Student (Tech) Needs Survey

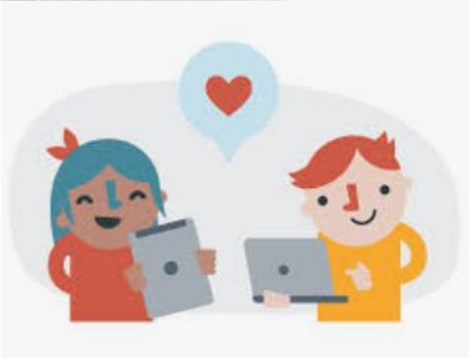
Administrative Council
April 16, 2020
Preliminary Findings

E.Kuo

Our Superhero Student

In a fully virtual environment:

What do our students need to be successful?



Let's ask them…

Let's ask students!

- All enrolled students
- Online survey
- Email invite w/incentive
- April 8 to April 17

Who shared with us?

1,348*

Students

Tell us more...

*Respondents as of 04.15.2020
Roughly 12% response rate based on 11,033 enrolled students w/valid emails on 04.06.2020

Previous Foothill online enrollment

70%

The story:

28% Do not have Foothill online experience (but may at other colleges)

Survey respondents are:

67% Female

62% Ages 20 to 39

Among students who could be matched (N=1120)
Male 31%; Not Reported 1%
Age 19 or younger 26%; 20 to 24 32%; 25 to 39 30%; 40 or older 13%

Out of every 100 students:

36 Asian

24 White

23 Latinx

4 Filipinx

3 Black

1 Pacific Islander

The story: Roughly similar to overall enrollment

Among students who could be matched (N=1120); Survey Respondents: Decline to State 9%
Spring 20 Enr: Asian 30%; Black 4%; Filipinx 5%; Latinx 23%; Native American <1%;
Pacific Islander 1%; White 25%; Decline to State 12% as of 04.09.2020

Our Superhero Tools

Primary tool for virtual engagement

81% Laptop Computer

11% Desktop Computer

7% Mobile Device

N=1119

Other Hardware

76% Desktop/Laptop

Approximately
1 out of 2

Microphone, Webcam, Internet, Smartphone

The Story:
Internet access is less consistent and reliable

N=1175
Consistent defined by being able to access whenever you want;
Reliable defined by hardware will work whenever needed.

Our Superhero Powers

How much power?

At least

3 out of 4

Email, Chat/IM, Videoconference/Webinar capabilities

The Story:

49%

Cannot easily use the latest operating system

N=1170

Power is not always enough

Concerns & Challenges

- I worried that [the] professor might give out practices and homework problems on pdf version which need to be printed out…make all homework online since some students *don't have access to printer*.

N=1328

Concerns & Challenges

- Students e-books will not work if they have *out of date laptops* (like mine, it's from 2009). I can't install the proper Adobe software to access my e-books.
- For some classes the whole curriculum is hard to understand based on *how the information is presented and organized through canvas*.

N=1328

Can power access information?

Class Access: CANVAS

84%

Reporting very/somewhat comfortable

The Story:
Previous experience with online learning

N=1345

Can power engage?

Class Participation: ZOOM

60%

Reporting very/somewhat comfortable

The Story:
Increasing use may benefit with student training and support

N=1345

Can power be tested?

Class Testing: PROCTORIO

66%

Do not know what it is

The Story:
Students will need more information

N=1348

Privacy Concerns

- Concerned with the possible use of *Zoom which seems to have shady problems when it comes to privacy*.
- I've heard a bit about *Zoom security being compromised*; I'd prefer not to use it.

N=1328

Privacy Concerns

- Privacy [concerns]…being forced to being monitored in Zoom or Proctorio. *I prefer my camera is off because of hacking safety*.

N=1328

Privacy Concerns

- Don’t use online proctoring services. They are extremely invasive and demand the user to be alone in a room. I have two toddlers that have to stay at home…*because of the lock down…being alone to take an exam is just not possible*.

N=1328

No superhero is perfect

Every superhero needs a team….

An (tech) assist may be needed

The Virtual Hub

1. Laptop/Internet Access
2. Discuss Tech Issues w/Live Person
3. How-to Videos

N=1336

Other services ranked #4 Instructional software webinars; #5 Chat room to share/discuss tech issues; #6 Submit questions not related to online learning

An (personal) assist may be needed

Approximately
1 out of 3

Mental Health

Place to Study

Tech Troubleshooting

Tutoring

N=1132
Respondents could select multiple options. S
Question asks students to identify current experiences that are of significant concern, enough to be possibly be a hindrance to enrollment/success.

An (personal) assist may be needed

At least
1 out of 4

Reliable Finances

Internet Access

N=1132
Respondents could select multiple options. S
Question asks students to identify current experiences that are of significant concern, enough to be possibly be a hindrance to enrollment/success.

Concerns & Challenges

- …it is *hard to be it home and not get easily distracted*. Even more when you have younger siblings.
- My main concern is *how resources, such as tutors and books, are available* to students.

N=1328

Concerns & Challenges

- I'm wondering *what is going to happen to some services* such as psychological services, EOPS, and food services.

N=1328

Concerns & Challenges

- I wish *teachers would be more empathetic and offer the lectures with a asynchronous option*. Some want to only live stream…I am a single mother who works full time. I would normally have child care but now I don't.

N=1328

What's the attack plan?

- For international students, can they have *access to recorded live class sessions*? (I have friends planning to wake up at 3 am for 3 days a week because they do not want to miss important classes).

N=1328

What's the attack plan?

- It would be nice if the *college's social media* put *posts on stress and anxiety relievers* during this transition to online courses and the pandemic.

N=1328

What's the attack plan?

- I think providing some guidance as to *how to get physical book copies would be helpful*, since I personally am not a fan/do not learn best when the textbook is online.

N=1328

Ready to Engage!

- Can you *make all classes into distance learning classes* in the future ?
- The spring quarter put the on campus class online so I enrolled. Please *don't put it back on campus*.
- It's *difficult to be on campus if you're the provider and have to work multiple jobs* to make ends meet…[when class is not offered online] only choice happens to be skipping a quarter or changing a major which just delays the process and progress.

N=1328

When to assist?

Monday thru Thursday

\+ Afternoons (1 to 5 pm)

IF weekend: Afternoon then Evening (6 to 10 pm)

The Story:
While weekdays and afternoons are preferred, about 20%-25% prefer evenings

N=1169

Preferred day/time to contact or be contacted by FH staff; can select more than one day/time option

How to let them know

Email

Canvas Class Site

MyPortal

The Story:
Messaging should stay local

N=1169
Preferred method of communication; can select more than one option

Our Superhero Thus Far

- What are your takeaways?
- Ask about hardware capability

Not The End….

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