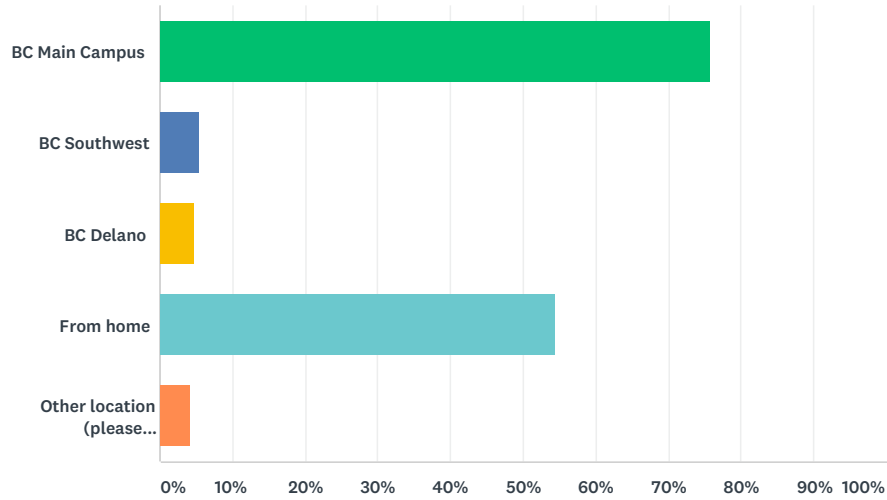


## Q1 Where do you access BC technology?

Answered: 777 Skipped: 0



ANSWER CHOICES	RESPONSES	
BC Main Campus	75.68%	588
BC Southwest	5.41%	42
BC Delano	4.76%	37
From home	54.31%	422
Other location (please specify)	4.25%	33
Total Respondents: 777		

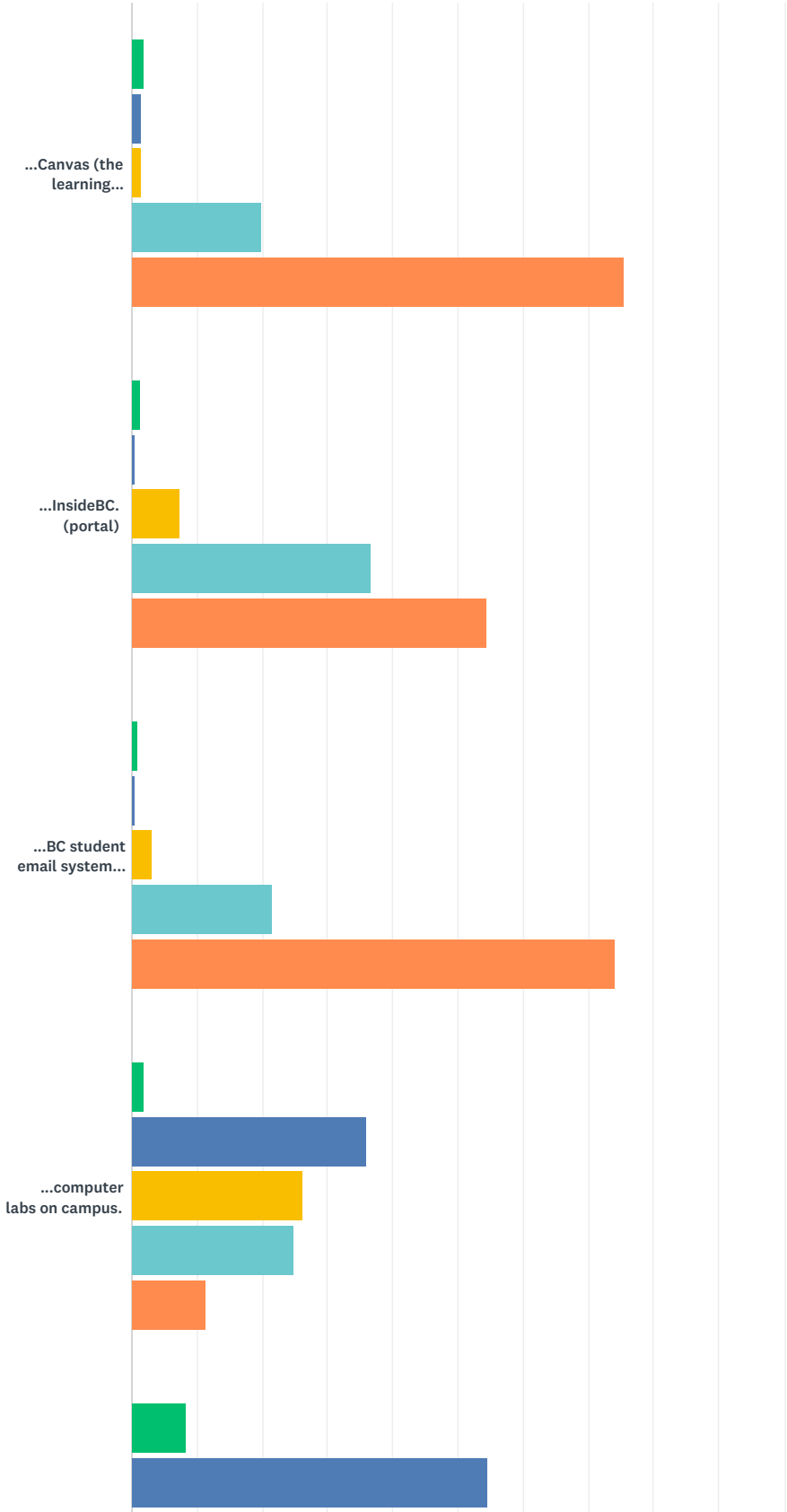
#	OTHER LOCATION (PLEASE SPECIFY)	DATE
1	work	12/2/2019 5:41 AM
2	iPhone	11/27/2019 10:27 PM
3	would like to access in BC Arvin High School classes	11/27/2019 5:24 AM
4	Home	11/26/2019 10:45 PM
5	Online Student 630 miles north of Bakersfield	11/26/2019 10:11 PM
6	Wasco	11/26/2019 10:10 PM
7	My laptop	11/26/2019 10:07 PM
8	Work	11/26/2019 9:58 PM
9	Kern County Library	11/26/2019 9:37 PM
10	Job spot	11/26/2019 9:24 PM
11	Anywhere on my phone or laptop!!	11/26/2019 9:24 PM
12	Work	11/26/2019 9:21 PM
13	Job Spot and Arvin High School	11/22/2019 11:38 PM
14	Anywhere on my cell phone	11/22/2019 11:26 AM
15	Mobil	11/22/2019 8:24 AM
16	Valley Oaks Charter School	11/21/2019 7:00 PM
17	Work	11/21/2019 5:49 PM
18	Mira Monte High School	11/21/2019 2:58 PM
19	Use it all these location	11/21/2019 3:12 AM
20	Home	11/21/2019 2:29 AM
21	Cell phone	11/21/2019 12:40 AM

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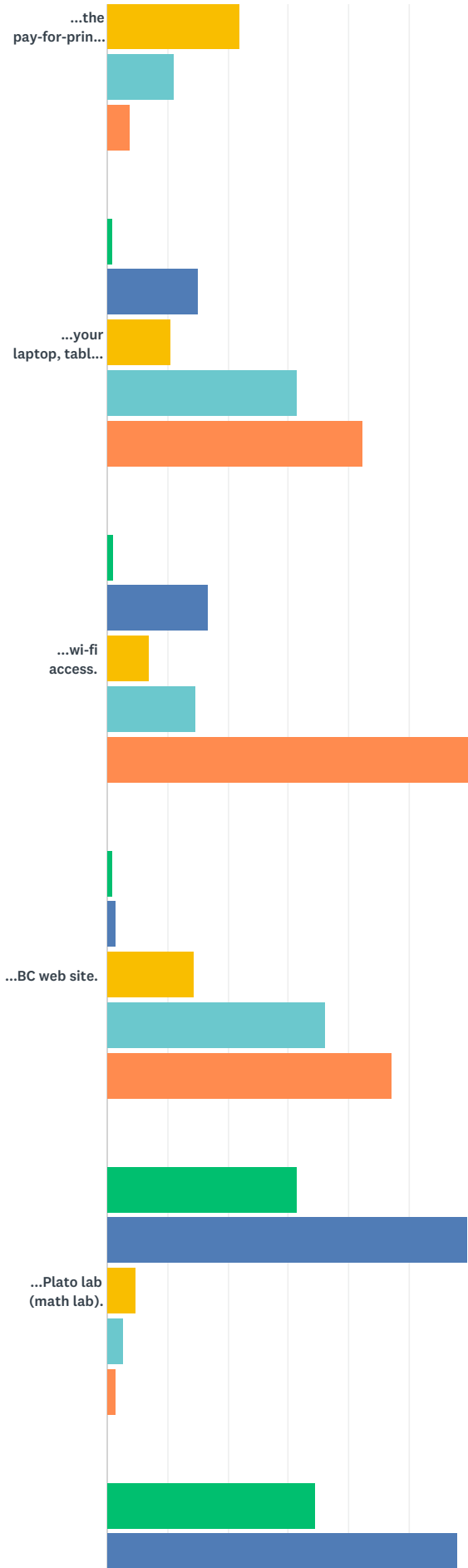
22	Public Library	11/20/2019 8:53 PM
23	Work office, public library, on mobile phone	11/20/2019 8:00 PM
24	Arvin	11/20/2019 7:38 PM
25	Cell	11/20/2019 5:09 PM
26	Weill	11/20/2019 4:58 PM
27	Personal MacBook	11/20/2019 4:51 PM
28	Phone	11/20/2019 4:51 PM
29	BC Weill	11/20/2019 4:08 PM
30	Anywhere with wifi and with mobile data.	11/20/2019 4:08 PM
31	Phone	11/20/2019 4:05 PM
32	Weill Institute	11/20/2019 4:02 PM
33	From home	11/20/2019 4:02 PM

Q2 In the past year, to what extent have you used...(If you don't know what a technology is, please check the box "I don't know what this is")

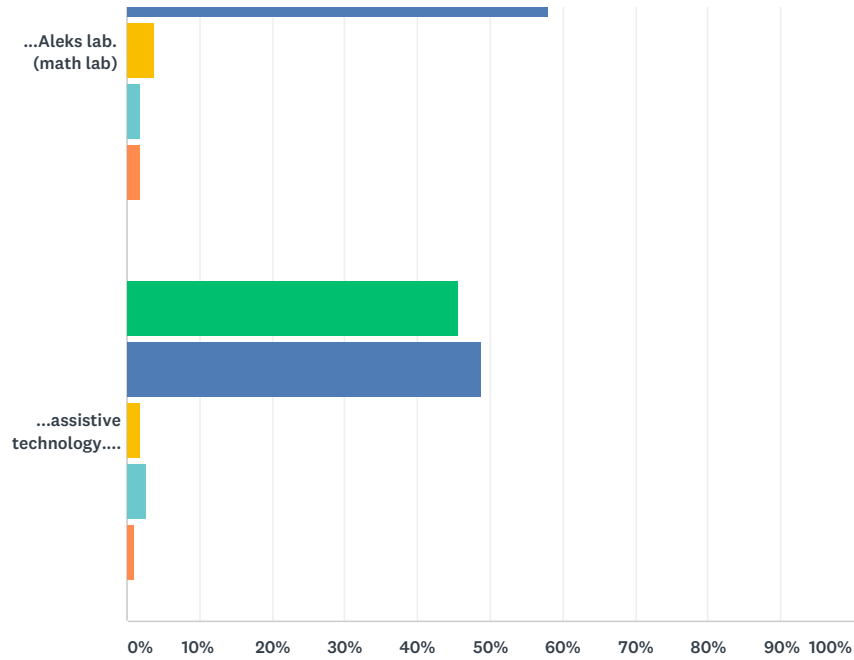
Answered: 777 Skipped: 0



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I don't know what this is. Never Monthly Weekly Daily

	I DON'T KNOW WHAT THIS IS.	NEVER	MONTHLY	WEEKLY	DAILY	TOTAL
...Canvas (the learning management system used for online classes and some face-to-face classes).	1.80% 14	1.42% 11	1.42% 11	19.82% 154	75.55% 587	777
...InsideBC. (portal)	1.17% 9	0.39% 3	7.38% 57	36.66% 283	54.40% 420	772
...BC student email system. (i.e. @email.bakersfieldcollege.edu)	0.78% 6	0.52% 4	3.12% 24	21.59% 166	73.99% 569	769
...computer labs on campus.	1.96% 15	35.90% 275	26.11% 200	24.80% 190	11.23% 86	766
...the pay-for-print system.	8.42% 64	54.61% 415	21.97% 167	11.18% 85	3.82% 29	760
...your laptop, tablet, or phone during class (for class related purposes).	0.78% 6	15.05% 116	10.51% 81	31.39% 242	42.28% 326	771
...wi-fi access.	1.03% 8	16.80% 130	6.98% 54	14.60% 113	60.59% 469	774
...BC web site.	0.78% 6	1.56% 12	14.45% 111	36.20% 278	47.01% 361	768
...Plato lab (math lab).	31.47% 242	59.56% 458	4.81% 37	2.73% 21	1.43% 11	769
...Aleks lab. (math lab)	34.42% 265	58.05% 447	3.77% 29	1.82% 14	1.95% 15	770
...assistive technology. (i.e. Kurzweil, Jaws, etc.)	45.64% 351	48.76% 375	1.82% 14	2.73% 21	1.04% 8	769

