Student Technology Access and Support Survey

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Presented to the Student Success and Equity Council
April 10, 2020

Survey Overview

IESE created a survey to gather student feedback on technology and support services needs in light of the recent campus closure and transition to remote instruction

Information gathered will be used by the College…

- for advocacy
- to inform resource development/distribution and services to students, and
- for specific outreach/follow-up on student questions

Survey Data Collection

- Survey invitations sent to **8,954 students** enrolled as of March 23rd

- One invitation + 2 reminders

- As of Thursday (4/9), **1,197** students have completed the survey

- Students were able to request a **follow up** regarding specific questions

Survey Results

Internet Access

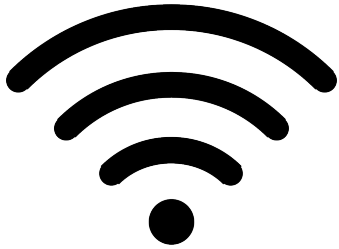*Among students who responded…*

Just over **1 in 10** said they did <u>not</u> have adequate internet access

Among students who said they do not have adequate access, many cited **connection speed/bandwidth challenges** and **limited data** in their internet/wireless plans

Internet Access Points

Among students who responded…

Nearly **9 in 10** said they <u>accessed the internet via their **home**</u>

Nearly **2 in 3** said they <u>accessed the internet via their **smartphone**</u>

And **1 in 3** said they were <u>concerned about **running out of data**</u>

What can we do to ensure students can access their classes/class materials given their internet limitations?

Computer Access

Among students who responded...

Nearly **1 in 6** said they either <u>did not</u> have access <u>or were unsure</u> if they had access to a working computer/tablet or device

A number of students indicated one of the following:
- They <u>did not own</u> a computer/tablet or device
- Their computer/tablet or device was <u>too old/slow or did not have enough memory</u> to run Zoom or other course-related software
- They had to share a computer/tablet/device with others and had limited access

Device Used to Access Online Classes+Student Support

Among students who responded...

Nearly **1 in 5** said they used their smartphone most often to access their classes and student support

What can we do to ensure access to classes/class materials for students who do not have a working computer/tablet?

Familiarity with Canvas

Among students who responded...

86% said they were *somewhat or very comfortable* with Canvas

9% were <u>not</u> comfortable with Canvas

3% had *never* used Canvas

Anticipated Need for Services
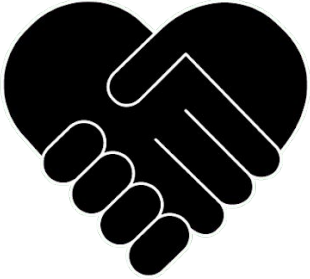
Among students who responded…

1 in 2 said they would need **tutoring** services

Nearly 1 in 2 said they would need **financial aid** services

Over 1 in 3 said they would need **academic or career counseling**

Nearly 1 in 3 said they would need **admissions and records** services

Interest in Services+Support

Among students who responded…

Over 4 in 10 were interested in assistance with **health/well-being**

1 in 3 said they were interested in assistance with **meals**

1 in 3 said they were interested in **counseling or emotional support**

Over 1 in 4 said they were interested in assistance with **housing**

What can we do to ensure students' basic needs are met? How can we ensure access to our services during the campus closure?

What Students Say They Need

- **More communication** and contact from faculty and the College

- **Computer/laptop/device** to access course materials

- **Internet access or improved access**

- **Online tutoring**

What Students Say They Need

- **Electronic course materials and resources** (e-textbooks, videos of lectures)

- **Flexibility in deadlines for assignments**

- **Patience** with students as they make this transition

- **Zoom training and support**

Given students' stated needs, what should we prioritize as action items as a council?