Q1 Where do you access BC technology?

Answered: 169   Skipped: 0
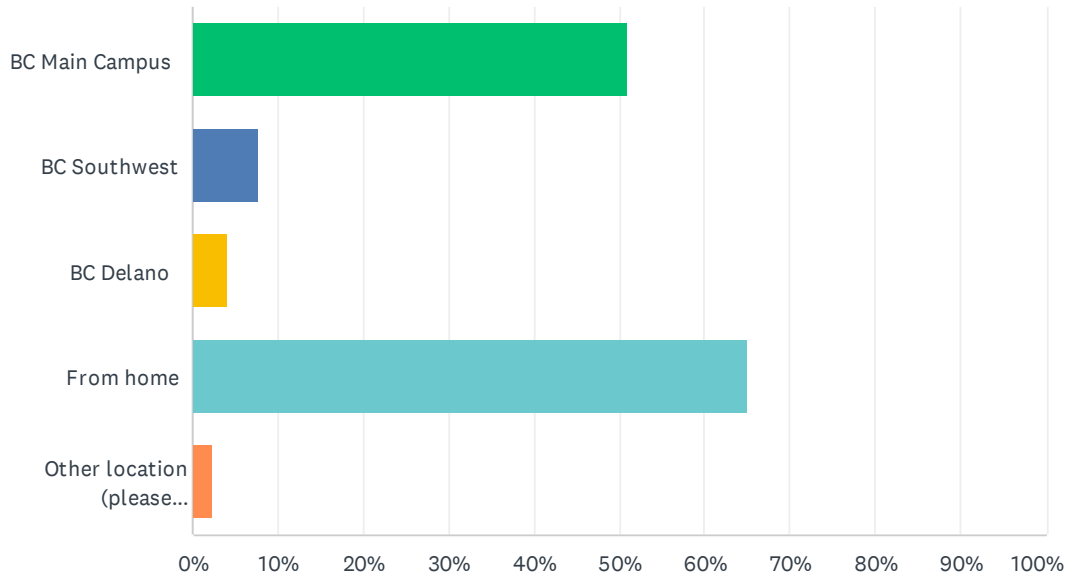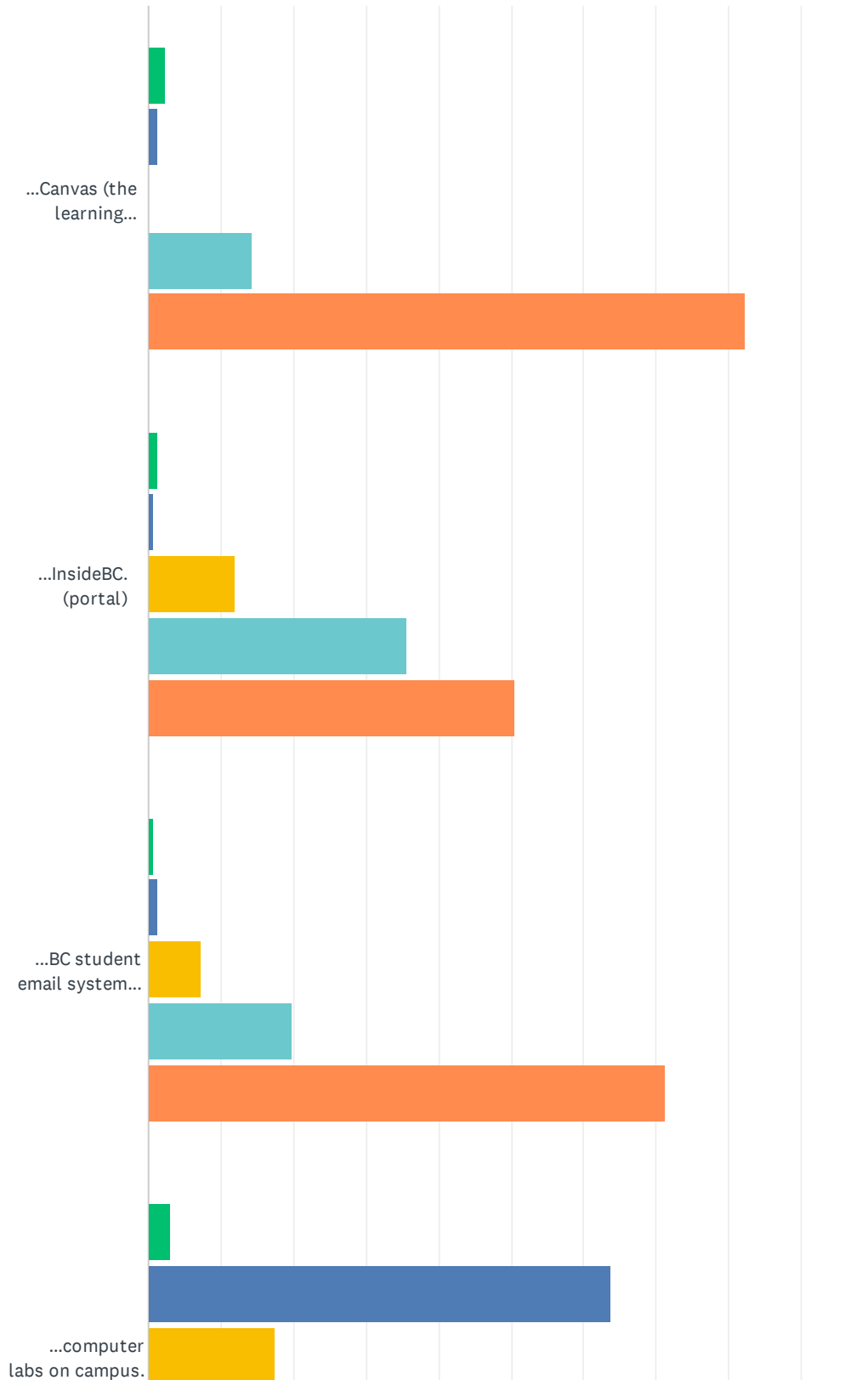

ANSWER CHOICES	RESPONSES	
BC Main Campus	50.89%	86
BC Southwest	7.69%	13
BC Delano	4.14%	7
From home	65.09%	110
Other location (please specify)	2.37%	4
Total Respondents: 169		

#	OTHER LOCATION (PLEASE SPECIFY)	DATE
1	Career & Technical Education Center	11/4/2022 7:09 PM
2	CTEC	11/2/2022 9:14 AM
3	my home	11/1/2022 8:16 PM
4	CTEC	11/1/2022 1:43 PM