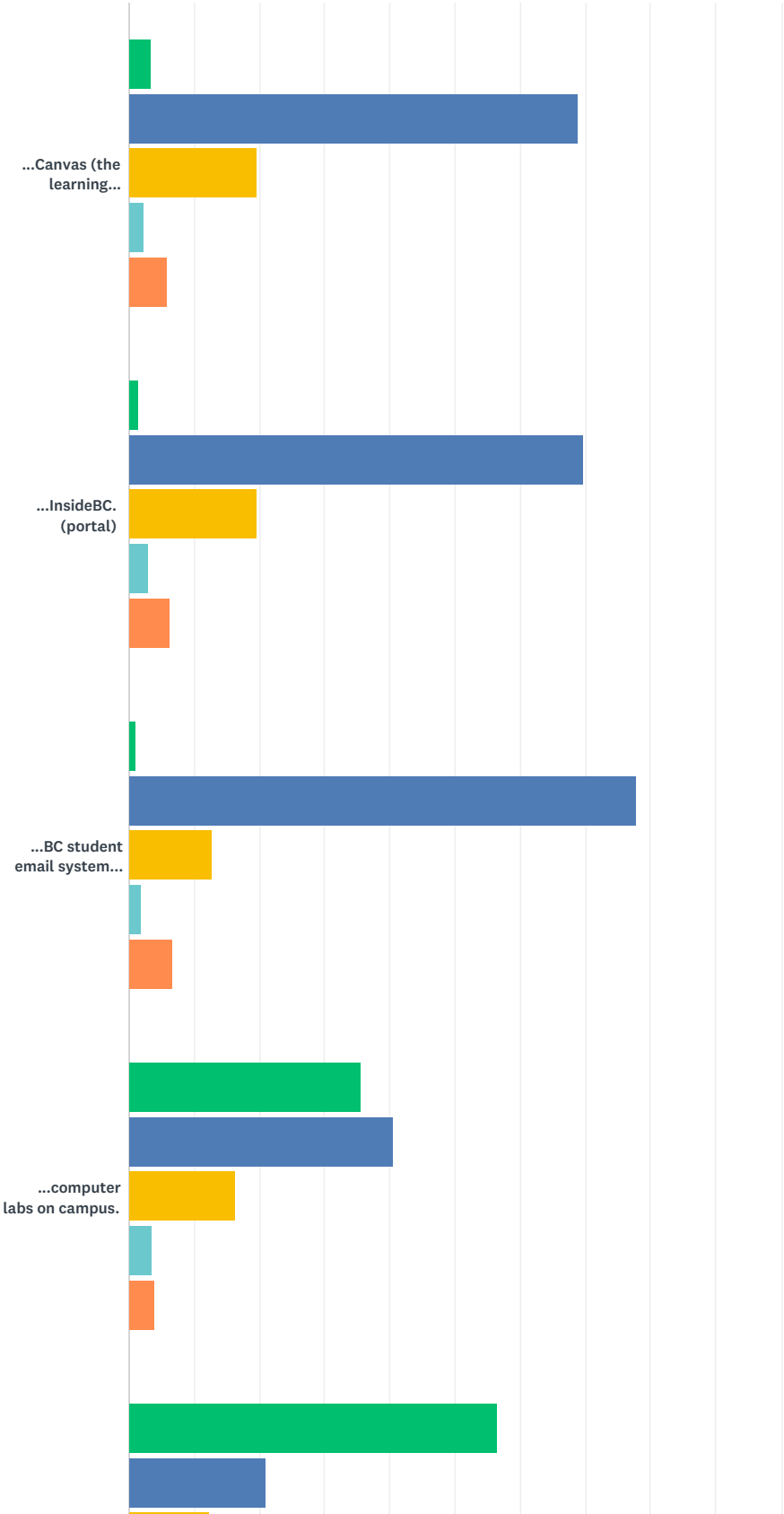
#	OTHER (PLEASE SPECIFY)	DATE
1	For dpsps	11/27/2019 10:27 PM
2	I used the net tutor for English.	11/27/2019 5:37 PM
3	Starfish ,Cengage	11/27/2019 3:09 AM
4	I would like to have access to the same resources, sources, and materials available to on-campus students, be made available to online students.	11/26/2019 10:11 PM
5	EBSCOHost, JSTOR	11/26/2019 9:49 PM
6	How can I access these math aids ? Tutoring center or where ???- A	11/26/2019 9:24 PM
7	For some of the ones checked monthly, more accurately would be once a semester or so.	11/26/2019 9:10 PM

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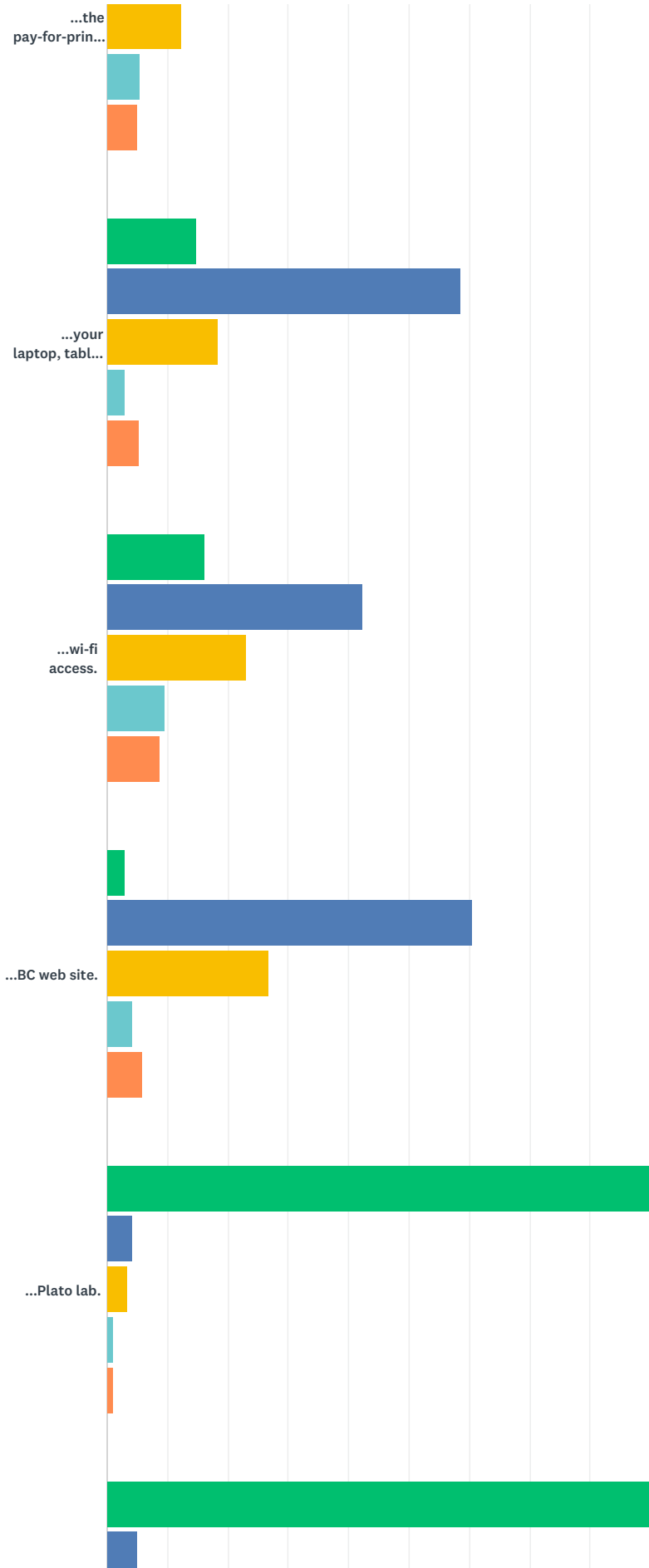
8	SI-Supplemental Instruction: I use this about twice a week.	11/25/2019 5:29 AM
9	Extend time on exams	11/22/2019 11:13 PM
10	I use Dragon Natural Speaking software.	11/22/2019 11:26 AM
11	nothing on this list appears to be controversial	11/21/2019 10:05 PM
12	Welding lab i use as much as my ability to get all the way across town by public transportation and very little expenses i can get. None of my welding instructors use canvas and i think that's a shame because its a very easy and intuitive program for a student. My engineering and ethics professors used canvas and i thought that was great!	11/21/2019 5:45 PM
13	None.	11/21/2019 12:52 PM
14	n/a	11/21/2019 12:46 AM
15	Computer in piano class	11/20/2019 7:15 PM
16	The Wi-Fi needs more strength	11/20/2019 4:46 PM
17	I used the net tutor for English.	11/20/2019 4:44 PM
18	we need more computers to access at Eops	11/20/2019 4:03 PM
19	N/a	11/20/2019 4:02 PM

### Q3 Rate the effectiveness of ...(If you did not use the technology, please check "Didn't Use")

Answered: 777 Skipped: 0

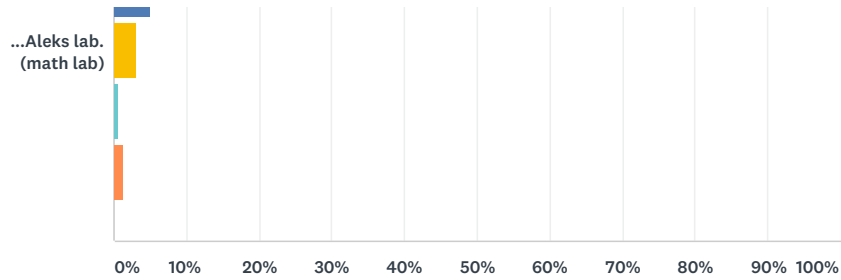


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■ Didn't use.    ■ Very effective    ■ Somewhat effective  
■ Somewhat ineffective    ■ Very ineffective

	DIDN'T USE.	VERY EFFECTIVE	SOMEWHAT EFFECTIVE	SOMEWHAT INEFFECTIVE	VERY INEFFECTIVE	TOTAL
...Canvas (the learning management system used for online classes and some face-to-face classes).	3.35% 26	68.77% 533	19.61% 152	2.32% 18	5.94% 46	775
...InsideBC. (portal)	1.42% 11	69.72% 541	19.59% 152	2.96% 23	6.31% 49	776
...BC student email system (i.e. @email.bakersfieldcollege.edu)	1.04% 8	77.72% 600	12.69% 98	1.81% 14	6.74% 52	772
...computer labs on campus.	35.62% 275	40.67% 314	16.32% 126	3.50% 27	3.89% 30	772
...the pay-for-print system.	56.45% 433	20.99% 161	12.26% 94	5.35% 41	4.95% 38	767
...your laptop, tablet, or phone during class (for class related purposes).	14.77% 114	58.55% 452	18.39% 142	2.98% 23	5.31% 41	772
...wi-fi access.	16.19% 125	42.36% 327	22.93% 177	9.72% 75	8.81% 68	772
...BC web site.	2.86% 22	60.42% 464	26.69% 205	4.17% 32	5.86% 45	768
...Plato lab.	90.39% 696	4.16% 32	3.38% 26	1.04% 8	1.04% 8	770
...Aleks lab. (math lab)	89.90% 694	5.05% 39	3.24% 25	0.65% 5	1.17% 9	772

#	OTHER (PLEASE SPECIFY)	DATE
1	Qq	11/27/2019 12:44 AM
2	Wifi is unreliable at the horticulture lab classroom. We need it for landscape design course and had to cancel class and alter design plans due to loss of wifi in a couple of instances during the semester.	11/26/2019 10:49 PM
3	I especially like the professors pages through the bc website as opposed to on canvas because information (i.e. PowerPoint slides, podcasts, Worksheets, information) is still available to me even after I have already finished the class.	11/26/2019 9:35 PM
4	Multiple computers do not work in the computer lab and SPSS room. The printing system in the library is very ineffective because you have to pay cash at the business office and if you pay by card you have to ask download the print job then you have to OK the print job and another window and the helpers in there basically don't make eye contact with anyone and we're not very helpful for me but there were a couple that were only. Some spots on campusDon't have good Wi-Fi or none at all.	11/26/2019 9:24 PM
5	Most teachers wont let you use your phone	11/26/2019 9:18 PM
6	□	11/22/2019 2:08 AM
7	I would be nice to have computers available in the main computer lab(Library) where programs such as mastercam, autocad, etc where available with dual monitors or larger monitors.	11/21/2019 11:40 PM
8	Plato and one other are still new and as such an inconvenience	11/21/2019 10:05 PM
9	None.	11/21/2019 12:52 PM
10	Inside BC does not work on all web browsers consistently.	11/21/2019 3:14 AM
11	n/a	11/21/2019 12:46 AM

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12	I wish professors would stick to one data platform, like canvas. It's confusing when they all use something different like google classroom and such	11/20/2019 7:38 PM
13	Wi fi could be better.	11/20/2019 6:18 PM
14	WiFi is so slow and undependable.	11/20/2019 4:14 PM

**Q4 If you had problems related to any of the technologies in question #2, please specifically state the problem with the technology so we can address the issue. Please tell us:-The technology you had a problem with.-Specific problem-Location (site/building)**

