cause the computer to destroy a large amount of information by hitting the wrong key. (1) (2) (3) (4) (5)
15. I hesitate to use a computer for fear of making mistakes that I cannot correct. (1) (2) (3) (4) (5)
16. You have to be a genius to understand all the special keys contained on most computer terminals. (1) (2) (3) (4) (5)
17. If given the opportunity, I would like to learn about and use computers. (1) (2) (3) (4) (5)
18. I have avoided computers because they are unfamiliar and somewhat intimidating to me. (1) (2) (3) (4) (5)
19. I feel computers are necessary tools in both educational and work settings. (1) (2) (3) (4) (5)