Q2 In this school 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: 169   Skipped: 0
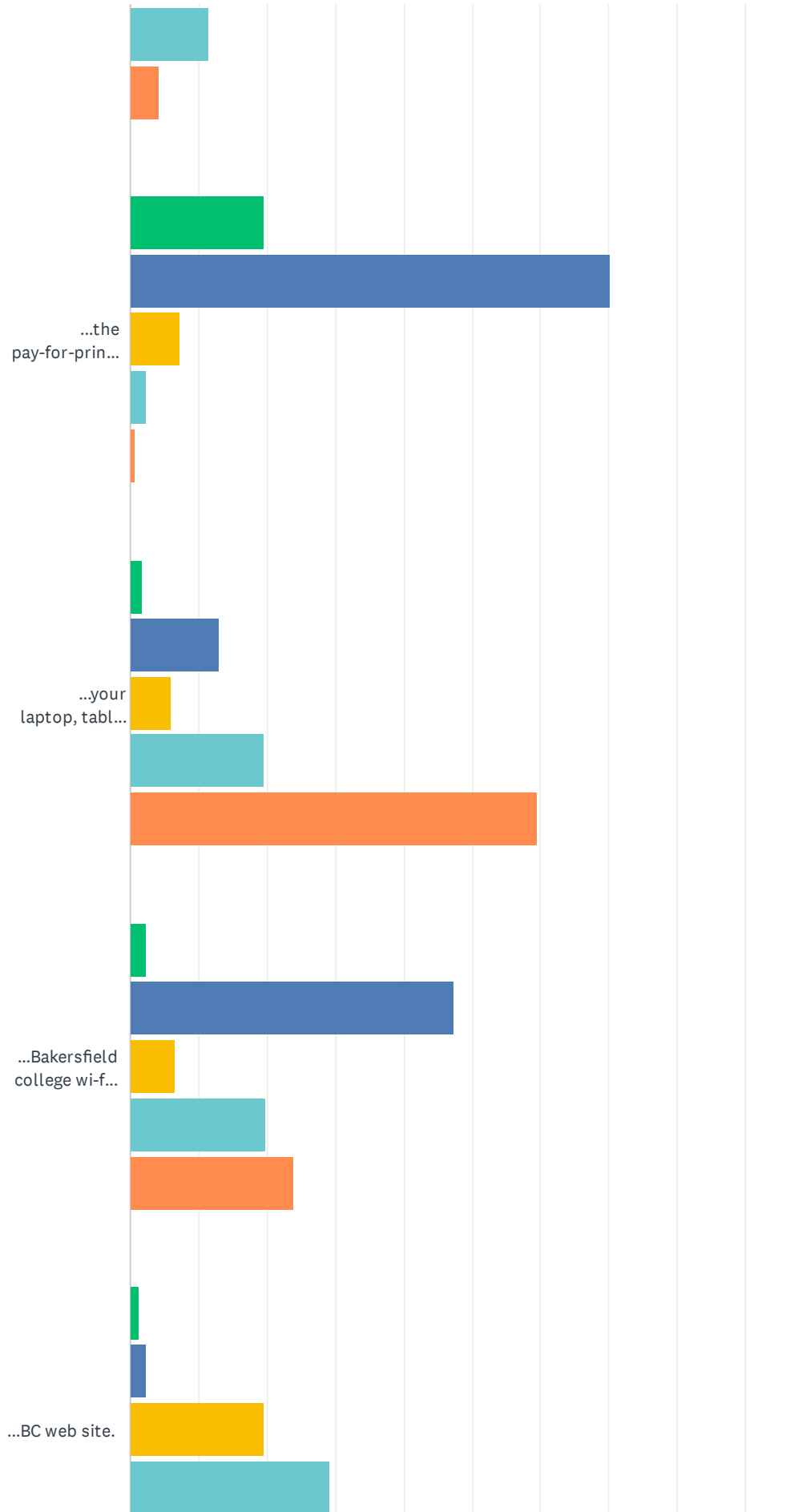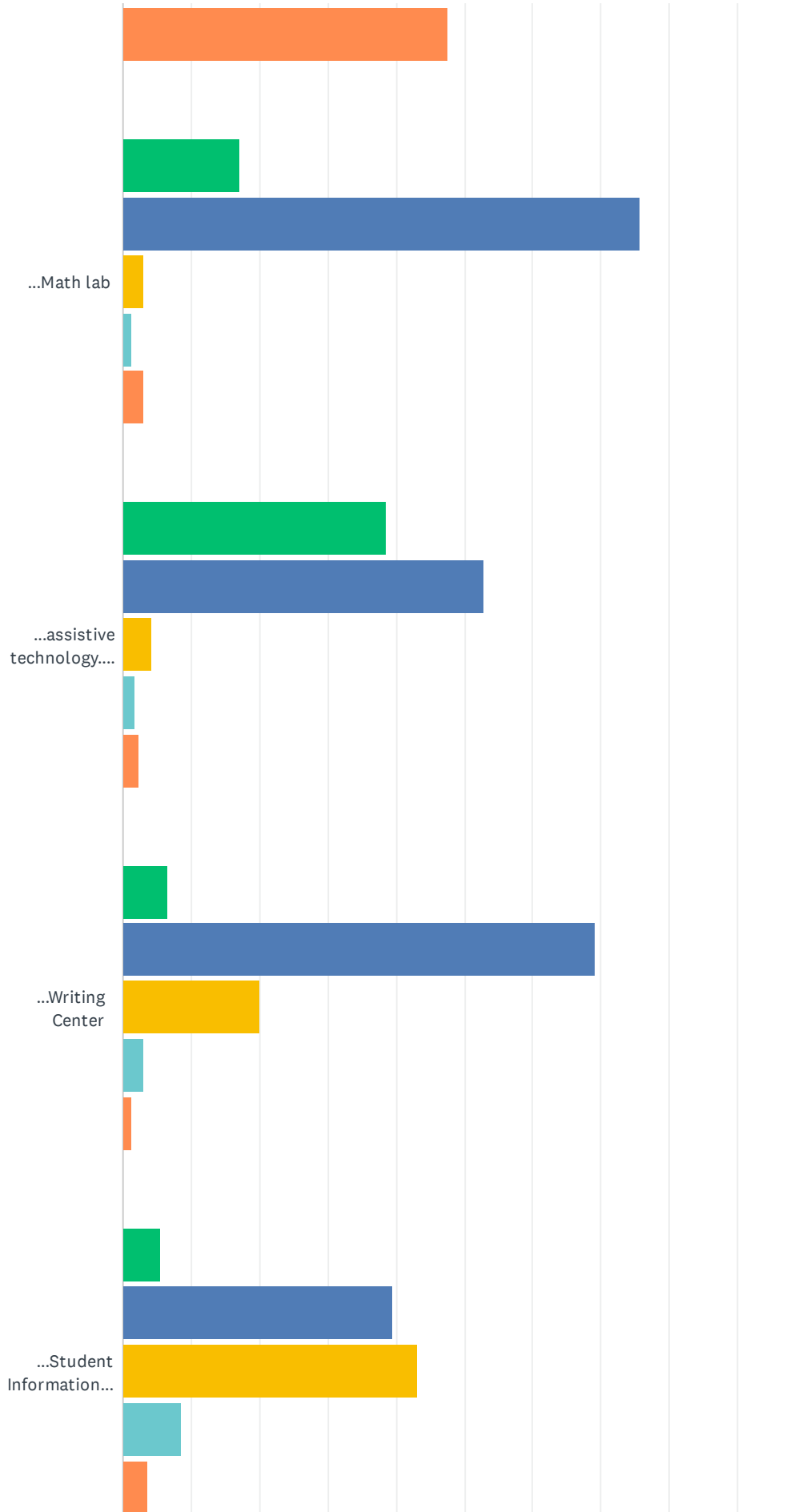
2022 Student Technology Survey

...the
pay-for-prin...

...your
laptop, tabl...

...Bakersfield
college wi-f...

...BC web site.

2022 Student Technology Survey

...Math lab

...assistive
technology....