Answered: 228 Skipped: 549

#	RESPONSES	DATE
1	- Inside BC, Canvas - Very slow loading - IT building, MS building-Cad labs 9 & 10	12/2/2019 5:41 AM
2	the wifi at school would slow down my process to access things i needed or if there were too many people it would kick me out location was the library	11/30/2019 10:41 PM
3	Sometimes wifi would crash and I wasn't able to access anything relating to internet or sometimes the BC website wouldn't be working or the canvas would have some glitches but not very often.	11/30/2019 2:55 PM
4	none	11/30/2019 6:42 AM
5	Computer Lab-Industrial Technology- the logging in process is very slow, sometimes exceeding 5 minutes.	11/29/2019 5:16 PM
6	Hard time connecting to wifi, especially the backside of the library.	11/28/2019 7:50 PM
7	There were wifi issues on the southwest campus just before the move. It was only once and has worked fine since.	11/27/2019 10:54 PM
8	WiFi connectivity issues/weak signal in FACE.	11/27/2019 10:29 PM
9	N/A	11/27/2019 8:13 PM
10	No problems	11/27/2019 7:54 PM
11	The computers in the Library are not equipped for students to complete their programming homework. This forces a student to finish an assignment in class, or drop out of pursuing classes which require access to a device with a specific program to complete Java, C++, Python, or other programming related assignments. This needs to be addressed immediately to maximize the probability of success for all students at the BC Main Campus. If this has already been taken care of at this moment, it will be very helpful to advertise it again.	11/27/2019 7:37 PM
12	WiFi access away from classrooms	11/27/2019 7:33 PM
13	no	11/27/2019 7:06 PM
14	I often had trouble connecting to the KCCD internet in the library, especially in the study rooms and on the 2nd floor.	11/27/2019 6:53 PM
15	It's hard to find information easily on the BC website. Links to information should be easy to find, some information is hidden in other menus. The layout is not transparent and hard to navigate for users.	11/27/2019 6:13 PM
16	The BC wifi worked well for me previously, but would frequently forget my student login information or give me an error message when I would try to log in with information that had worked the day before. This was for my personal laptop and cellphone, all over campus.	11/27/2019 6:06 PM
17	The wifi was very slow in the library and at times in the classrooms in the MS building	11/27/2019 5:36 PM
18	On campus wifi at the Southwest campus is very slow.	11/27/2019 5:29 PM
19	No problems	11/27/2019 4:39 PM
20	Yes, I have a problem with the canvas under near Pearson Reveal because trying to log in and it did but trying to do my homework and quiz. It wouldn't let me and it super frustration because trying to the homework assignment and it just not working.	11/27/2019 4:35 PM
21	Always crashing	11/27/2019 3:07 PM
22	No problems so far.	11/27/2019 9:13 AM
23	The WIFI starts to act Funky or not even connect certain place in the H building, and IT building.	11/27/2019 9:10 AM
24	N/A	11/27/2019 9:03 AM
25	n/a	11/27/2019 7:15 AM
26	None	11/27/2019 6:20 AM
27	Computers at times not having SPSS	11/27/2019 5:55 AM
28	No, I dont	11/27/2019 5:47 AM
29	Had no problems	11/27/2019 5:46 AM

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30	-Canvas -When typing up responses for discussion posts, the more the type the slower and more delayed the typing gets for a mobile device. But on desktop it's perfectly fine.	11/27/2019 4:48 AM
31	Most issues are related to Spectrums's crappy equipment so wifi drops all the time.	11/27/2019 4:41 AM
32	I have trouble with the canvas to cengage once in awhile and it taking forever to load , the connection will time out and if u dont get logged back in quickly you cant get to your work and your professor has very little tolerance, understanding or sympathy for it	11/27/2019 3:09 AM
33	The Bc website and Bc login. I was trying to log into Bc login at administration center, I was using their computers, log in was not successful at all.	11/27/2019 2:32 AM
34	The email system in Canvas sometimes has trouble. Trouble sending, trouble receiving, especially on time. And the Pay for Print system is not simple. There's a longer process to print and sometimes it's difficult which printers are connected to which PC's, so I have to ask where my papers are going to be printed, each time	11/27/2019 2:26 AM
35	Sometimes when I use WiFi in the CSS building, especially in the CSS 135 area, the signal is weak. Many times the WiFi all around campus has gone down, leaving me unable to complete homework assignments from my laptop. The Bakersfield College website and InsideBC are useful but the user experience is unpleasant. A lot has to be changed to create a more intuitive user interface, restructure the information architecture, etc.	11/27/2019 2:15 AM
36	Wifi is either not working, or it's SUPER slow. I have to use my own hotspot.	11/27/2019 1:51 AM
37	Canvas- untrained staff refuse to use it. Multiple professors, even when trained still refuse to use it. Has potential but Inefficient because of operator error	11/27/2019 1:39 AM
38	none	11/27/2019 1:30 AM
39	Printers at Delano BC hardly ever work properly. Nobody is at the front desk when students need help or have any questions about it.	11/27/2019 1:25 AM
40	For pay-for-print, my only issue was a lack of knowledge regarding balances and the release of documents within the library's computers. When using my laptop on campus, especially in the Humanities and Fine Arts buildings, the roundabout by the FA and theater buildings, and the library, I often lose connection to KCCDsecure and KCCDipad at random. This proves to be a great issue when working on assignments online. At times, navigating can be somewhat confusing when the web page that appears in the search results are invalid links.	11/27/2019 1:21 AM
41	No clear instructions on how to print in library comp lab. Canvas quizzes not loading correctly in app.	11/27/2019 12:46 AM
42	There would be random days where Inside bc wouldn't load.	11/27/2019 12:30 AM
43	None	11/27/2019 12:24 AM
44	N/a	11/27/2019 12:19 AM
45	Canvas sometimes does not update and sometimes does not allow teachers to share desired files. Canvas also will not indicate announcements are made or that they've been seen. Unsure of specifics, but teachers often claim to have some difficulties with it.	11/26/2019 11:45 PM
46	N/A	11/26/2019 11:35 PM
47	My main problem was figuring out how to view files from the canvass app.. I had to move them to a drive app on my phone.. now I can view all the important info ...my grades will improve,my knowledge will increase, the stress of having to google everything is gone...thanks BC staff, and my professor,Matt Riley . Just awesome to be a student... Only wish I would of enrolled straight out of highschool... Life would of been much easier... I always learn the hard way.. but now that's behind me thanks to my sister Pamela Ann Gomez/Howard (former BC employee) and bc	11/26/2019 11:24 PM
48	None	11/26/2019 11:13 PM
49	Literally how do I access the school wifi from my phone at BC	11/26/2019 11:04 PM
50	None	11/26/2019 11:00 PM
51	I had an issue purchasing for parking permit online. It never finds my name, it will not let me log in.	11/26/2019 10:55 PM
52	-WiFi -Not connecting to my devices -CSS building, tutoring center	11/26/2019 10:49 PM
53	Wifi is unreliable at the horticulture lab classroom. We need it for landscape design course and had to cancel class and alter design plans due to loss of wifi in a couple of instances during the semester.	11/26/2019 10:49 PM
54	Everything is good.	11/26/2019 10:47 PM
55	FA Room 8 computers crash while using Premire Pro	11/26/2019 10:45 PM
56	Sometimes the internet connection does not reach all around the campus. It shows that my device connected to the H building, but it takes about 5 minutes to load onto google or the BC website.	11/26/2019 10:42 PM
57	I don't have any problems with related to any technologies around in Bakersfield College Southwest.	11/26/2019 10:39 PM
58	None	11/26/2019 10:34 PM
59	N/A	11/26/2019 10:19 PM

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60	The wifi is locked	11/26/2019 10:18 PM
61	WiFi and computer speeds in BC could be faster	11/26/2019 10:11 PM
62	Canvas. at times was unable to view, load, learning modules and as well as submit assignments.	11/26/2019 10:11 PM
63	N/A	11/26/2019 10:10 PM
64	Having to erase cache when my login does not work.	11/26/2019 10:04 PM
65	The programs are not up to date such as AutoCAD 2020	11/26/2019 10:00 PM
66	WiFi is pretty useless, my mobile hotspot was more efficient	11/26/2019 9:55 PM
67	Not applicable.	11/26/2019 9:54 PM
68	N/A	11/26/2019 9:52 PM
69	Southwest campus Wifi has been pretty bad even before we moved to the new location at CSUB.	11/26/2019 9:49 PM
70	WiFi access is extremely slow. Especially when using it in a class setting when everyone is also using WiFi.	11/26/2019 9:45 PM
71	No problems at all.	11/26/2019 9:44 PM
72	Everything as checked before works effectively, except the internet at times in the back of the library or the CSS building.	11/26/2019 9:43 PM
73	No problem	11/26/2019 9:42 PM
74	The library/tutoring center/math lab are all areas where service drops off, making it impossible to load lectures, homework, canvas, etc.	11/26/2019 9:37 PM
75	I always have problems with the school WiFi in any building especially the humanities building and office of student life. It constantly disconnects or doesn't connect at all at times.	11/26/2019 9:36 PM
76	None	11/26/2019 9:35 PM
77	WiFi can be slow in some areas on campus but overall good for my notes during class.	11/26/2019 9:35 PM
78	I've had a lot of issues with canvas. I'm not sure if it's my teacher who can't figure out how to use it and makes it difficult or canvas itself. I can almost never find my assignments I need and the teacher made multiple of the same assignments but only graded some of them so she didn't see others and gave me 0s. I've never had an issue with canvas before though so it might be the teacher.	11/26/2019 9:30 PM
79	Couldn't get on WIFI in the library's top floor. Felt very discouraged in using my personal laptop there and other locations on campus.	11/26/2019 9:24 PM
80	Don't have good Wi-Fi or none at all. Multiple computers in the SPSS room don't work and printing in the library is very challenging there are so many steps that you have to do to get something printed it's ridiculous. Also the workers in the library printing department barely make eye contact with you and I've never been asked if I needed help!	11/26/2019 9:24 PM
81	the wifi needs improvement it is very slow	11/26/2019 9:20 PM
82	Took to long to load and sometimes the professor didn't get my assignments on time	11/26/2019 9:19 PM
83	Wifi is bad! Especially inside library-- how am i suppose to use my Laptop??	11/26/2019 9:19 PM
84	Wouldn't allow me to print or download an assignment from canvas. Eops office.	11/26/2019 9:18 PM
85	No problems	11/26/2019 9:18 PM
86	Wi-Fi in the Humanities building is very spotty.	11/26/2019 9:15 PM
87	Computer lab/computer commons in the library. I sometimes needed to edit or fill out a pdf, but there is no adobe/pdf reader and could not do any work related to pdf-files. Wi-fi access in the Tutoring Center I would often lose connection with the wi-fi in the tutoring center.	11/26/2019 9:14 PM
88	between 9AM and 9:35AM (I assume the same period of time for the end of most class periods with large almost of classes at the same time is effected by it as well) internet speed drops like a stone until the load lightens a bit as people leave the area as they are using the wi-fi on their phones and getting message alerts that fill the network from turning their phone back on.	11/26/2019 9:13 PM
89	Starfish Outdated and needs improvement. Add user preferred home tab, allow students to factor in substitution classes with approval from counselor on course guidelines.	11/26/2019 9:13 PM
90	none	11/26/2019 9:13 PM
91	N/A	11/26/2019 9:11 PM
92	The WiFi in the humanities building and a few other locations (of which I currently cannot recall) has a very weak and spotty connection. However, in areas such as the huddle, the connection is strong and reliable.	11/26/2019 9:10 PM
93	Wi-fi as a whole is spotty and hard to use securely in classrooms. FA building and H building specifically come to mind.	11/26/2019 9:10 PM
94	None	11/26/2019 9:06 PM

