

Student Technology Survey- Questions 1, 2, 3, and 7 Summary of Responses (Matt Jones)

Question 1: Where do you access BC Technology.

Of the 15 responses to “Other location” the top answers included:

Home

Work

CTEC

Office

Online

Question 2: In the past year, to what extent have you used...

There were no real themes to be pulled from the “Other” responses. A couple of standout replies included:

- “Can’t use what is not accessible.”
- Conflicting opinions about the chatbot. One said it was helpful while another response said it was useless.
- The Tutoring Center was also mentioned.

Question 3: Rate the effectiveness of...

One common theme could be distinguished from the “Other” replies to this question.

1. BC’s open wi-fi blocks VPNs and its security isn’t trusted.

Additionally, the comment was once again made that stated “can’t use what is not accessible.”

Also, the chatbot wasn’t really helpful.

Question 7: Tell us what assistive technology you’ve used in your classroom or lab?

Two common themes emerged from the students' responses.

1. None
2. I don’t know

However, It should be mentioned that two replies indicated the use of Natural Text Reader, Speechify, Mac Text to Speech, and Canvas Immersive reader. Indicating Text-to-Speech tools are being used.

Student Technology Survey – Question 4 Summary of Responses (Kirk Russell)

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).

Themes:

1. Wifi is still the number one complaint – slow wifi, wifi disconnecting, difficulty knowing how to connect devices to wifi. And it seems most complaints were for wifi inside buildings, not exterior areas. (15 complaints)
2. BC Website – outdated, difficult to find information, information not updated regularly. (6 complaints)
3. Pay for print – difficult to use, doesn't always work (3 complaints)
4. Canvas – many comments were more specific to a certain course or instructor, but some complained about difficulty using Canvas (3 complaints)
5. Banner – add/drop, register processes are not intuitive and difficult to navigate (2 complaints)
6. Each of the following had at least one complaint:
 - a. Starfish – not user friendly, difficult to use
 - b. SID/Virtual Lobby – difficult to get a real person, got dropped to just a black screen
 - c. Chatbot doesn't provide any useful information
 - d. Would like to see Adobe Illustrator and Photoshop on Commons computers

Student Technology Survey – Question 5 Summary of Responses (Brett Redd)

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

- 55 responses all is good
- 17 Increase Wi-Fi on campus both in available locations and better service in areas that already have wireless
- 11 Information of available technical resources are not being received by all students, have better channels and processes to get this information delivered.
- 14 Have better tech on campus, some projectors are not working, update computers, webcams for zoom.
- 9 Provide Wi-Fi or internet for students off campus for those without access.
- 7 Add more online classes.
- 6 Covid related, ease mask and vaccination requirements.
- 6 Instructors be better at teaching online.
- 4 Provide free printing.
- 4 Starfish comments, degree planner is missing.
- 6 More face to face classes, in person counseling available.
- 3 Provide laptops.
- 2 Update BC website

Other miscellaneous answers, instructors allow use of technology, remove pin requirements when adding email to phone, more classes available in the evening.

Student Technology Survey – Question 6 Summary of Responses (Kalina Hill)

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

ANSWER CHOICES	RESPONSES	
Your instructors	55.16%	203
The lab assistants	8.15%	30
Internet search	45.92%	169
The BC Help Desk	33.42%	123
Library Staff	10.33%	38
Renegade Student Hub	9.24%	34
Tutors	11.96%	44
Your peers, friends or family	51.63%	190
Total Respondents: 368		

Here is the second part of question #6 Summary.

368 or 87 % responded to the first part of the question. From the 368, 91(25 %) responded to the second part of the question: What was the technology or technologies the student needed the most help with.

About 18 % reported that they did not need help with technology.

From those who needed help- 25 % (the majority) reported problems with Canvas- navigating and accessing it. Next on the list were hardware (7%), Zoom and WiFi (5 % each), a close third were Proctorio, Inside BC, Library, Website (3 %each), and access to counseling and registering for classes.

Approximately 14 % of the students reported various challenges with printing, projector's inoperability delays, and specific software e.g. Studio 500, Adobe, Mastering Chemistry, or courses-specific .

There were few responses not related to the question.