...Writing
Center
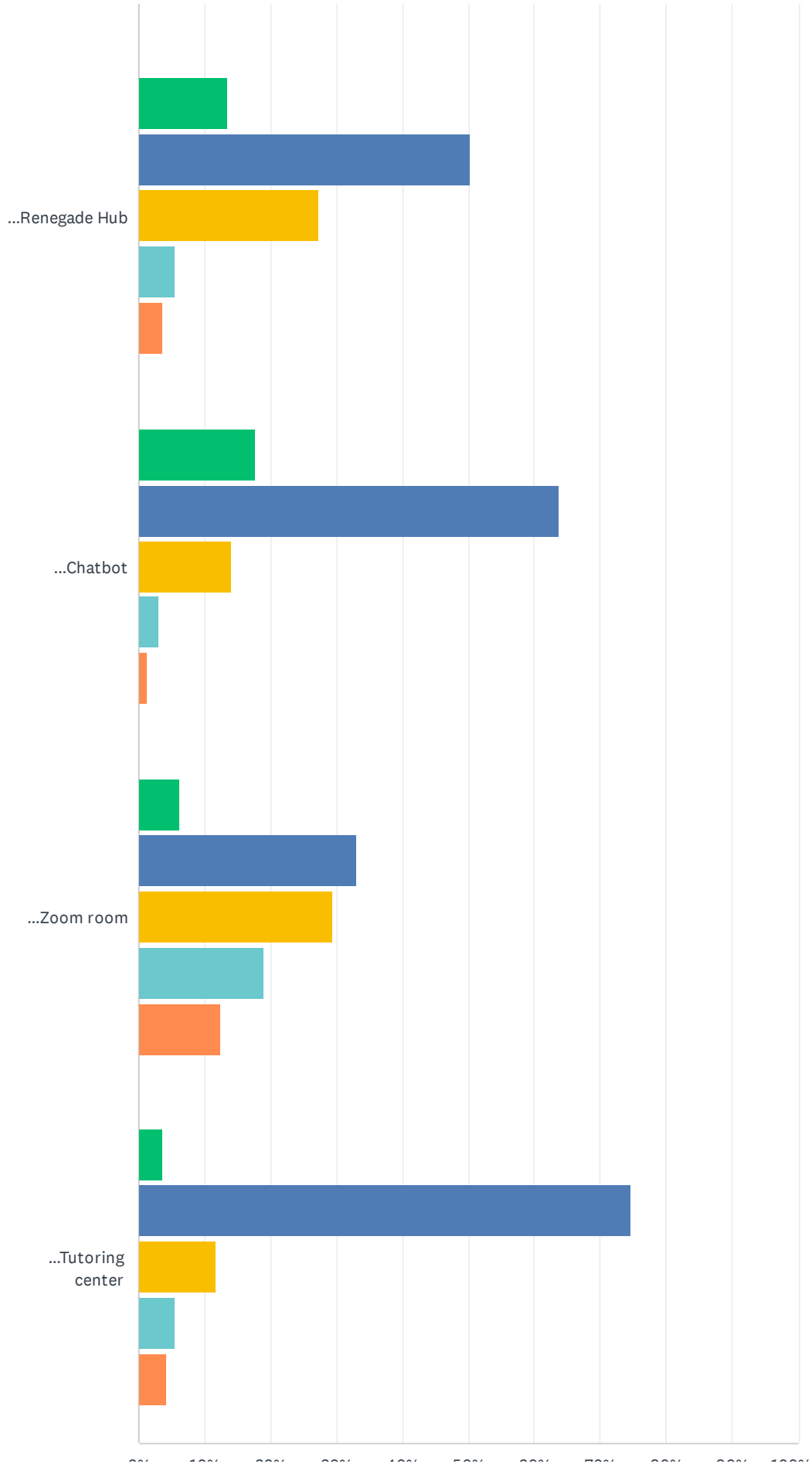
...Student
Information...

2022 Student Technology Survey

	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).	2.37% 4	1.18% 2	0.00% 0	14.20% 24	82.25% 139	169
...InsideBC. (portal)	1.19% 2	0.60% 1	11.90% 20	35.71% 60	50.60% 85	168
...BC student email system. (i.e. @email.bakersfieldcollege.edu)	0.60% 1	1.20% 2	7.19% 12	19.76% 33	71.26% 119	167
...computer labs on campus.	3.01% 5	63.86% 106	17.47% 29	11.45% 19	4.22% 7	166
...the pay-for-print system.	19.51% 32	70.12% 115	7.32% 12	2.44% 4	0.61% 1	164
...your laptop, tablet, or phone during class (for class related purposes).	1.79% 3	13.10% 22	5.95% 10	19.64% 33	59.52% 100	168
...Bakersfield college wi-fi access.	2.40% 4	47.31% 79	6.59% 11	19.76% 33	23.95% 40	167
...BC web site.	1.19% 2	2.38% 4	19.64% 33	29.17% 49	47.62% 80	168
...Math lab	16.97% 28	75.76% 125	3.03% 5	1.21% 2	3.03% 5	165
...assistive technology. (i.e. Kurzweil, Jaws, etc.)	38.69% 65	52.98% 89	4.17% 7	1.79% 3	2.38% 4	168
...Writing Center	6.67% 11	69.09% 114	20.00% 33	3.03% 5	1.21% 2	165
...Student Information Desk (SID)	5.45% 9	39.39% 65	43.03% 71	8.48% 14	3.64% 6	165
...Renegade Hub	13.33% 22	50.30% 83	27.27% 45	5.45% 9	3.64% 6	165
...Chatbot	17.79% 29	63.80% 104	14.11% 23	3.07% 5	1.23% 2	163
...Zoom room	6.13% 10	33.13% 54	29.45% 48	19.02% 31	12.27% 20	163
...Tutoring center	3.70% 6	74.69% 121	11.73% 19	5.56% 9	4.32% 7	162

#	OTHER (PLEASE SPECIFY)	DATE
1	LinkedIn Learning	11/10/2022 5:18 PM
2	On line classes	11/2/2022 12:26 PM
3	Can't really say I've used to many of these programs. I am a new student	11/2/2022 10:28 AM
4	Get the help that you need not only from your professor so with your students'. Learn from your mistakes.	11/2/2022 9:59 AM
5	I do not live in Bakersfield so it's not that I wouldn't use most of these it is because I am	11/2/2022 12:02 AM

	unable to be there for access to them	
6	I have not been able to successfully use the BC wifi on campus. I have issues with being able to log in. I have to use my Hotspot from my mobile device to use my laptop on campus	11/1/2022 1:53 PM
7	Starfish - monthly.	11/1/2022 1:52 PM