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95	None	11/25/2019 6:33 PM
96	Had some issues using Wi-Fi in certain buildings and classrooms around campus. Also sometimes it can be very slow in the tutoring center and business building.	11/24/2019 10:43 AM
97	No one has told me about the computer lab or aleks lab as well.	11/24/2019 5:15 AM
98	The campus computers run too slow, and the wifi runs very slow on my cellphone.	11/23/2019 11:13 PM
99	Inside BC is not user-friendly and very dated. Not intuitive at all	11/23/2019 10:46 PM
100	Slow WIFI	11/23/2019 8:20 PM
101	none	11/23/2019 3:45 AM
102	On the portal website, when it is being used heavily, the system tends to fail.	11/22/2019 10:00 PM
103	The wifi doesn't always work everywhere on campus and it isn't that fast.	11/22/2019 9:56 PM
104	Sometimes canvas doesn't work. It glitches. And it normally notifies me if I have any messages and what not but sometimes it doesn't. Sometimes it's down and I have to give it a hour or two which puts me behind. I haven't had problems recently but I had them like a month ago.	11/22/2019 5:26 PM
105	Trouble accessing internet sites such as inside BC and canvas due to spotty service in the SE building	11/22/2019 8:24 AM
106	I had problems with Insidebc portal in the past week only through my laptop but works fine through my phone.	11/22/2019 7:12 AM
107	WiFi access in the SE building especially in the lecture halls 58-51	11/22/2019 6:54 AM
108	N/A	11/22/2019 3:25 AM
109	□	11/22/2019 2:08 AM
110	Inside BC/BC E-Mail: Legal name change and BC E-Mail change was time-consuming	11/21/2019 10:43 PM
111	No problems just need to find time to learn one more thing, other than that we are good	11/21/2019 10:05 PM
112	N/A	11/21/2019 9:42 PM
113	N/A	11/21/2019 9:17 PM
114	The pay to print system sometimes did not work. I once tried to print a document in the Allied Health computer lab, but it did not print, though the print service did take money from my account.	11/21/2019 7:26 PM
115	Canvas: when I submitted assignments, Canvas would "lose" them in the process of submission.	11/21/2019 7:00 PM
116	My android phone can't connect to the secure wi-fi anywhere for no reason I can figure out	11/21/2019 6:56 PM
117	None	11/21/2019 6:14 PM
118	I had problems with the wifi access as it often did not allow connection to the web even though I was signed in to get wifi access. This usually happened at the library.	11/21/2019 6:11 PM
119	n/a	11/21/2019 5:25 PM
120	The pay for print I can never get it to work for me ever	11/21/2019 5:13 PM
121	WiFi, in SE building. Sometimes I can't connect and I never receive calls for some reason.	11/21/2019 4:59 PM
122	When using personal laptop on campus, I have difficulty connecting to the wifi.	11/21/2019 2:03 PM
123	none.	11/21/2019 12:52 PM
124	Sometimes when you try to add funds to your account so you can print things, it doesn't go through, and you have to sit there and put it in again and again and hope it goes through.	11/21/2019 7:38 AM
125	The WiFi works but it is not very strong, sometimes it does not have good connection	11/21/2019 5:29 AM
126	n/a	11/21/2019 5:14 AM
127	Every year when I register for classes the BC inside portal is always down/messed up.	11/21/2019 5:11 AM
128	It can be hard to find a connection to Wifi quite often.	11/21/2019 4:22 AM
129	Canvas. Quiz wasn't showing up for whole class. Canvas	11/21/2019 3:54 AM
130	The calculators rented out by bc are becoming outdated me and my class mate had ours freeze up and stop working and it's getting in the way of doing our work	11/21/2019 3:29 AM
131	when using library computers, could not test or compile code for class.	11/21/2019 1:45 AM
132	Wifi access does not seem very safe to connect and use. I have had security issues connecting a laptop to wifi on campus.	11/21/2019 1:31 AM
133	Recently I have had problem with the Bakersfield College email not syncing. Meaning I will not receive emails until 4-8 hours after they are sent. I check my email a lot while on campus waiting for replies, both on my phone and laptop. Both ways will not populate emails, which I only noticed because they have their original sent date on them. This semester is the first that I have encounter this problem.	11/21/2019 1:12 AM

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134	n/a	11/21/2019 12:46 AM
135	Poor personal internet connection in the Main Campus math building, upper floor. (AT&T) Minor inconvenience: Win7 computers can only read the first partition of partitioned flash drives.	11/21/2019 12:35 AM
136	I am always on my laptop checking canvas or email for constant notifications and my main concern is that the wifi is not as strong as you walk through the campus. I notice that its mainly the outer edges of the campus; library, art buildings, the gym or cafeteria area.	11/21/2019 12:08 AM
137	WiFi is slow and is unreliable	11/20/2019 11:45 PM
138	WiFi access in some buildings is really spotty. Even in main buildings like the library it's very slow or doesn't even connect.	11/20/2019 11:44 PM
139	The WiFi hardly works in any of my technology	11/20/2019 11:25 PM
140	getting devices to connect. recently accessing autocad in computer lab	11/20/2019 11:24 PM
141	N/a	11/20/2019 11:14 PM
142	When logging into InsideBC, sometimes the toolbar doesn't load and I'd have to find ways to navigate to specific areas. It's not a huge issue and doesn't happen often.	11/20/2019 10:56 PM
143	The WiFi connection is sometimes bad when I'm trying to use my phone while I'm in campus and the Inside BC sometimes has problems connecting through WiFi	11/20/2019 10:26 PM
144	N/A	11/20/2019 10:19 PM
145	When I attempted to log into my InsideBC account and register for my classes, I was not able to go into the web page. Te wave page showed something like 'web header too long' whenI have logged on multiple times but ever since this occurred I couldn't log back in. Now I am using my husbands laptop.	11/20/2019 9:24 PM
146	I haven't had any problems.	11/20/2019 9:11 PM
147	N/A	11/20/2019 8:53 PM
148	It is hard for me to add money to my account to print my papers without asking for help or just not being able to at all.	11/20/2019 8:38 PM
149	WiFi staring not secure No wifi in the math and science building problem during lecture to pull up notes SE 50's I forget the room numbers( left side rooms across restrooms) from dean's office in science and math.	11/20/2019 8:30 PM
150	There was times where the internet speed was very slow. I would get frustrated as I needed to connect to the internet to do my homework on canvas.	11/20/2019 8:26 PM
151	I had a problem with the bc email. It wouldn't allow me to send any emails.	11/20/2019 8:15 PM
152	My degree is rarely accurate and leads to confusion on my part.	11/20/2019 8:10 PM
153	Sometimes Wifi signal is unreliable but not often. I don't know if it's peak hours but sometimes Banner crashes, especially during registration.	11/20/2019 8:00 PM
154	I would love for the wifi to extend into the parking lot in order to do homework in my car before class.	11/20/2019 7:56 PM
155	Canvas can be confusing as to what is due when.	11/20/2019 7:52 PM
156	The printers in the eops lab located on the bc main campus usually have some trouble printing out paper.	11/20/2019 7:39 PM
157	I had a problem with getting access to the WiFi to my phone or other devices in certain areas of the campus. Due to not being able to get access, I was not able to participate in the technological classroom activities.	11/20/2019 7:29 PM
158	No printers at the The SW campus.	11/20/2019 7:19 PM
159	Every time I've tried to use the WiFi, it doesn't work. I have to use my phone as a hotspot instead.	11/20/2019 7:10 PM
160	Internet Bad connection Center for student success	11/20/2019 7:10 PM
161	na	11/20/2019 6:59 PM
162	Wifi was very slow at BC Southwest center.	11/20/2019 6:53 PM
163	Wi-Fi is slower in the FA buildings; sites are slow to load.	11/20/2019 6:50 PM
164	The WiFi doesn't work very well (or at all) in some classrooms.	11/20/2019 6:46 PM
165	No problems	11/20/2019 6:41 PM
166	wifi in the Tutoring center in the main campus is unusable.	11/20/2019 6:39 PM
167	WiFi is spotty/not always reliable. I'm not sure if I can connect my mobile devices to WiFi—if I can it's too complicated to figure out	11/20/2019 6:36 PM
168	Wifi is almost impossible to get and if you do it loads extremely slow. I haven't been anywhere on campus where I've gotten food connection to be able to research for my classes!	11/20/2019 6:32 PM
169	Computers are slow sometimes	11/20/2019 6:27 PM

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170	The canvas app on my phone does not keep my information logged in, even though I receive notifications, when I go to access it, the server makes me search my school all over again.	11/20/2019 6:12 PM
171	I have trouble using the BC wifi in certain locations on campus. However, I do have a 4 year old phone so it's hard to tell which end is culpable.	11/20/2019 6:08 PM
172	none	11/20/2019 6:03 PM
173	In the H building the wifi is bad. Can not work on class related work due to weak internet.	11/20/2019 5:55 PM
174	WiFi at the southwest location doesn't work well. Many pages just won't load, even canvas, both the app and website.	11/20/2019 5:52 PM
175	The computers that I have used on Campus (mainly the Allied Health computer lab) are very slow. When accessing the wifi on my laptop, I frequently have full wifi strength but pages won't load.	11/20/2019 5:48 PM
176	Getting wifi to work on personal laptops or phones decently is a nightmare in the tutoring center located at the css building.	11/20/2019 5:46 PM
177	Wi-fi access at BC Southwest Campus is not great at times.	11/20/2019 5:43 PM
178	none	11/20/2019 5:42 PM
179	I've used the the computers on campus in the math lab, the library, the Business building and the Language Arts building. The math lab especially, the computers are gross. They need to be cleaned every once in a while. The keyboards in the math lab are especially disgusting. It's a sanitation/health and hygiene issue.	11/20/2019 5:38 PM
180	NA	11/20/2019 5:33 PM
181	None	11/20/2019 5:32 PM
182	Main problem I had was the pay for print system. I didn't really know how use it, it was very complicated so I ended up printing elsewhere where.	11/20/2019 5:29 PM
183	The computers in the library with SPSS programs need to be updated, they are moving slow and there should be more than just the computers under the stairs with the SPSS program because when I go to use them there is not enough computers available.	11/20/2019 5:26 PM
184	I didn't run into problems.	11/20/2019 5:22 PM
185	Once when I tried using the computer in the writing center, it didn't work. Some of them didn't work. It's probably fixed now, but I'm not sure.	11/20/2019 5:22 PM
186	Students having issues printing using the Internet Explorer Browser, my suggestion would to take off the browser and use google chrome or Firefox as the browser to pay to print. Or fix the Internet Explorer browser issue.	11/20/2019 5:22 PM
187	Some computer in the lab of LA building does not function correctly, for example, a few computers did not show Word 2016 for the class to use.	11/20/2019 5:21 PM
188	Library computer printing is iffy. Computer stations have different access to printers	11/20/2019 5:21 PM
189	The WiFi access doesn't always work. When it does work it is really slow. Also I feel like paying for printing is not such a good idea because as college students it becomes a hassle to have to pay to print something out.	11/20/2019 5:11 PM
190	N/a	11/20/2019 5:09 PM
191	Sometime the sites are down	11/20/2019 5:09 PM
192	Main campus WiFi doesn't connect with my chrome book	11/20/2019 5:01 PM
193	I've sometimes had a problem of not having an available wi-fi signal	11/20/2019 5:01 PM
194	No problems	11/20/2019 5:00 PM
195	The WiFi in the classroom 108.	11/20/2019 5:00 PM
196	We have had in the past where either computers or laptops loaned by the school for testing don't work.	11/20/2019 4:58 PM
197	N/A	11/20/2019 4:51 PM
198	Many serious issues trying to connect to wifi, incredibly slow wifi speeds if connected (across full campus, worst in Library).	11/20/2019 4:51 PM
199	I have had problems with teachers not emailing back while in online classes. I'm not sure if this is considered a 'technology problem' or not. I have asked the advisors for additional information on things and they will direct me to the BC website only to discover that there are pages that won't load.	11/20/2019 4:50 PM
200	The price for "pay-for-print" is reasonable but don't like it cause i have to print out stuff so much	11/20/2019 4:49 PM
201	The technology I has a problem is with BC web site. Sometimes the BC library does not work properly. One day it did not accept my student ID to enter to the online library. Other day it sent me a message about a due date of some books that I had already returned on time.	11/20/2019 4:49 PM
202	Internet goes down in the CIM lab in the IT building	11/20/2019 4:48 PM



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203	The Wi-Fi needs a broader range and strength for faster and better use on personal devices for Homework access	11/20/2019 4:46 PM
204	The user interface for canvas/the BC main website is cluttered. It is hard to understand where to go to find things on the website. Signing up for classes and finding classes is extremely tedious and difficult. Paying for classes is very hard. The student email is very annoying because it spams me with advertisements from Bakersfield college. I am paying for classes and I'm getting ads that I don't want.	11/20/2019 4:45 PM
205	None	11/20/2019 4:44 PM
206	N/A	11/20/2019 4:37 PM
207	Canvas is great, but the main issue regarding Canvas is professors who do not use it properly. Often, the grades they input into Canvas are inaccurate. I don't know if this is laziness or lack of understanding of how Canvas works on the professors part, but it causes a great deal of anxiety among students who falsely think their grade is lower than it actually is.	11/20/2019 4:30 PM
208	None	11/20/2019 4:29 PM
209	N/a	11/20/2019 4:29 PM
210	I used the BC "open" wi-fi in the tutoring center to try and upload a PDF from my phone to my Google Drive for homework, and it thought about it for ten minutes before giving up. I wasn't sure how to sign in to the "secure" wi-fi, so I left it alone, even though it may have given me better access to wi-fi.	11/20/2019 4:28 PM
211	I wish to math appointments could be longer.	11/20/2019 4:26 PM
212	N/A	11/20/2019 4:24 PM
213	Business English Need teacher for this class or attach this class to some similar class. Not everybody can answer questions in lab.	11/20/2019 4:23 PM
214	The wifi access always has issues where it bounces you off and horrible connection happens in the library downstairs, to being at the huddle, to the la building and fa building by the culinary area	11/20/2019 4:20 PM
215	I am not able to sign in my BC email at home laptops.	11/20/2019 4:19 PM
216	Wi fi	11/20/2019 4:18 PM
217	- WiFi - I generally can't access the WiFi in my classroom. SE 48 & the science and engineering building. - The WiFi around campus can be really slow with poor connection, especially when there is a lot of activity & students on campus. Please upgrade the WiFi to the 802.11ax standard. It can save the students and staff time and battery life.	11/20/2019 4:18 PM
218	Pay for print is a very sluggish process	11/20/2019 4:17 PM
219	Sometimes the printing system down in the computer commons would shut down and none of the student would be able to print anything. I'm not sure what causes them to just abruptly stop like that nor do I know how to fix the problem. And since I'm working there I'm the one who the students count on to fix a problem I have no knowledge of. Sometimes it's the pay to print system sometimes it's the printers them selves and sometimes it's both. The printers also have a habit of jamming and its usually the Green printer.	11/20/2019 4:14 PM
220	N/a	11/20/2019 4:11 PM
221	Didn't know all the things that were available	11/20/2019 4:10 PM
222	Wi-Fi Access ; Connection goes in'n/out on various devices around BC's Main Campus but most direly inside of CSS' second floor.	11/20/2019 4:02 PM
223	WiFi in the Library and LA building is terrible. It's also hard to navigate the main BC website still. Organization is key and what you are lacking.	11/20/2019 4:02 PM
224	Everything is good for the most part as the Long the internet access isn't messed with the People wont have a problem.	11/20/2019 4:01 PM
225	Library on Main Campus and the websites kept glitching.	11/20/2019 4:00 PM
226	Canvas sometimes is down	11/20/2019 3:59 PM
227	The internet is very slow at the southwest location	11/20/2019 3:57 PM
228	None.	11/20/2019 3:57 PM