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

Answered: 169   Skipped: 0
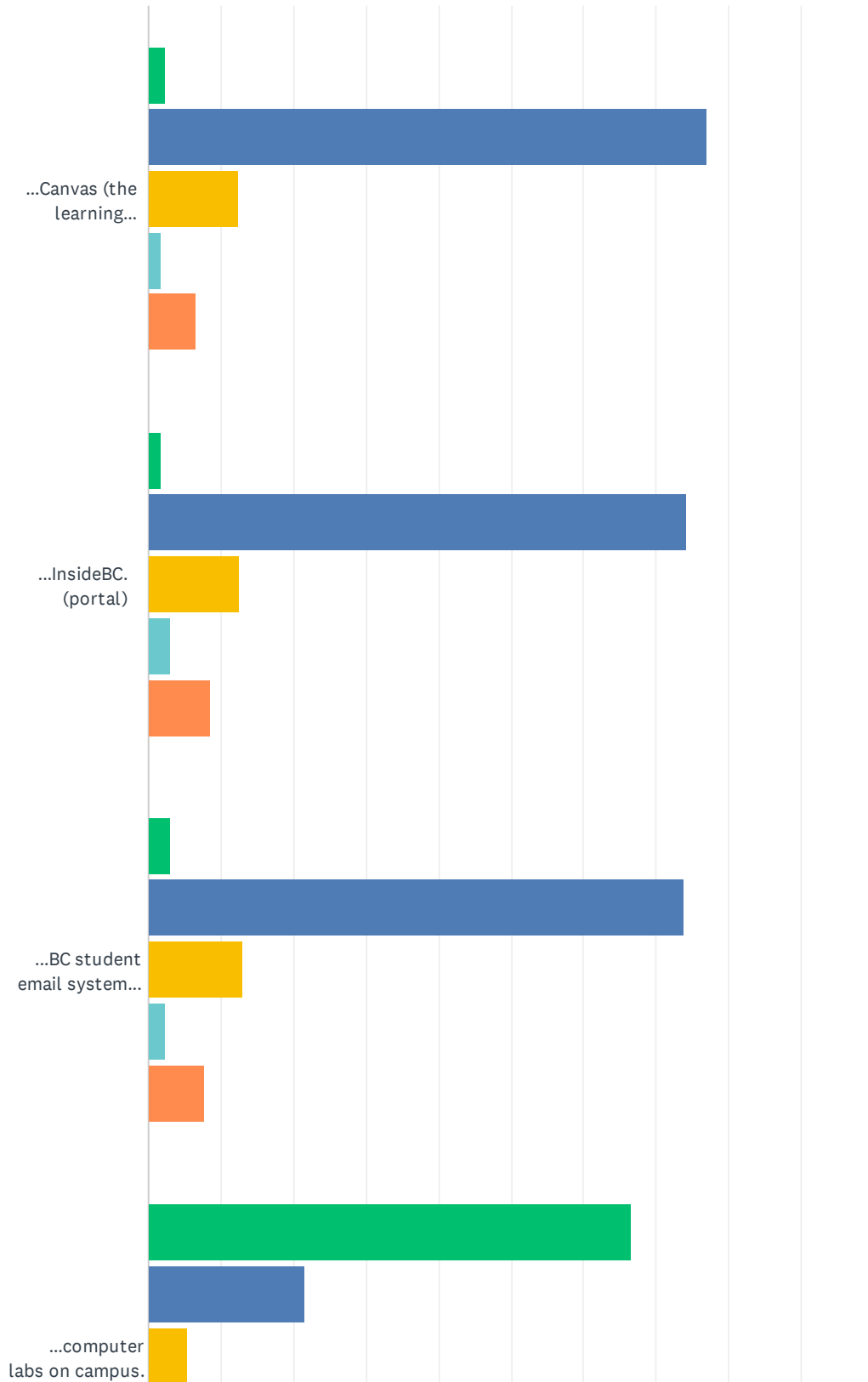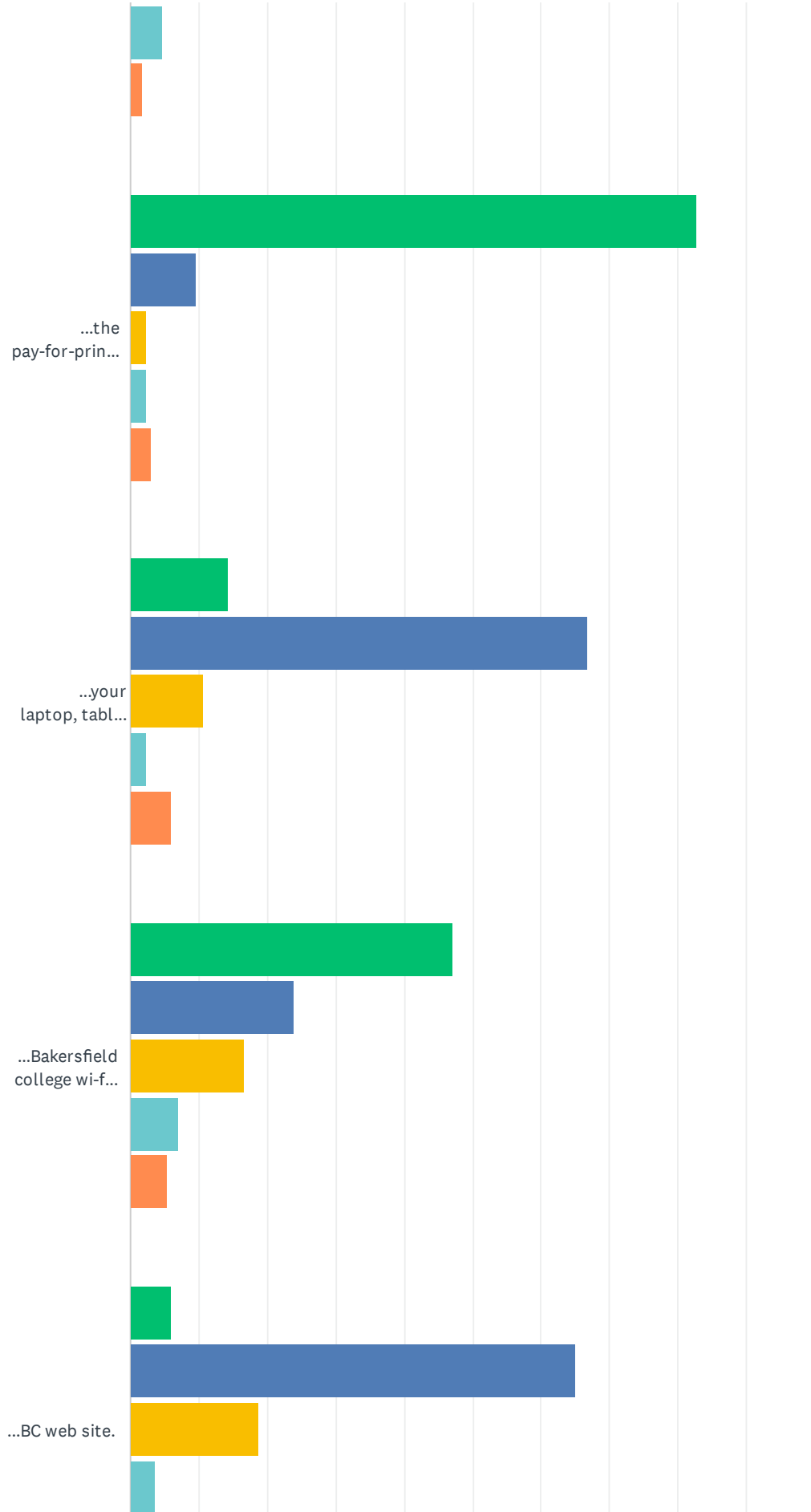
2022 Student Technology Survey

...the
pay-for-prin...

...your
laptop, tabl...

...Bakersfield
college wi-f...

...BC web site.

2022 Student Technology Survey

...Math lab

...Writing Center

...Student Information...

...Renegade Hub

2022 Student Technology Survey

Legend:
- Didn't use.
- Very effecti...
- Somewhat ...
- Somewhat i...
- Very ineffec...

Categories: ...Chatbot, ...Zoom room, ...Tutoring center
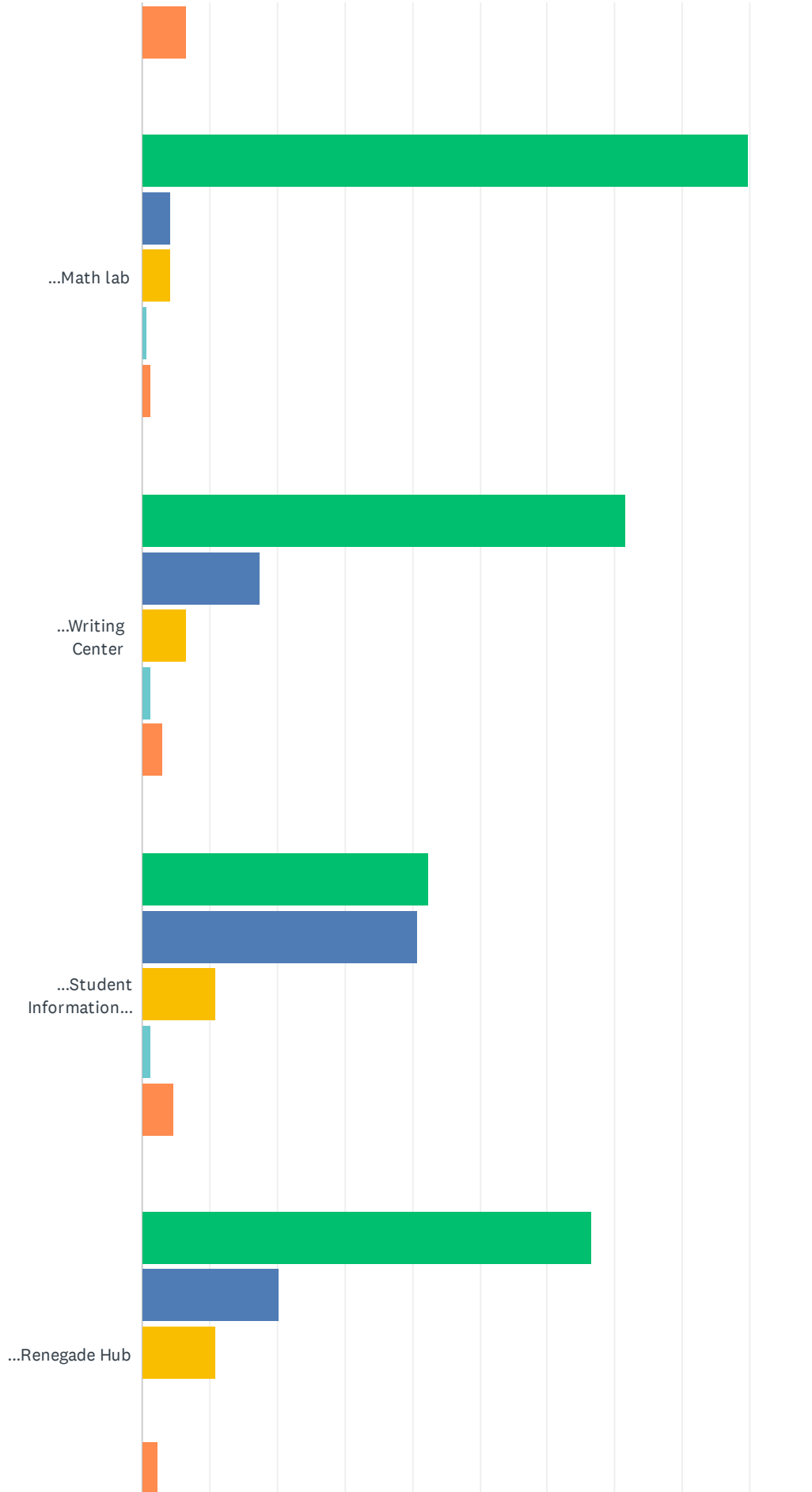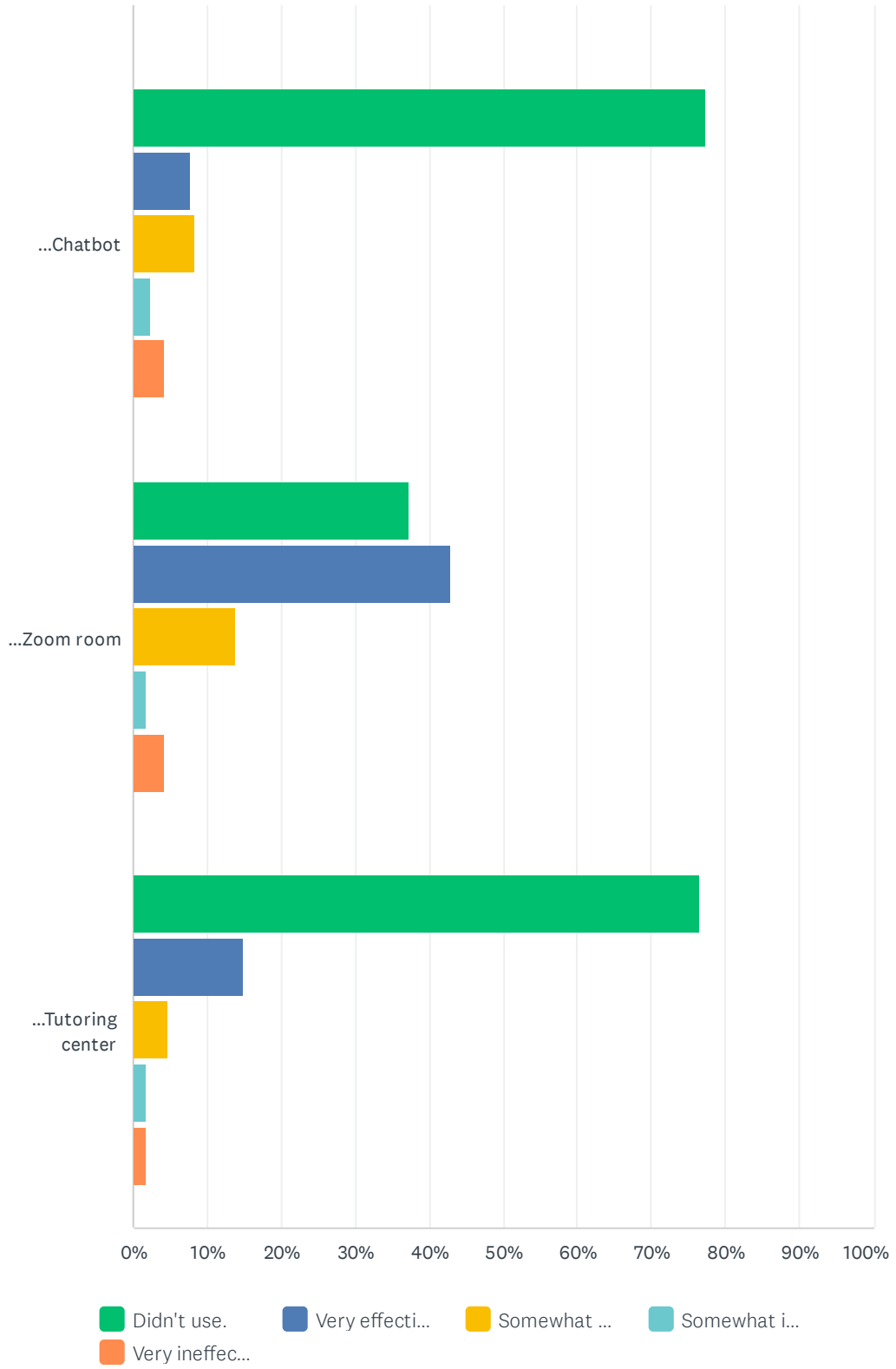
2022 Student Technology Survey

	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).	2.37% 4	76.92% 130	12.43% 21	1.78% 3	6.51% 11	169
...InsideBC. (portal)	1.81% 3	74.10% 123	12.65% 21	3.01% 5	8.43% 14	166
...BC student email system (i.e. @email.bakersfieldcollege.edu)	2.98% 5	73.81% 124	13.10% 22	2.38% 4	7.74% 13	168
...computer labs on campus.	66.47% 111	21.56% 36	5.39% 9	4.79% 8	1.80% 3	167
...the pay-for-print system.	82.63% 138	9.58% 16	2.40% 4	2.40% 4	2.99% 5	167
...your laptop, tablet, or phone during class (for class related purposes).	14.29% 24	66.67% 112	10.71% 18	2.38% 4	5.95% 10	168
...Bakersfield college wi-fi access.	47.02% 79	23.81% 40	16.67% 28	7.14% 12	5.36% 9	168
...BC web site.	6.02% 10	65.06% 108	18.67% 31	3.61% 6	6.63% 11	166
...Math lab	89.70% 148	4.24% 7	4.24% 7	0.61% 1	1.21% 2	165
...Writing Center	71.69% 119	17.47% 29	6.63% 11	1.20% 2	3.01% 5	166
...Student Information Desk (SID)	42.51% 71	40.72% 68	10.78% 18	1.20% 2	4.79% 8	167
...Renegade Hub	66.47% 111	20.36% 34	10.78% 18	0.00% 0	2.40% 4	167
...Chatbot	77.38% 130	7.74% 13	8.33% 14	2.38% 4	4.17% 7	168
...Zoom room	37.35% 62	42.77% 71	13.86% 23	1.81% 3	4.22% 7	166
...Tutoring center	76.65% 128	14.97% 25	4.79% 8	1.80% 3	1.80% 3	167