## Q5 Tell us what Bakersfield College can do with technology to better support your academic success.

Answered: 282 Skipped: 495

#	RESPONSES	DATE
1	address this issues promptly	12/2/2019 5:41 AM
2	update computers in library they're slow when it comes to researching things and that discourages me	11/30/2019 10:41 PM
3	My experience has been pretty good	11/30/2019 2:55 PM
4	nothing	11/30/2019 6:42 AM
5	Doing a great job.	11/28/2019 7:50 PM
6	Not charge money for printing out a piece of paper	11/28/2019 4:37 PM
7	Make printing easier, too many steps.	11/28/2019 2:23 AM
8	Maybe an easier way to add money to our accounts for printing and fast WiFi	11/28/2019 12:39 AM
9	N/A	11/27/2019 8:13 PM
10	More people to help with our problems	11/27/2019 7:54 PM
11	Better ,faster and more reliable WiFi and more effective log in and log out on inside BC website for apple devices.	11/27/2019 7:33 PM
12	I'm not sure how to fix it, but to have better internet connection in the library. Also, I think that some aspects of the BC website could be improved like adding classes. I think it could be changed to be more user friendly and easier to add classes.	11/27/2019 6:53 PM
13	Phone calls to campus should not be needed to find something on the website.	11/27/2019 6:13 PM
14	Make printing more accessible, in more locations.	11/27/2019 6:06 PM
15	Wi-Fi occasionally shuts off. The Internet is a little dodgy.	11/27/2019 5:56 PM
16	Increase the speed of wifi in the library if possible	11/27/2019 5:36 PM
17	Faster WiFi at southwest campus.	11/27/2019 5:29 PM
18	Clean computer labs and keyboards.	11/27/2019 4:57 PM
19	Longer hours of availability	11/27/2019 4:39 PM
20	If there was a person who works for a Pearson Reveal can help student with any of these situation in the future. Because we will ask our professor and be like I'm not what to do because he was the one who set up Pearson.	11/27/2019 4:35 PM
21	Everything I have used on campus technology wise, has been very useful to my academic success, but in the "H" building the wifi is spotty.	11/27/2019 1:52 PM
22	improve internet speeds and connectivity Access to video chats for counseling appointments and guidance.	11/27/2019 9:27 AM
23	Better interaction among peers for online courses where people are able to communicate with each other directly via private messaging/direct messaging and allow for notifications to display better if someone interacts with you, for both students and instructor.	11/27/2019 9:13 AM
24	Expand the Strong signal of WIFI to every corner of the campus.	11/27/2019 9:10 AM
25	Offer WiFi on the go for students and counselors available on FaceTime or computer conferences.	11/27/2019 9:03 AM
26	The print manager could use an update and easy access instead of closing your window to open it.	11/27/2019 8:16 AM
27	The technology isn't the problem, however, the teachers are the problem some teachers that do English B1a online should do better with actually teaching the class or retiring if they can't do their job correctly	11/27/2019 7:57 AM
28	Bakersfield college can do so much with technology and can improve many things in the near future	11/27/2019 7:26 AM
29	n/a	11/27/2019 7:15 AM
30	Make it faster? Or easier to login into wifi. Pay for print is a lil. Have student passes for bathrooms or practice rooms.	11/27/2019 6:44 AM
31	Have Wi-Fi on all the building/classrooms and not only on some. Big classrooms tend to have less or non Wi-Fi that smaller rooms.	11/27/2019 6:27 AM
32	Nothing	11/27/2019 6:23 AM

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33	Wave the payment to print	11/27/2019 6:20 AM
34	Make sure Degree path is up to date	11/27/2019 5:55 AM
35	As someone who uses an iPad to write notes and constantly using split screen to take pictures from other websites and incorporate them into my notes, I have noticed that the WiFi is not very fast. Other times, it will simply disconnect from the secure WiFi connection and connect to the public version which is even slower.	11/27/2019 5:50 AM
36	Improving the computers to have more update for students	11/27/2019 5:47 AM
37	Upgrade to windows 10	11/27/2019 5:46 AM
38	Yell at Spectrum to do better.	11/27/2019 4:41 AM
39	The WiFi is sometimes spotty in certain locations on campus	11/27/2019 3:38 AM
40	Pay for print system is quite difficult to partake in especially when you are at the financially unstable part of your life even with financial aid its quite costly especially to do a report or a project i'd like to be able to work in exchange if i could or help in the daycare center or volunteer to read to little kids in order to pay for printing costs	11/27/2019 3:09 AM
41	Have faster WiFi, as well as a more secured WiFi connection. Possibly provide a VPN service to protect everyone's identity and keep them safe while at school.	11/27/2019 2:36 AM
42	Have more attention during enrollment time. It is hard enough it is like a war zone to try and get classes I need. To top it off website or log in not working. There goes a skipped semester.	11/27/2019 2:32 AM
43	Bakersfield College can make Pay to Print simpler, with less steps, and more direct. Also, sometimes it's confusing to know which PC is connected to which printer, so it would be a good idea to make more clarification on where your papers are going to be printed out, on which printing machines	11/27/2019 2:26 AM
44	Revamp the website so everyone can have a better experience and can find the resources they need.	11/27/2019 2:15 AM
45	It's fine just the way it is now.	11/27/2019 2:00 AM
46	Inside bc and canvas need some serious overhaul. It is antique.	11/27/2019 1:51 AM
47	Better computers in library. Just need more RAM and better internet, plain and simple.	11/27/2019 1:39 AM
48	Accessible charging ports on cafeteria tables or in more public access areas.	11/27/2019 1:34 AM
49	Extend wifi to parking lots so when were waiting in our cars for time to go to class or taking a break in our cars before classes we can work on assignments or other homework projects	11/27/2019 1:22 AM
50	Please update or redirect links that students may have troubling navigating. Some students have difficulty asking for help in the library when printing out papers. Could there be more attention brought to this so that they won't have to be as uncomfortable?	11/27/2019 1:21 AM
51	There are some areas in the SE building lecture halls where it's hard to access WiFi	11/27/2019 12:51 AM
52	I have stopped coming to BC to work on anything because the computers are always extremely slow.	11/27/2019 12:50 AM
53	i think you guys need to provide more to teachers in the classroom. they need newer projectors or whiteboards that don't need ink markers. Also there should be more than 2 printers to print things from.	11/27/2019 12:39 AM
54	None	11/27/2019 12:24 AM
55	N/a	11/27/2019 12:19 AM
56	It be awsome if for every subject Bakersfieldcollefe would have a game/learning method. As a way to practice and learn. Learning in a gaming method would be so supportive and successful because students wouldnt see it as a study method but as a gaming/learning method. Who said that learning has to be stressful and difficult? Gaming methods changes all that. Gaming methods enhances our trial and error abilities. Having this learning game apps for for every subject as practice or gaining additional experience will definitely help students expand their knowledge.	11/27/2019 12:02 AM
57	Stronger WiFi.	11/26/2019 11:53 PM
58	N/A	11/26/2019 11:35 PM
59	For me, nothing... But for our blind students,,and special needs students.a upgraded computer program ... They are so brave to want success, and I just wish I could do something to help	11/26/2019 11:24 PM
60	Have better services	11/26/2019 11:17 PM
61	None I think they work fine.	11/26/2019 11:13 PM
62	BC can help with upgrading their Wi-Fi	11/26/2019 11:09 PM
63	Provide discounted wifi to work from home and laptops also as well as virus protection	11/26/2019 11:05 PM
64	The computer lab at the library is always full so if there's some way you could provide more computers that would be great.	11/26/2019 11:04 PM
65	Nothing	11/26/2019 11:00 PM

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66	Canvas can do technology to better support my academic success.	11/26/2019 10:47 PM
67	Update your system with better security.	11/26/2019 10:45 PM
68	Better connections towards the WiFi. Have a extender to the H building. Devices on that side of the campus are very ineffective.	11/26/2019 10:42 PM
69	It would be better to use technologies through in other people to have the printer in each classroom for people to print the assignments from the computer.	11/26/2019 10:39 PM
70	Make the emails shorter	11/26/2019 10:37 PM
71	Keep up the good work :)	11/26/2019 10:34 PM
72	Maybe have technology available for more hours	11/26/2019 10:22 PM
73	N/A	11/26/2019 10:19 PM
74	Unlock wifi	11/26/2019 10:18 PM
75	Make the professors and instructors use canvas for their courses. I have had several that do not use canvas for whatever reason. The systems was put in place too help students, but we can't get the help we need if professor(s) refuse to use the technology at hand and adapt.	11/26/2019 10:17 PM
76	Somehow increase the speed of WiFi and computers in the BC main campus	11/26/2019 10:11 PM
77	Make it possible to send different formats of files to instructors like Google Docs or pages from Apple not only Microsoft word.	11/26/2019 10:10 PM
78	Only issue I have had with the technology at Bakersfield College is the wifi. There will be times when I need to access it but, usually very slow on some days. Its a hit and miss situation.	11/26/2019 10:07 PM
79	Fix issue mentioned in #4	11/26/2019 10:04 PM
80	Canvas scrolling on discussion boards	11/26/2019 9:57 PM
81	It is fine how it is and it accessible whenever I need it.	11/26/2019 9:54 PM
82	More widespread knowledge on technology resources.	11/26/2019 9:53 PM
83	N/A	11/26/2019 9:52 PM
84	Have the instructors be on the same page when it comes to the teaching modules. Some put their assignments in the assignment section, some on the syllabus, and some on the modules - it's very confusing. One format would be better.	11/26/2019 9:52 PM
85	Have a better WiFi system. Logging in via student account doesn't typically work.	11/26/2019 9:50 PM
86	Stronger WiFi	11/26/2019 9:45 PM
87	Add more computers in the library with tools to better help computer science majors. I felt I could only ever do my school work at school on the computers inside the business building during the long stretches of time I am at the main campus, due to the lack of compilers, text editors, etc.	11/26/2019 9:45 PM
88	Have wifi accessibility.. wifi doesn't work	11/26/2019 9:44 PM
89	Everything works splendidly.	11/26/2019 9:44 PM
90	Upgrade the System to make it look good.	11/26/2019 9:44 PM
91	There is no changes needed to better the academic success in BC other than the wifi.	11/26/2019 9:43 PM
92	Everything is good, maybe including charging area for those who don't have portable chargers.	11/26/2019 9:42 PM
93	Add more options in the computer lab for graphics and design class to have tablets to do their homework or projects. Or allow for the graphics and design classes to be open studio for those works.	11/26/2019 9:40 PM
94	It would be amazing if certain classes/rooms had WiFi connection like the math/science building where labs and research online are important. The library computers are quickly filled, and many don't bring their own laptops/tablets because of internet connection. Also a once a semester workshop might come in handy for those having to use aleks, Plato, cengage, SPSS, etc, since many students don't get a walk through and just try to jump into work/programs. This could be an important step in bridging technology with students who do not have much skill.	11/26/2019 9:37 PM
95	Please allow students in the Computer Science Major an opportunity to visit the IT center and the tunnels under campus with their professors as a "field trip" type visit. It help put everything in a way in which we can better understand how a network would be setup. Thank you.	11/26/2019 9:37 PM
96	The WiFi is very slow sometimes.	11/26/2019 9:36 PM
97	Have more WiFi access around school or better access around school.	11/26/2019 9:36 PM
98	I think it's good as is.	11/26/2019 9:35 PM
99	Teach the teachers how to use canvas.	11/26/2019 9:30 PM
100	Make WiFi work everywhere.	11/26/2019 9:24 PM
101	Better connection	11/26/2019 9:24 PM