#	OTHER (PLEASE SPECIFY)	DATE
1	LinkedIn Learning	11/10/2022 5:18 PM
2	Not for this semester	11/2/2022 12:26 PM
3	Can't really say I've used to many of these programs. I am a new student	11/2/2022 10:28 AM
4	No	11/2/2022 9:59 AM
5	the internet has bad service	11/1/2022 2:08 PM
6	The tutoring center is useful to have, however, with my experience the tutor did not have the same math book as I did making it extremely difficult to understand what they were talking about or referring to and vice versa. I stopped tutoring sessions after that as it made the material much more confusing. I've been self tutoring.	11/1/2022 1:53 PM
7	Starfish - Somewhat effective	11/1/2022 1:52 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: 49   Skipped: 120

#	RESPONSES	DATE
1	N/A	11/18/2022 8:26 AM
2	Campus wifi makes you log in every 20 minutes, not cool besties. Just make the session an hour or three so I can complete a class without getting kicked. Happens in every building and outside.	11/16/2022 10:27 PM
3	Classroom and desk computers are outdated. FA 28 computer has limited functionality. Difficult to connect to files on OneDrive	11/16/2022 4:27 PM
4	I had problems logging into BC's secure wifi. It kept asking me for all these numbers that no one could help me with. Not even the Renegade hub. I out my email and password for my bc account so I was able to sign into the unsecured wifi BC offers. Very upsetting. Someone at school should know how to tell students how to log into the secure wifi for BC.	11/16/2022 4:13 PM
5	N/A	11/16/2022 1:48 PM
6	College wi-fi access; I have to log in 4 or 5 times a day just to be on it which can be annoying.	11/16/2022 11:48 AM
7	the wifi, constantly. It doesnt work at all in the new STEM building	11/16/2022 11:47 AM
8	N/A	11/13/2022 11:58 PM
9	I had issues with accessing LinkedIn Learning. It let me on to access my curriculum for my class, but just recently I don't have access to it anymore which I still need access to it. This was for my Video Production 1 class.	11/10/2022 5:18 PM
10	NA	11/9/2022 8:18 AM
11	Business building Room 5: The computer in the lab sometimes won't work so I have to restart the PC The USB drive would fail	11/3/2022 7:29 PM
12	The problem I have with the technology is software based. The U.I is out dated, and confusing to use at times.	11/3/2022 4:07 PM
13	I have been having trouble with 72043 PSYC B5 Elem Sta. Beh/soc Sci class. BC needs a tutor for this class after hours.	11/2/2022 9:41 PM
14	N/A	11/2/2022 2:56 PM
15	Canvas does not always download the entire PowerPoint presentations. Also, the messages/information in the "Modules" element didn't always convey the same information in the "Assignment" element of Canvas. The information seems to be very "siloed" rather than "integratable" across the different elements, i.e., Modules, Grades, Assignments. People, etc. It took me a really long time to learn whether I should select the "Home" option or go to "Assignments" or "Modules" when working in Canvas.	11/2/2022 2:38 PM
16	None	11/2/2022 12:26 PM
17	n/a	11/2/2022 10:34 AM
18	No issues	11/2/2022 9:59 AM
19	no problem just always busy during the time when I go.	11/2/2022 9:21 AM
20	No problems.	11/2/2022 9:14 AM

21	The Wi-Fi in class at the BC Main Campus within SE or GS building hardly ever works and I usually end up using a hotspot of my data on my phone!!! Couldn't access the online version of my textbook after purchasing through the BC Bookstore and had to repurchase the text through another source.	11/2/2022 9:14 AM
22	Zoom I had to email the contract for my link on multiple occasions	11/2/2022 7:47 AM
23	When I registered for classes I had trouble with the new system. It's a bit confusing.	11/2/2022 6:23 AM
24	N/A	11/2/2022 6:00 AM
25	no problem so far	11/2/2022 12:02 AM
26	I have some issues connecting to a secure wifi connection at the BC main campus.	11/1/2022 9:58 PM
27	Chatbot sometimes doesn't understand your question.	11/1/2022 9:34 PM
28	Trying to find a Tutor that works in person after 5:00 pm. I require hands on tutoring and have been having difficulty with learning online. This is my first time having online courses, but I wish there were late appointments at the Delano Campus.	11/1/2022 8:16 PM
29	N/A	11/1/2022 7:56 PM
30	n/a	11/1/2022 7:00 PM
31	I never used them	11/1/2022 6:51 PM
32	The problem that we had on the class was the Internet at the Delano campus	11/1/2022 6:29 PM
33	Wi-fi signal dropped	11/1/2022 6:26 PM
34	No problem	11/1/2022 5:27 PM
35	Important portions of the BC website has not been updated in years. I have a story I tell at parties about how tedious it was to schedule an appointment with a counselor last year. The website said call a number to schedule, I called and they said no scheduling just check online for the zoom office hours, I check the office hours and there's a link to schedule an appointment. Overall not a comfortable experience. The last time the pool information was updated was 2014. The information on the Kern Shakespeare festival (this was a few weeks ago now) listed the shows performed in 2016 as opposed to the current lineup.	11/1/2022 4:37 PM
36	Wifi Was not accessible FACE building	11/1/2022 4:16 PM
37	I have no problems with my technology.	11/1/2022 3:09 PM
38	N/A	11/1/2022 3:06 PM
39	I don't know how to use Microsoft word and how to do different headers in Microsoft word and how to separate pages.	11/1/2022 2:17 PM
40	The BC wifi sometimes doesn't want to work or does not want to connect at the Delano BC campus.	11/1/2022 2:05 PM
41	BC Wifi It's very slow whenever i try to connecting my phone with it down by the zoom center area.	11/1/2022 2:00 PM
42	I have not been able to successfully use the BC wifi on campus. I have issues with being able to log in. I have to use my Hotspot from my mobile device to use my laptop on campus. Anytime I would try to login or use the guest wifi it would tell me credentials were not correct or that I was not authorized access. I've tried to use it on multiple points on campus including the library.	11/1/2022 1:53 PM
43	Professors aren't always good at using canvas and isn't always user friendly. Starfish just needs to be more user friendly.	11/1/2022 1:52 PM
44	Often the wifi won't connect to my device in the new science building but other than that no issues	11/1/2022 1:48 PM
45	A link did not work once for citation training	11/1/2022 1:44 PM
46	N/A	11/1/2022 1:41 PM

47	Having to sign into wifi at every building.	11/1/2022 1:40 PM
48	No problems	11/1/2022 1:39 PM
49	The on-campus wifi has been very unreliable all semester and on days when it does work, it makes me log in every time I pickup my device. For example, going from the library to class I have to log in twice which becomes a hassle.	11/1/2022 1:38 PM

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

Answered: 56   Skipped: 113

#	RESPONSES	DATE
1	Update transcripts in a more timely way. Six months is far too long at a community college. Make sure deadlines are up to date in all areas where they are posted online.	11/22/2022 3:08 PM
2	N/A	11/18/2022 8:26 AM
3	Make the wifi timeout longer, I'm using it but don't want to type the long info to get in every 20 minutes.	11/16/2022 10:27 PM
4	Update computers more easily	11/16/2022 4:27 PM
5	Make more charging stations available around BC. With possibly a table or seat next to it while our phones or laptop charges.	11/16/2022 4:13 PM
6	Have Drawing tablets for the Art Students	11/16/2022 1:48 PM
7	Making logging into the college wi-fi happen once a day so that way the hassle of logging with school email and password doesn't happen too much.	11/16/2022 11:48 AM
8	Offer more on-line courses for those of us who have to work full time	11/15/2022 5:48 PM
9	I don't have anything to add to better support. I'd say BC is well supported to assist the needs of us, students.	11/10/2022 5:18 PM
10	I have no opinions on this due to the fact that I do not use the technology on campus.	11/9/2022 12:09 PM
11	NA	11/9/2022 8:18 AM
12	I wish emails would get responded to faster, but honestly I can't expect that when teachers have 1000's of students to deal with.	11/3/2022 4:20 PM
13	Create one program for students to use, that contains everything we need or are forced to use. For example, if I wanted to use Canvas, why must I go to BC's main website, then click Log Into BC ID, which opens another website for me to log into Canvas? I believe students should have the ability to access Starfish, Canvas Inside BC, Search for classes etc all in one location instead of separate locations spread across the website. I would also like to see a more updated U.I. for class search, that is easier to use. I would also like the ability to drag and drop classes I want to take, or an "Add to cart" U.I. It is also confusing to me for BC to force students to use Starfish when we already have a Google account created for us, and have access to Microsoft software such as outlook. Having three separate programs for students is not efficient.	11/3/2022 4:07 PM
14	Everything is well no need for support	11/2/2022 11:18 PM
15	BC employees to be more professional when they answer the phone "GM Or GA, BC my name is ___ How can I help you?"	11/2/2022 9:41 PM
16	When they send emails if they could please put a link on how to access things that are they want us to use. It will be helpful. (Teachers and other school staff)	11/2/2022 6:43 PM
17	N/A	11/2/2022 2:56 PM
18	I wish I knew.	11/2/2022 2:38 PM
19	Keep Hybrid classes open it has allowed me to add additional classes i otherwise could not take it is a game changer.	11/2/2022 2:04 PM
20	nothing every thing is excellent.	11/2/2022 12:26 PM
21	I think everything is great right now!	11/2/2022 10:34 AM

| 22	Better/ faster wifi.	11/2/2022 10:28 AM
23	Asking for help from the students.	11/2/2022 9:59 AM
24	Have us check our grades when an exam is done and turn in.	11/2/2022 9:21 AM
25	I enjoy how it is at the moment.	11/2/2022 9:14 AM
26	Make registration for classes the old way, the way it was before . The new system is very confusing.	11/2/2022 6:23 AM
27	N/A	11/2/2022 6:00 AM
28	create short video of any technical problem for example if you forgot your BC password their a short video of it. The reason Bakersfield should have this perk because some people probably don't have enough time to wait in line or waiting for the host of zoom to accept that person in the lobby then transfer into break room.	11/2/2022 12:02 AM
29	I would like to be informed of the safe and secure wifi connections available on campus for students and I would like to know how to connect to the such.	11/1/2022 9:58 PM
30	Try upgrading word phrases to chatbot or connecting you to another person when available.	11/1/2022 9:34 PM
31	Provide Hotspots to students, and computers that can handle needs that are suitable for the demands of there classes.	11/1/2022 9:13 PM
32	N/A	11/1/2022 7:56 PM
33	So far I have had great experiences with BC technology and support systems.	11/1/2022 7:00 PM
34	I never used them.	11/1/2022 6:51 PM
35	To Change the Internet	11/1/2022 6:29 PM
36	I don't have any suggestions as I have been learning from home.	11/1/2022 5:36 PM
37	The website/program used to register for classes is very difficult to understand and not user friendly.	11/1/2022 5:34 PM
38	Reach out to students more often about the grades	11/1/2022 5:27 PM
39	Nothing	11/1/2022 5:03 PM
40	so far you Bakersfield gives a lot of different tools to help a student succeed	11/1/2022 4:53 PM
41	Forward information to students on active grants financial aid help throughout the entire semester.	11/1/2022 4:38 PM
42	Pay somebody to go in and update the website and to keep it managed.	11/1/2022 4:37 PM
43	Working internet	11/1/2022 4:16 PM
44	Don't decrease online courses, they are much more efficient for students who have outside commitments	11/1/2022 3:44 PM
45	I have mot problems with my technology.	11/1/2022 3:09 PM
46	Add more online courses	11/1/2022 3:06 PM
47	Better access to the internet apart from that it's all good.	11/1/2022 2:20 PM
48	streamline the login process for on campus computers	11/1/2022 2:17 PM
49	Bakersfield College can make it a little easier to use Wifi. Another thing it could do better is the math hub there isn't a lot of tutors there.	11/1/2022 2:17 PM
50	It's mostly the wifi connection, the computers work fine.	11/1/2022 2:05 PM
51	Make the InsideBc website more intuitive specifically the class registration/grades section of the website.	11/1/2022 1:57 PM
52	Make wifi easier to access The inside BC portal used for registering for classes and viewing classes is not very user friendly. It's hard to view all of the information on the screen when looking at classes to add with excess additional white space and a small box for the dialog. I	11/1/2022 1:53 PM

despise using that system. It's also difficult to view the class schedule, dates times etc. I
much prefer the old way. It was simple and all in one place

53	Update starfish to be user friendly.	11/1/2022 1:52 PM
54	More availability to charge our devices	11/1/2022 1:48 PM
55	You guys are doing great with everything	11/1/2022 1:41 PM
56	Make the wifi go down less and make it so I do not have to log in so often. m	11/1/2022 1:38 PM

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

Answered: 140   Skipped: 29
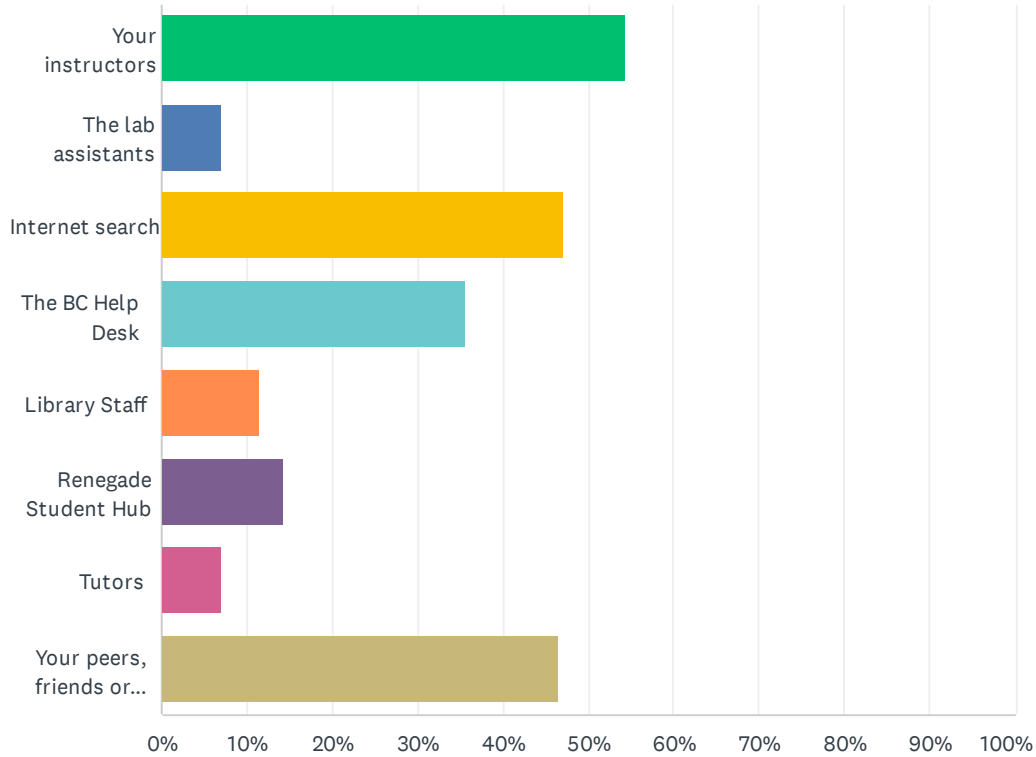
ANSWER CHOICES	RESPONSES	
Your instructors	54.29%	76
The lab assistants	7.14%	10
Internet search	47.14%	66
The BC Help Desk	35.71%	50
Library Staff	11.43%	16
Renegade Student Hub	14.29%	20
Tutors	7.14%	10
Your peers, friends or family	46.43%	65
Total Respondents: 140		