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102	Multiple computers in the SPSS room don't work and printing in the library is very challenging there are so many steps that you have to do to get something printed it's ridiculous. Also the workers in the library printing department barely make eye contact with you and I've never been asked if I needed help! A Wi-Fi connection!	11/26/2019 9:24 PM
103	make the wifi faster it lags a lot	11/26/2019 9:20 PM
104	Fix email issues and login issues as well	11/26/2019 9:19 PM
105	better wefee.	11/26/2019 9:19 PM
106	Everything good	11/26/2019 9:18 PM
107	Wi-Fi access in campus	11/26/2019 9:15 PM
108	More information of the course.	11/26/2019 9:14 PM
109	n/a	11/26/2019 9:14 PM
110	Please install/download some sort of pdf reader on the computers. Please improve the wi-fi connection in the tutoring center.	11/26/2019 9:14 PM
111	More WiFi	11/26/2019 9:13 PM
112	Update the ELET classes with better teachers.. for example. Advanced PLC students teaching themselves with no guidance from instructor/s.	11/26/2019 9:13 PM
113	Maybe have more computers for students in the library.	11/26/2019 9:13 PM
114	More readily available computers in the STEM building.	11/26/2019 9:13 PM
115	Improve WiFi range	11/26/2019 9:12 PM
116	N/A	11/26/2019 9:11 PM
117	Offer more of a help system for trouble shooting issues as well as offer more of the workshops to help those not able to figure out some of the technologies on their own.	11/26/2019 9:10 PM
118	I think it's pretty good, I would however make signing up for classes a little easier because that can be confusing	11/26/2019 9:07 PM
119	Make WiFi stronger	11/26/2019 9:06 PM
120	nothing	11/26/2019 9:06 PM
121	All professors should use Canvas and update regularly	11/25/2019 6:33 PM
122	have a better print system for students	11/25/2019 3:03 AM
123	They need to upgrade to a fiber internet service or at least faster speeds and mabe have a few servers around campus for accessing college components.	11/24/2019 10:43 AM
124	Have a stronger connection throughout the campus!	11/24/2019 6:11 AM
125	Bakersfield college needs a better sign up interface for classes. It is very outdated. especially the different subject areas that repaeat the same major subject twice for diffrent schools. when there is already in option to pick a specific location.	11/24/2019 5:59 AM
126	Increase the speed and power of the Delano Campus' wifi.	11/23/2019 11:13 PM
127	Update the website to be more user-friendly and more up-to-date. The registration process is seriously something from like 2003.	11/23/2019 10:46 PM
128	Choose a standard system so teachers actually learn it. I have met teachers who do not use Canvas because they are afraid that by the time they ;earn it, it will be changed again. If Canvas was standardized I think this would be very beneficial.	11/23/2019 8:34 PM
129	Allow acces to H: drive using personal computers. Allow print jobs in MS-9 and MS-10 from personal computers (for class assignments, not personal use)	11/23/2019 6:46 PM
130	not sure	11/23/2019 3:45 AM
131	I think the technology works fine.	11/23/2019 12:24 AM
132	Have updates on Canvas more often.	11/22/2019 11:13 PM
133	Improve the wifi	11/22/2019 9:56 PM
134	I personally bought a computer. If I didn't have this computer there's no way I'd be able to complete any of my work. I would have to go to the library. I go to the southwest location that doesn't have much technology compared to the main campus.	11/22/2019 5:26 PM
135	None	11/22/2019 8:24 AM
136	Fixing problems with insidebc portal	11/22/2019 7:12 AM
137	Find a solution to WiFi access difficulties on campus, other than that it's fantastic!	11/22/2019 6:54 AM
138	N/A	11/22/2019 3:25 AM
139	□	11/22/2019 2:08 AM

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140	N/A	11/21/2019 9:17 PM
141	Increase wifi speed	11/21/2019 7:43 PM
142	Please improve the wi-fi connection on campus. My devices sometimes do not connect to the wi-fi.	11/21/2019 7:26 PM
143	N/A	11/21/2019 7:00 PM
144	You guys seem to be doing okay actually, the wifi is just spotty	11/21/2019 6:56 PM
145	None	11/21/2019 6:14 PM
146	Lets be honest here some of your instructors are very illiterate with your digital user interface as far as them trying to incorporate its usefulness in the pathway program.. Non-existent! Please hang in here with me this might sting a little but its for as they say... Progress.... The Hoorah and velvet lined penmanship can only accomplish so much in the ways of concrete reality student/employment real world success rates and everything else that is hatched before laid. I'm a welding student but a long time life learner and common sense drivin student. I've been inquiring about inquiries listening for others exercising cognitive wings while genuinely caring about interacting with my fellow students "taking time to listen to opinions of interest and again taking time to inquire later on following up on are discussions of welding related interest. Observing the Bakersfield College way and method of recruitment/advertising and profit drivin maketing objectives its a little hard to blind ones self of denying something which is still unforeseen. For instance being told and labeling students with the title probation and suspension attached to they're college identifies then sending them to a all will be fine and forgotten seminars but not... Then lurking an unforeseen and the bombardments of refreshments and gifts of food (burritos as many as on can eat) We all remember the storie of little red riding hood and big bad wolf. Not stray from survey but out of 50 new minds lets hope that 5 of them has the situational awareness and a little vigilance to question the.... unquestionable!... If what is said to be true and sincere in your "Bakersfield College Program Annual Update Pdf"... With said and the appreciated time from a honest opinion of a student who thinks and draws from a source unrecognized by most these days and called by some the enchanted fountain of.... "Common Sense"	11/21/2019 5:45 PM
147	Better push for email that are VERY important	11/21/2019 5:25 PM
148	make the directions more clear	11/21/2019 5:13 PM
149	Faster WiFi.No crashing websites like Canvas.	11/21/2019 2:58 PM
150	Better explanation how to connect to wifi if an individual doesn't understand.	11/21/2019 2:03 PM
151	Support is already effective for me.	11/21/2019 12:52 PM
152	Better wifi access	11/21/2019 8:30 AM
153	I think insideBC is confusing when signing up for classes. The outdated look of the webpage is confusing and I always feel I'm doing something wrong because the directions aren't clear enough. (The video tutorial sent through email was a good help though)	11/21/2019 7:35 AM
154	Chat support; can never reach the campus sometimes..	11/21/2019 6:45 AM
155	I would love to be able to print at the classroom. I am always busy and sometimes I don't even have time to eat after work because I have to rush to class. Being able to print in class would be so helpful.	11/21/2019 6:13 AM
156	Fix/upgrade classroom technologies for professors.	11/21/2019 5:54 AM
157	Have more available computers on second floor of library	11/21/2019 5:45 AM
158	Possibly upgrade the computer systems and projectors used in the classrooms as well as make it easier to print in the library. It is inconvenient to have to pay somewhere else and then go back to the library to print. Maybe there could be a way to pay online or right at the computer labs	11/21/2019 5:29 AM
159	Have printing easier and more accessible all over campus.	11/21/2019 5:14 AM
160	Maybe have WiFi polls around campus, so that we can have better internet access. Also the cellphone service is very bad and needs to be improved.	11/21/2019 5:11 AM
161	Provide some cheap tablets or Chromebooks or something for students who can't afford technology for specific classes and get newer or provide better calculators	11/21/2019 3:29 AM
162	Find a way to make inside BC work on google consistently.	11/21/2019 3:14 AM
163	Make every teacher update grades	11/21/2019 2:41 AM
164	Add more computers.	11/21/2019 2:21 AM
165	n/a	11/21/2019 12:46 AM
166	Registration process and ease of using online catalog could be more user friendly. I felt like I had to fish around for the registration process information (i.e.steps on how) - does not seem obvious. The online catalog could be more user friendly.	11/21/2019 12:40 AM
167	More in class teaching... It makes it easier on teachers to use all of these technologies but in class teaching has dropped. I have to take hybrid courses but they're hard topics. Having a lecture done in class and not on YouTube would be nice.	11/21/2019 12:36 AM
168	Access to my school computer H:/ drive from my home.	11/21/2019 12:35 AM

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169	Improve wifi strength and bandwidth covering the entire main campus.	11/21/2019 12:08 AM
170	Fix the WiFi keep computer software up to date	11/20/2019 11:45 PM
171	Better wifi. The pay to print system is lengthy. You have to print and then release it. Would be nice if it was one step.	11/20/2019 11:44 PM
172	improve available software. more creative suites I think. tools for making videos and photos and video and photo manipulation.	11/20/2019 11:24 PM
173	N/a	11/20/2019 11:14 PM
174	Provide more wifi spots because I seem to run into many area where it is too slow to do anything. Provide more computers. Provide better discounts on electronics because the last time I saw a bc laptop sale, the laptops ended up being more expensive than something on Amazon.	11/20/2019 10:59 PM
175	Overall, I think the technology works effectively.	11/20/2019 10:56 PM
176	They should Update their website instructions for newer students. The instructions in the bc website is inaccurate because I myself could not understand them due to them being years outdated to the newest websites. Update frequently.	11/20/2019 10:28 PM
177	Have better WiFi connection in the whole campus.	11/20/2019 10:26 PM
178	A huge discount on Microsoft 365.	11/20/2019 10:25 PM
179	Create some sort of alert system so that we are informed when homework is due 4-5 days prior and you have to check it off within the system so it stops alerting you.	11/20/2019 10:23 PM
180	N/A	11/20/2019 10:19 PM
181	Have a little more straight forward web page. I usually click around to find the things I need. That's just me but sometimes I do get confused when trying to register for classes.	11/20/2019 9:24 PM
182	Make all courses use canvas, so that you can have all your grades in one place and have all of them instead of the student trying to figure out what their grade is based on what they turned in.	11/20/2019 8:50 PM
183	More WiFi availability and less down time for canvas	11/20/2019 8:30 PM
184	I'm not sure how to go about improving internet speed. Maybe eliminating some dead zones that may be around campus.	11/20/2019 8:26 PM
185	Allow it to be more accessible and more simple for those not good with technology. Not everyone likes to use technology and when you are forced to it makes it more difficult.	11/20/2019 8:15 PM
186	As far as I'm concerned, BC is doing a great job. Every time I've submitted a ticket, it's been taken care of and promptly.	11/20/2019 8:00 PM
187	Require all online students to attend a library workshop showing all resources available.	11/20/2019 7:58 PM
188	The wifi is very slow.	11/20/2019 7:58 PM
189	Signing in on the computers takes a long time. With phones the WiFi always disconnects. Works fine outside but not inside the classrooms.	11/20/2019 7:58 PM
190	I have a lot of school projects with color printing, binder making, requiring specialty paper and cardstock, laminating. As far as I am aware there is not color printing available on canvas. What would transform BC is to have a print center kiosk on campus similar to the ones inside office depot open to students. That would make completing projects much easier and faster !	11/20/2019 7:56 PM
191	The catalog seem to just go in around	11/20/2019 7:48 PM
192	Have someone fix the eops printer on time instead of delaying printing .	11/20/2019 7:39 PM
193	Have all professors use the same technology, canvas	11/20/2019 7:38 PM
194	The professors can stop relying on web assign and teach more themselves because the platform and the professors want different things that are confusing the students. Web assign should only be for online courses only.	11/20/2019 7:37 PM
195	Nothing besides extending the WiFi access or strength.	11/20/2019 7:29 PM
196	Better implementation of the canvas app throughout all classes, also it'd be helpful if there was a calendar tab on the app where it shows my schedule for the day and what assignments are due for all my courses rather than having the user go into each course individually and checking to see what assignments are due.	11/20/2019 7:19 PM
197	Computers boot up faster	11/20/2019 7:19 PM
198	Better internet speeds. 40mbps isn't enough for more than 1,000 students. CSUB has at least 300-500mbps internet and it's never congested. Here its always congested	11/20/2019 7:15 PM
199	Nothing, its perfect	11/20/2019 7:14 PM
200	Make tutoring online	11/20/2019 7:10 PM
201	Better internet service within the office buildings	11/20/2019 7:10 PM
202	na	11/20/2019 6:59 PM
203	Improve the WiFi or at least not make students use Kahoot anymore (for teachers).	11/20/2019 6:46 PM

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204	I think there fine	11/20/2019 6:41 PM
205	If there's a way to access my user profile on BC's computers remotely that would be amazing. The ability to access saved documents on BC's system at home would allow for more flexibility and productivity	11/20/2019 6:36 PM
206	Better wifi	11/20/2019 6:32 PM
207	Everything is good	11/20/2019 6:28 PM
208	Provide better wi fi for students	11/20/2019 6:18 PM
209	Create a teleportation device so I don't have to pay for gas. /s but really, transportation time is a killer!	11/20/2019 6:08 PM
210	none	11/20/2019 6:03 PM
211	More desktops for students.	11/20/2019 5:55 PM
212	The technology works well as is...except the WiFi.	11/20/2019 5:52 PM
213	Improve the wifi coverage and speed.	11/20/2019 5:48 PM
214	require all professors to use and maintain a canvas grade	11/20/2019 5:47 PM
215	Make the wifi better.	11/20/2019 5:46 PM
216	There are still some teachers who do not use Canvas, I do not know why when it is very effective tool when used on a regular basis.	11/20/2019 5:43 PM
217	There should be a sigh on how to print. It was really difficult for me to understand how to print since this is my first semester using the printing system.	11/20/2019 5:42 PM
218	The wi-fi in the business building could be better. I don't get phone service in several of the rooms in the business building so having wi-fi helps, but I have found it to be pretty slow. I've been taking classes in person on the main campus and online for 4 years and so far haven't had any dire complaints with the technology, just the cleanliness of the hardware. The issues I've experienced with Canvas are due to instructors not utilizing the app/software to its full potential.	11/20/2019 5:38 PM
219	Having all teachers list assignments online along with current grades.	11/20/2019 5:33 PM
220	The technology we have now so far has been pretty good!!	11/20/2019 5:32 PM
221	Make it easier to use pay for print.	11/20/2019 5:29 PM
222	Better WiFi around campus	11/20/2019 5:28 PM
223	The printers were down for at least four days in the beginning of November 2019. This isn't acceptable when there are students who come there to print right before their class. Overall, technology is wonderful.	11/20/2019 5:26 PM
224	N/a	11/20/2019 5:26 PM
225	Allow students to register for glasses earlier than 8am so the system doesn't lag.	11/20/2019 5:22 PM
226	I'm not sure at the moment.	11/20/2019 5:22 PM
227	Inline classes, I believe the instructor should be more active online. I have not seen what my grade is or been able to ask questions properly.	11/20/2019 5:22 PM
228	Do not yet.	11/20/2019 5:21 PM
229	The computers in the learning center have slow access.	11/20/2019 5:21 PM
230	Most technology works well most of the time. Thanks for keeping it running.	11/20/2019 5:19 PM
231	Make the desks in the theater class bigger, this will make it easier to use laptops.	11/20/2019 5:17 PM
232	Not sure	11/20/2019 5:11 PM
233	Unknown	11/20/2019 5:09 PM
234	Maybe the site look more modern/up to date Avoid crashes	11/20/2019 5:09 PM
235	The wifi is slow don't know how you can improve it but if you can thanks	11/20/2019 5:03 PM
236	More accessible WiFi	11/20/2019 5:01 PM
237	There could maybe be a stronger wi-fi connection; I hardly sometimes don't get signal	11/20/2019 5:01 PM
238	Better WiFi. My study group tried to use our personal laptops when we were in a room that we had reserved in the library yesterday and our laptops wouldn't load at all and we were trying to access assignments on Canvas but couldn't and so we felt like our time in the library was to a certain extent wasted.	11/20/2019 5:00 PM
239	No problem	11/20/2019 5:00 PM
240	It has given me the ability to turn in my assignments on time.	11/20/2019 5:00 PM
241	Compared with other schools I have been to, I really enjoy BC's layout. It is very easy to access information and find what I need.	11/20/2019 4:51 PM



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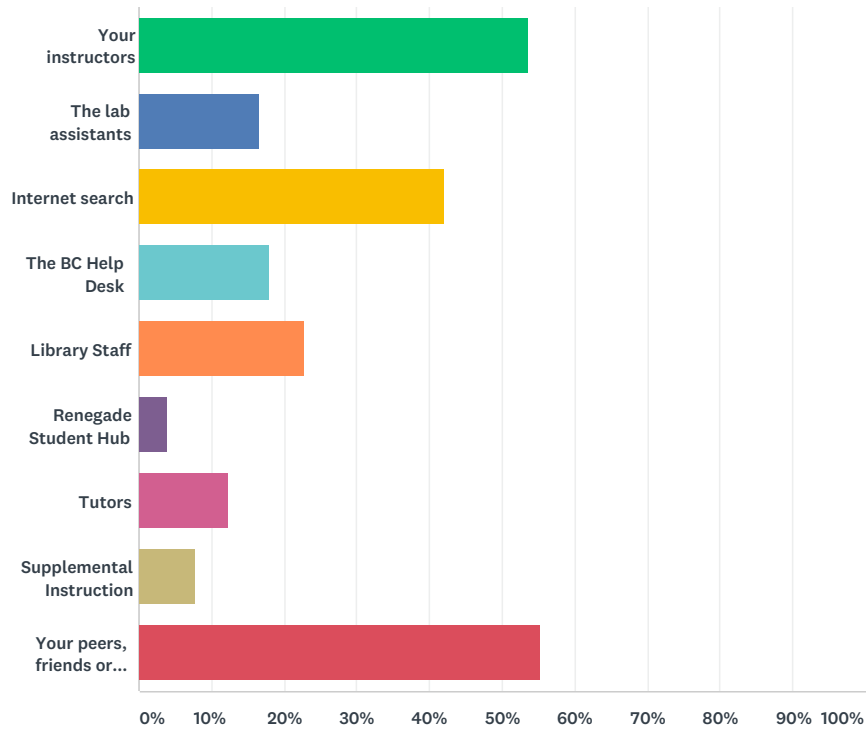
242	I think the email system works just fine, but the instructors maybe need to be reminded that they should respond to emails within a certain time frame (ex: 3 days or 1 week). Also, the advising staff could be better trained on what information can be found on the BC website and where specific information is located on the BC website.	11/20/2019 4:50 PM
243	Update canvas' UI and computers	11/20/2019 4:49 PM
244	Better technology for BC library	11/20/2019 4:49 PM
245	Assist administration with being able to communicate back and forth in place of the student/s having to go (walk) back and forth to each department for administrative purposes. In other words having the computer system able to communicate with the campuses' different departments.	11/20/2019 4:46 PM
246	We use canvas and vhl in language classes. If we could use our personal computers without the internet stalling it would help our professors and us with using the computer lab which is only half as available and half as effective	11/20/2019 4:46 PM
247	Better equip the southwest campus with student resources. You only have a councilor there on Monday's and Wednesday's. Any BC student who lives on the west side of Bakersfield seriously struggles to get help/assistance because the website is clunky and if they want help they have to drive 30+ minutes to get to the main campus. The main campus parking is awful because it is a long walk to get from your car to the classroom. Stop sending advertisements using the official Bakersfield college email or make it opt-in. Fix the user interface of the website to make it easier to find what you are looking for. Make using canvas mandatory for all professors.	11/20/2019 4:45 PM
248	None	11/20/2019 4:44 PM
249	Provide more computers and have longer hours to access the computers on campus.	11/20/2019 4:38 PM
250	Make accessing the wifi easier and having a more user friendly directory for looking up teachers emails. Create maybe an online system for counselor Apts. Jobspeaker phone app very hard to get to work.	11/20/2019 4:35 PM
251	See the what if and see the class high and low in exams on canvas app please	11/20/2019 4:31 PM
252	Overall BC does a great job with technology and its application. One area it could improve, however, is more online access to supplemental instruction (similar to Plato).	11/20/2019 4:30 PM
253	Help keep it always on and working thank you.	11/20/2019 4:29 PM
254	N/a	11/20/2019 4:29 PM
255	Making more reliable wi-fi, even though that's pretty vague. I work in the tutoring center, and I've had it happen where tutees are trying to log in to Canvas to see an old assignment or the syllabus and they get timed out on the school's wi-fi.	11/20/2019 4:28 PM
256	N/A	11/20/2019 4:26 PM
257	If the Wi-Fi was stronger in the areas that it was supported in. I'm constantly kicked off the WiFi or my phone disconnects because the wifi isn't strong enough.	11/20/2019 4:24 PM
258	Give free printing	11/20/2019 4:24 PM
259	To make sure internet properly works to have more computers available to students since alot of us use them we surely have to wait around to get on one newer computers need to be updated.	11/20/2019 4:20 PM
260	faster access	11/20/2019 4:18 PM
261	Upgrade WiFi to 802.11ax	11/20/2019 4:18 PM
262	Continue to encourage all teachers to use canvas. Make WiFi available in more places	11/20/2019 4:18 PM
263	Have a place inside the computer lab where you can put money on your account, or if it is, make it more known	11/20/2019 4:17 PM
264	Upgrade WiFi infrastructure. Students rely on WiFi technology daily for research. When one cannot depend on speed and accessibility, one has to go elsewhere to get results. This is very sad since BC has so many resources to be utilized, unfortunately all studies required Internet, from Canvas, to email, to research. Seems it should be BC's No.1 priority for their student body.	11/20/2019 4:14 PM
265	Have people able to help insted of having poster that say I will cama back later during their business hours.	11/20/2019 4:11 PM
266	N/a	11/20/2019 4:11 PM
267	More exposure	11/20/2019 4:10 PM
268	Letting teachers decide if they want to use Canvas or not is a farce. It's the 21st century and we don't have a baseline minimum of technology that should be required use in the classroom? Having to wait until the semester ends to get grades when you took an earlier section during the summer semester is a waste when attempting to make long-term decisions. If professors were told to use these tools, you'd see more people discussing them. Todd, your leverage in this situation to force change. Don't be the IT director that gets walked on. Be the CIO that leads Bakersfield College with mandated technology interaction. Otherwise, you might as well issue socks filled with chalk and a small blackboard to each student upon enrollment.	11/20/2019 4:09 PM
269	Bakersfield college can maybe make the WiFi better and more consistent as I is constantly working and going off. This is a problem when trying to do homework or an online class.	11/20/2019 4:06 PM

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270	Provide the latest technologies to promote higher education	11/20/2019 4:03 PM
271	I think it would be beneficial to improve or replace the jobspeaker app as the tool for finding jobs at BC. It always freezes and I have to reset my password every time I log in. It would just make it that much easier to find a job on campus.	11/20/2019 4:03 PM
272	Have a better map system for students to use on Main Campus so you can find everything more easily. Have computers for only printing to speed up the process for students who only need to print at both Delano campus and Main campus.	11/20/2019 4:03 PM
273	WiFi runs slow throughout the campus.	11/20/2019 4:02 PM
274	Increase awareness of available utilities. Further stability of said utilities.	11/20/2019 4:02 PM
275	Add more redundant devices with the same SSIDs. If I could do it at my home, you guys can certainly do it at the school.	11/20/2019 4:02 PM
276	Not much.	11/20/2019 4:01 PM
277	Make the internet a little stronger.	11/20/2019 4:01 PM
278	Update frequently.	11/20/2019 4:00 PM
279	Not have the pay for print program.	11/20/2019 3:59 PM
280	Not have the students pay for paper	11/20/2019 3:58 PM
281	Send out an email on which server is the best to join for students	11/20/2019 3:57 PM
282	Everything is perfect	11/20/2019 3:57 PM

## Q6 When you need support for campus provided technology, which sources do you typically use?

Answered: 694 Skipped: 83



ANSWER CHOICES	RESPONSES
Your instructors	53.60% 372
The lab assistants	16.43% 114
Internet search	42.07% 292
The BC Help Desk	18.01% 125
Library Staff	22.77% 158
Renegade Student Hub	3.89% 27
Tutors	12.39% 86
Supplemental Instruction	7.78% 54
Your peers, friends or family	55.19% 383
Total Respondents: 694	

#	WHAT WAS THE TECHNOLOGY OR TECHNOLOGIES YOU NEEDED HELP WITH?	DATE
1	Canvas and PLCs in industrial technology.	11/29/2019 5:16 PM
2	Printing	11/28/2019 4:37 PM
3	How to navigate canvas the first couple of times I tried using it.	11/27/2019 10:54 PM
4	Understanding and Navigating Canvas	11/27/2019 7:37 PM
5	Printing material	11/27/2019 7:33 PM
6	Printer	11/27/2019 6:53 PM
7	navigating the BC website	11/27/2019 6:13 PM
8	How to print stuff, how to check the amount of money in the printing acct?	11/27/2019 5:58 PM
9	Online Computer class.	11/27/2019 9:13 AM

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10	The laser printer in the ms building. It was pretty awesome to use. The professor was kind to repeat his instruction after someone else used.	11/27/2019 9:10 AM
11	The technology I never needed help with but I use these sources for help with finding information	11/27/2019 7:57 AM
12	Printing or computers issues ( Microsoft related)	11/27/2019 6:27 AM
13	Class information	11/27/2019 6:23 AM
14	Where to print	11/27/2019 6:20 AM
15	When uploading PDFs for an assignment, I kept getting an error that chrome had reached max memory or something (happened quite a while ago) so none of my assignments were uploading. I went to the bc help desk and it turned out to be an issue on my professors computer.	11/27/2019 5:50 AM
16	I dont know	11/27/2019 5:47 AM
17	How to find Specific things on canvas etc.	11/27/2019 4:48 AM
18	Logging in Bc account	11/27/2019 2:32 AM
19	Finding information on the website would be impossible without the search tool or Google search.	11/27/2019 2:15 AM
20	The computer was the only thing i needed help with.	11/27/2019 1:54 AM
21	Getting access to inside bc	11/27/2019 1:34 AM
22	Printers	11/27/2019 1:25 AM
23	Canvas, laptop, and BC website.	11/27/2019 1:21 AM
24	registering for classes	11/27/2019 12:34 AM
25	Printer	11/26/2019 11:53 PM
26	General Information	11/26/2019 11:35 PM
27	Canvass app	11/26/2019 11:24 PM
28	None.	11/26/2019 11:04 PM
29	Nothing	11/26/2019 10:47 PM
30	Essay problem	11/26/2019 10:45 PM
31	Nuthin	11/26/2019 10:37 PM
32	Nothing big	11/26/2019 10:34 PM
33	computers and printers	11/26/2019 10:22 PM
34	N/A	11/26/2019 10:19 PM
35	Mostly with navigating through some of BC's web pages.	11/26/2019 10:11 PM
36	If an immediate source, a resolution is not available I reach out to aforementioned sources then unto the techs	11/26/2019 10:11 PM
37	submitting a file in Canvas	11/26/2019 10:10 PM
38	Bc login not working	11/26/2019 10:04 PM
39	Canvas	11/26/2019 9:57 PM
40	Basic computer usage such as printing papers and citing articles.	11/26/2019 9:54 PM
41	Logging in the school computer for the 1st time	11/26/2019 9:52 PM
42	Pay for print	11/26/2019 9:50 PM
43	I haven't needed help with any of these yet but this is where i would go if I needed help.	11/26/2019 9:49 PM
44	Confusion with operation of things like EBSCO or JSTOR.	11/26/2019 9:49 PM
45	Canvas related questions	11/26/2019 9:45 PM
46	Wifi	11/26/2019 9:44 PM
47	Either the wifi or printer.	11/26/2019 9:43 PM
48	Print system	11/26/2019 9:40 PM
49	For instance, I did my first research paper and had the reference desk help in the library guide me in finding books for my topic/where to find them/etc. essentially how to use the online library portal. I'm a math tutor in the math lab, and we regularly rely on one another when there's a hiccup in the programs or when one of us doesn't remember the steps.	11/26/2019 9:37 PM
50	Accessing canvas.	11/26/2019 9:36 PM
51	Just had questions how to use the programs.	11/26/2019 9:29 PM