#	WHAT WAS THE TECHNOLOGY OR TECHNOLOGIES YOU NEEDED HELP WITH?	DATE
1	Logging into the school's wifi.	11/16/2022 4:13 PM
2	Accessing LinkedIn Learning and the Adobe Creative Cloud service.	11/10/2022 5:18 PM
3	There was a point this semester that I was in need of access to a printer because mine broke,	11/9/2022 12:09 PM

	but my professor and a classmate helped me with that.	
4	Learning about Canvas features that I didn't previously know was available. Learning how to use the library site for research.	11/9/2022 8:18 AM
5	Just tech issues with wifi not connecting or things not loading. Pretty normal stuff.	11/3/2022 4:20 PM
6	With nothing. Everything is good	11/2/2022 11:18 PM
7	how to navigate the technology program.	11/2/2022 9:41 PM
8	Writing center	11/2/2022 6:43 PM
9	How to turn in certain things.	11/2/2022 5:58 PM
10	Adding classes, Canvas, purchasing online books, finding assignments	11/2/2022 2:38 PM
11	none	11/2/2022 12:46 PM
12	Not sure yet	11/2/2022 10:28 AM
13	No	11/2/2022 9:59 AM
14	Just the initial processing.	11/2/2022 9:14 AM
15	Registration	11/2/2022 6:23 AM
16	MY CLASS COURSE	11/2/2022 6:00 AM
17	Inside BC Portal	11/1/2022 9:45 PM
18	none.	11/1/2022 9:34 PM
19	How to access Proctorio.	11/1/2022 8:16 PM
20	Having no Wifi	11/1/2022 7:56 PM
21	With applications and how to do certain things.	11/1/2022 7:26 PM
22	Internet	11/1/2022 6:29 PM
23	Had to get help first time I needed to use zoom. Also when using studio on canvas.	11/1/2022 5:34 PM
24	If I need information about the school or any school event, I use a browser search because I am more likely to find useful information from somebody's facebook post than I am the website.	11/1/2022 4:37 PM
25	None	11/1/2022 4:00 PM
26	Counseling or asking for help with scheduling classes and questions relating to counseling	11/1/2022 2:21 PM
27	Microsoft word	11/1/2022 2:17 PM
28	The wifi connecting to my laptop.	11/1/2022 2:05 PM
29	Canvas	11/1/2022 1:57 PM
30	Canvas it was fixed immediately	11/1/2022 1:47 PM
31	It was when I was dealing with my academic appeal process. I had to have counselor's/the help desk help me through the process.	11/1/2022 1:37 PM

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

Answered: 140   Skipped: 29
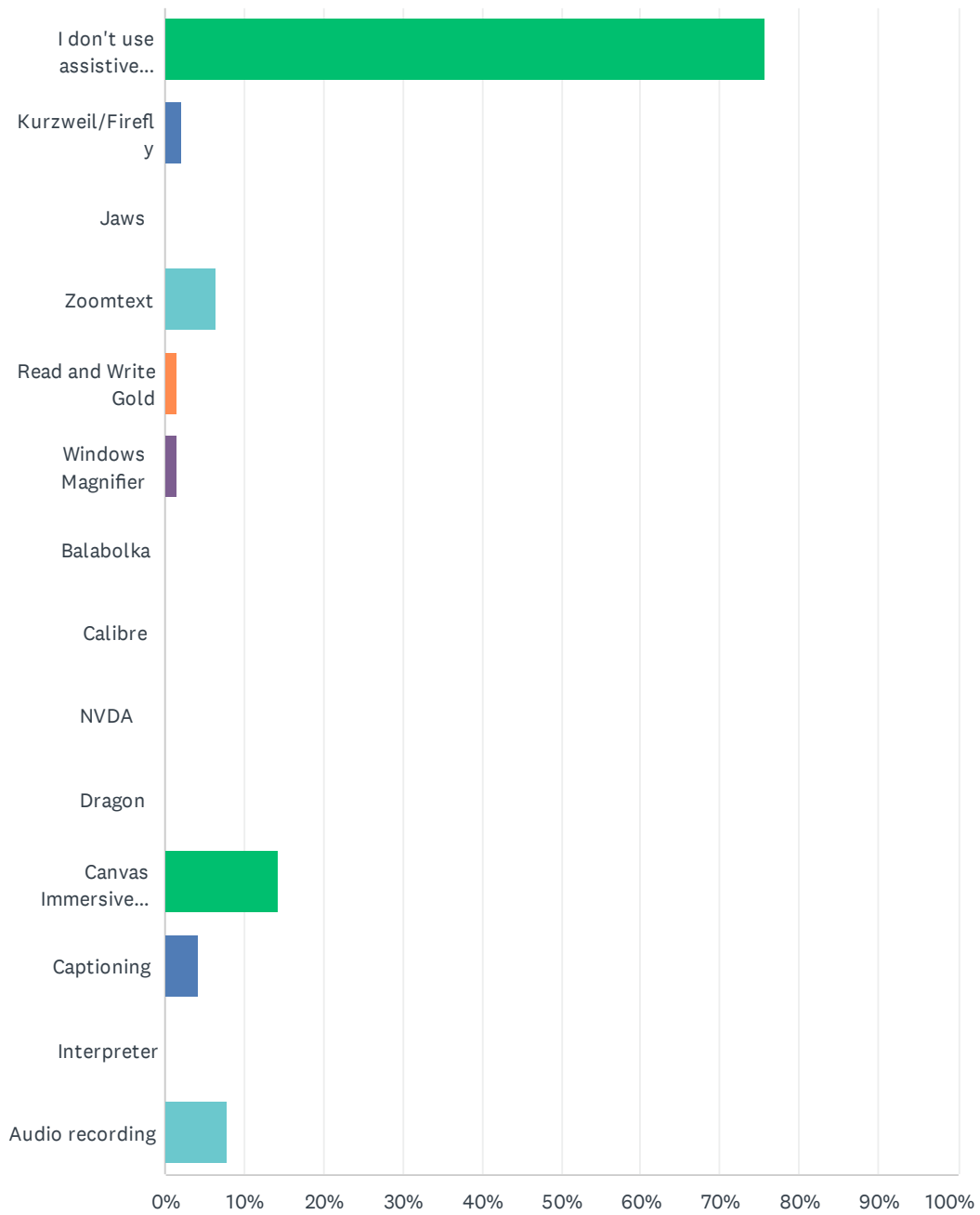
2022 Student Technology Survey

ANSWER CHOICES	RESPONSES	
I don't use assistive technology	75.71%	106
Kurzweil/Firefly	2.14%	3
Jaws	0.00%	0
Zoomtext	6.43%	9
Read and Write Gold	1.43%	2
Windows Magnifier	1.43%	2
Balabolka	0.00%	0
Calibre	0.00%	0
NVDA	0.00%	0
Dragon	0.00%	0
Canvas Immersive Reader (Text to talk, change translations into other languages)	14.29%	20
Captioning	4.29%	6
Interpreter	0.00%	0
Audio recording	7.86%	11
Total Respondents: 140		

#	OTHER (PLEASE SPECIFY)	DATE
1	I hope that Bakersfield College create more online class because I will benefit a lot with academic and in my personal life	11/2/2022 12:02 AM