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52	A Wi-Fi connection! More working SPSS computers. A simpler process to print in the library! A more helpful staff with good customer service. Maybe telephones that won't let someone be put on hold permanently like in the financial aid office a student left me on hold for over 30 minutes. More electrical outlets or a center place on campus where you can go and charge electronics!!!! Please !!!	11/26/2019 9:24 PM
53	On how to print out some of my assignments and homework	11/26/2019 9:19 PM
54	Industrial drawing 1	11/26/2019 9:14 PM
55	Looking for sources via the BC website.	11/26/2019 9:13 PM
56	SI leaders, mentors, tutors	11/26/2019 9:11 PM
57	Aleks lab	11/26/2019 9:11 PM
58	Inside BC is what I mostly need help with. Just the navigation of it all.	11/26/2019 9:07 PM
59	Printing	11/26/2019 9:06 PM
60	Logging onto the Wi-Fi and using the Wi-Fi in general. I also needed some minor help and assistance with Banweb and canvas.	11/24/2019 10:43 AM
61	I have needed help with the website, particularly on sign up days and simply searching basic things on the website. The website is so outdated and clunky, along with the support staff not being helpful, that it just felt pointless.	11/23/2019 8:34 PM
62	Computer	11/23/2019 4:28 AM
63	N/A	11/23/2019 12:24 AM
64	Canvas or my ban web	11/22/2019 11:13 PM
65	Don't remember	11/22/2019 9:56 PM
66	Just where the assignment was to be turned in, but that was instructors fault.	11/22/2019 8:11 PM
67	None	11/22/2019 8:24 AM
68	General computer usage. I'm not the most tech savvy so I rely on my wife to assist me as she is super tech savvy.	11/22/2019 6:54 AM
69	□	11/22/2019 2:08 AM
70	Often I'm not sure what the different areas will help with. I would like to be able to print on campus from my laptop and I heard that's possible but have yet to figure it out. I was able to get BC email on my former phone but can't figure it out on my new phone and am not sure where to get help with stuff like that. Also, BC altering my devices security really really makes me mad. I take responsibility for my technological security and shouldn't be forced to change or alter my devices settings just because I receive my BC email on it. Seriously, it's school email, not top secret government black site lists...	11/21/2019 11:40 PM
71	David Cruz a young man in the Library is one of the best employees to go to	11/21/2019 10:05 PM
72	Canvas	11/21/2019 7:00 PM
73	How to log into or find certain websites needed for class assignments.	11/21/2019 6:14 PM
74	Printing at school, getting on Inside BC and Canvas from home.	11/21/2019 4:59 PM
75	None.	11/21/2019 12:52 PM
76	I was lost when I took my first online class. I was more worried to make a mistake than I was lost. Canvas is very easy to use.	11/21/2019 6:13 AM
77	usually computers	11/21/2019 5:14 AM
78	Using calculators	11/21/2019 3:29 AM
79	Usually it is when I am not able to access Canvas or InsideBC, seldom have I received an error message, but when I did, it was an error message with a numerical code and an internet search helps me to understand what is going on and how to proceed.	11/21/2019 1:01 AM
80	Canvas	11/21/2019 12:51 AM
81	n/a	11/21/2019 12:46 AM
82	I never go to the professors, they are always lost or know less about the technology than I do.	11/21/2019 12:08 AM
83	Most of the problems I encounter are with canvas. It's mostly a problem with how things are set up by instructors. Since it's not one way there are always problems with there being no submit button or trouble finding assignments. Other than that I no problem with canvas.	11/20/2019 11:44 PM
84	EOPs	11/20/2019 11:28 PM
85	where do find stuff or accessing things I want. email n class portals and such	11/20/2019 11:24 PM
86	No one explained how to print so it took a while to figure out the printer app.	11/20/2019 10:59 PM
87	Initially it was in regards to research and how to find sources; however it was nothing specific to the technology itself.	11/20/2019 10:56 PM

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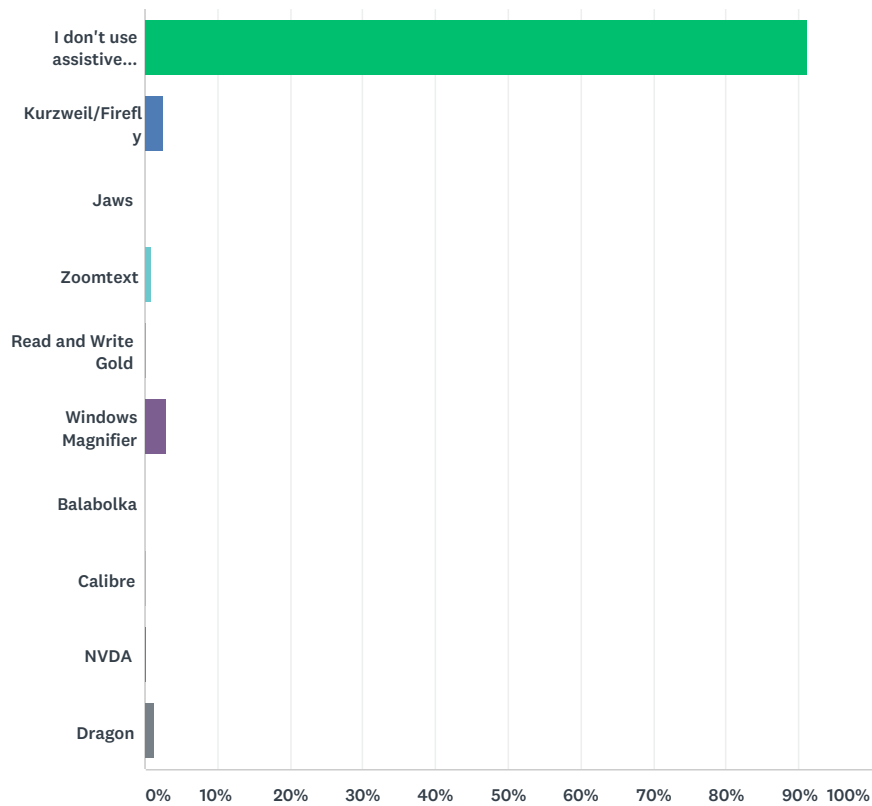
88	How to get use the bc site	11/20/2019 10:28 PM
89	Learning the print for pay system .. is it extremely secure with credit card info.	11/20/2019 10:25 PM
90	Computer	11/20/2019 10:23 PM
91	I needed help with how to use the computer properly, or if I'm facing issues.	11/20/2019 10:19 PM
92	The pay to print and online bc access.	11/20/2019 10:14 PM
93	How to register, what my starfish degree plan was, and logging into InsideBC when my computer wouldn't load the page.	11/20/2019 9:24 PM
94	How to preview a document before printing.	11/20/2019 9:11 PM
95	How to turn in stuff in canvas	11/20/2019 8:50 PM
96	Canvas not loading	11/20/2019 8:30 PM
97	I have needed help with the lab computers and the school email.	11/20/2019 8:26 PM
98	My bc email is what i needed help with.	11/20/2019 8:15 PM
99	Inside BC	11/20/2019 8:10 PM
100	Nothing really. I just needed some getting used to.	11/20/2019 8:00 PM
101	canvas , excel , printing .	11/20/2019 7:39 PM
102	Canvas navigation first year as a student.	11/20/2019 7:39 PM
103	My first semester I needed help knowing how to access the printers, but other than that I have not used them since.	11/20/2019 7:29 PM
104	Learning my way around Canvas when starting to use it and learning how to use the pay-to-print system.	11/20/2019 7:26 PM
105	na	11/20/2019 6:59 PM
106	Homework.	11/20/2019 6:50 PM
107	The WiFi	11/20/2019 6:46 PM
108	Printing	11/20/2019 6:41 PM
109	Canvas wasn't showing my upcoming assignments.	11/20/2019 6:28 PM
110	How to print something out	11/20/2019 6:28 PM
111	Printing problem, logging in, e-book search	11/20/2019 5:55 PM
112	Programs my teachers would have us use.	11/20/2019 5:46 PM
113	Turnitin not working on Canvas	11/20/2019 5:44 PM
114	Using the online library	11/20/2019 5:44 PM
115	Myself.	11/20/2019 5:33 PM
116	Printing	11/20/2019 5:33 PM
117	None, but I I did I would ask friends or students that attend BC	11/20/2019 5:32 PM
118	Pay for print	11/20/2019 5:29 PM
119	If I needed help, this is who I'd go to.	11/20/2019 5:22 PM
120	Not sure yet	11/20/2019 5:22 PM
121	Excel	11/20/2019 5:22 PM
122	Microsoft	11/20/2019 5:21 PM
123	Printing	11/20/2019 5:20 PM
124	navigating and renewing student loan process.	11/20/2019 5:19 PM
125	How to print	11/20/2019 5:11 PM
126	Love the Library Staff! Very helpful. 5 strsr.	11/20/2019 5:09 PM
127	N/a	11/20/2019 5:09 PM
128	InsideBC and signing up for classes.	11/20/2019 5:08 PM
129	WiFi on laptop	11/20/2019 5:01 PM
130	How to print my documents	11/20/2019 5:01 PM
131	Printing in the library and using a USB drive.	11/20/2019 5:00 PM
132	BC website, laptops	11/20/2019 4:58 PM
133	Modules in canvas not being uploaded properly by instructor	11/20/2019 4:50 PM
134	Bc Library, jobspeaker website	11/20/2019 4:49 PM

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135	The BC website	11/20/2019 4:45 PM
136	None, but one time when I was registering for classes I asked the student workers what my schedule meant and they explained it to me. I did not know biology had a lab.	11/20/2019 4:44 PM
137	The online scholarly journals data base. For example JSTOR, and EBSCOhost for research.	11/20/2019 4:38 PM
138	Jobspeaker	11/20/2019 4:35 PM
139	When I was a new student, it was difficult to access BC online and register for classes, but BC staff was very helpful.	11/20/2019 4:30 PM
140	None.	11/20/2019 4:29 PM
141	N/a	11/20/2019 4:29 PM
142	Most often I have problems with printing things - they're all silly things that can be fixed easily after I ask, but I still have problems with them.	11/20/2019 4:28 PM
143	Canvas	11/20/2019 4:26 PM
144	Usually printing issues	11/20/2019 4:24 PM
145	Business English EMLS B50	11/20/2019 4:23 PM
146	Getting a access code for my nutrition class to do work from that class online, I didn't know we would have to do online work everyday and was failing because the internet was not letting me do the work. I emailed my instructor but she was really no help, I eventually just dropped the class.	11/20/2019 4:19 PM
147	Administrative and student services.	11/20/2019 4:16 PM
148	Which online services were available for completing a report. These services such as NetTutor give you unbiased opinions to make your finished report even better.	11/20/2019 4:14 PM
149	With SPSS flash drive	11/20/2019 4:11 PM
150	It does not look good when teachers have to bring their computers into class to get help on Canvas from the students.	11/20/2019 4:09 PM
151	Canvas and Inside BC.	11/20/2019 4:08 PM
152	Don't usually need help	11/20/2019 4:04 PM
153	Tutoring. We need more math tutors.	11/20/2019 4:03 PM
154	Canvas	11/20/2019 4:03 PM
155	Tends to relate to the rare occasion where Canvas will either glitch or become inaccessible.	11/20/2019 4:02 PM
156	None.	11/20/2019 4:01 PM
157	The printing and other random issues	11/20/2019 4:01 PM

## Q7 Tell us what assistive technology you've used in your classroom or lab.

Answered: 690 Skipped: 87



ANSWER CHOICES	RESPONSES	
I don't use assistive technology	91.16%	629
Kurzweil/Firefly	2.46%	17
Jaws	0.00%	0
Zoomtext	0.87%	6
Read and Write Gold	0.29%	2
Windows Magnifier	2.90%	20
Balabolka	0.00%	0
Calibre	0.14%	1
NVDA	0.29%	2
Dragon	1.16%	8
Total Respondents: 690		

#	OTHER (PLEASE SPECIFY)	DATE
1	digital voice recorder	11/29/2019 7:03 PM
2	I haven't used any of these technologies, but the text on computer moditors is too small for me and I need to find a way to make the text in certain applications larger.	11/29/2019 5:16 PM
3	Zybooks	11/27/2019 2:30 PM
4	Good heart Willcox	11/26/2019 11:24 PM
5	MasterCAM, Autodesk, inventor, fusion 360, solid works	11/26/2019 10:35 PM
6	Pearson, Cengage	11/26/2019 9:24 PM



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7	Microsoft word and Microsoft office, Microsoft document, Microsoft power point	11/26/2019 9:19 PM
8	Dragon was used for my classes, outside of class	11/22/2019 11:26 AM
9	□	11/22/2019 2:08 AM
10	sorry above my pay grade	11/21/2019 10:05 PM
11	None.	11/21/2019 12:52 PM
12	Zybooks	11/21/2019 3:54 AM
13	Desmos, QuillBot	11/21/2019 1:32 AM
14	n/a	11/21/2019 12:46 AM
15	Pearson vue; Vistas Higher Learning	11/20/2019 11:38 PM
16	N/A	11/20/2019 10:19 PM
17	Ipad	11/20/2019 6:45 PM
18	Goggle docs, slides and sheets	11/20/2019 5:32 PM
19	Don't think I've used any that I'm aware of.	11/20/2019 5:22 PM
20	InsideBC	11/20/2019 5:09 PM
21	Kahoot and lacuna stories	11/20/2019 4:35 PM
22	Just my laptop	11/20/2019 4:30 PM
23	Canvas	11/20/2019 4:11 PM
24	Tape recorder	11/20/2019 4:02 PM