![Cañada College logo]

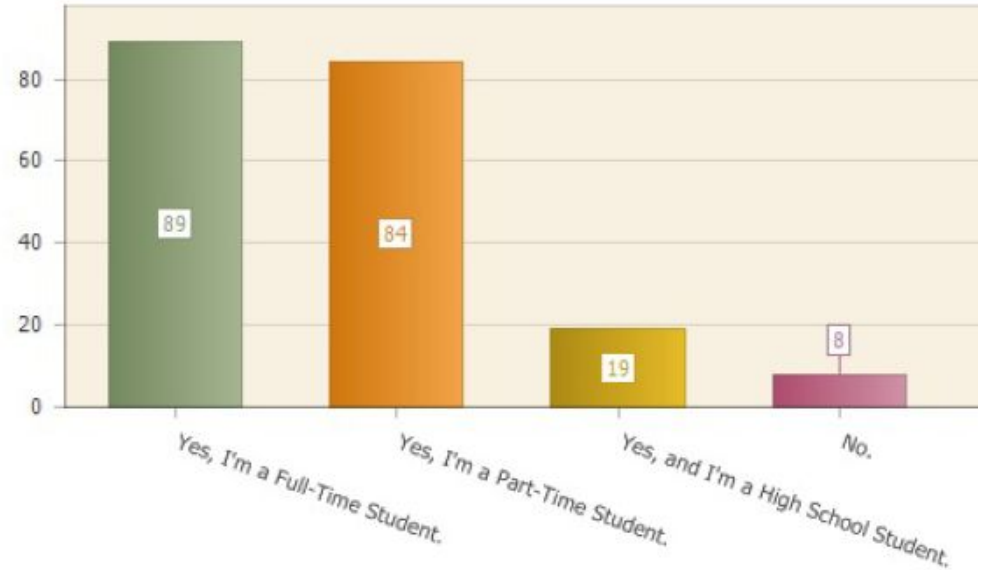# 2020-2021 Student Technology Survey Results

Administered Fall 2019

Complete Survey Results are available on the Technology Committee Website.

Survey Statistics

- 196 total respondents
  - 45.4% Full-Time Students
  - 42.9% Part-Time Students
  - 9.7% High School Students
  - 4.1% Not a Student
- Also:
  - Online Students
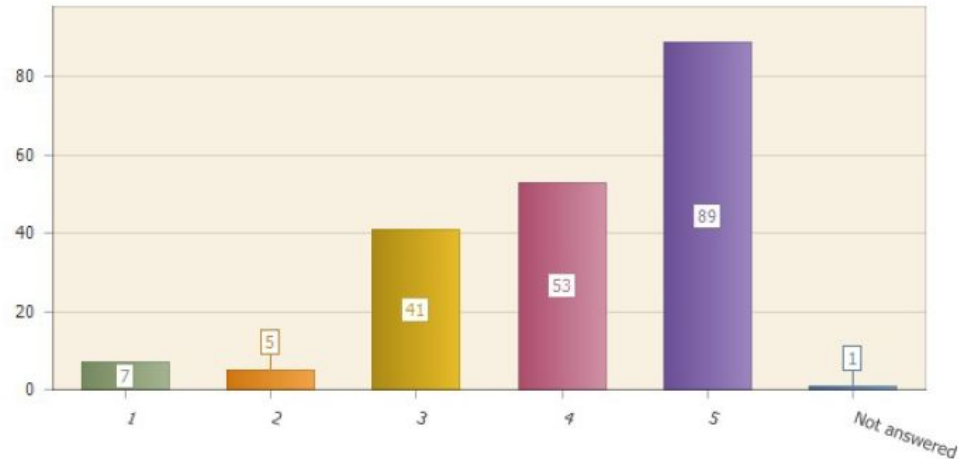 - Lifelong Learners
  - Sister Colleges

Which programs do you belong to on campus?

- To add to this list:
  - SparkPoint
  - ESL
  - PTK
  - Upward Bound
- Update maximum choices

Answer	Count	Percent answer
ASCC	6	3.1%
ASCC Clubs	11	5.6%
BTO	1	0.5%
College for Working Adults (CWA)	13	6.6%
Disability Resource Center (DRC)	30	15.3%
DREAM Center	2	1.0%
EOPS	20	10.2%
ESO Adelante	4	2.0%
International Student	14	7.1%
Middle College	12	6.1%
Promise Scholars	21	10.7%
Puente	6	3.1%
Student Athlete	2	1.0%
STEM	24	12.2%
TRiO	6	3.1%
None	79	40.3%
Other	4	2.0%
Not answered	0	0%

On a scale of 1 to 5, how comfortable are you with learning to use new computer software and/or hardware?

- 27.2% of students are at least somewhat uncomfortable learning new technology.
- 72.8% of students are comfortable learning new tech.
- A few students are interested in, or are taking computer classes to learn technology.

How do you access technology hardware and connect to the internet?

- Students access technology at the place of work.
- "Currently using (& struggling with) a laptop with windows 10, a hand-me-down from my grandmother. I rented a chromebook from the CSM DRC last spring semester. I'm considering doing this again, but haven't made it to either the CSM or CAN campus recently."

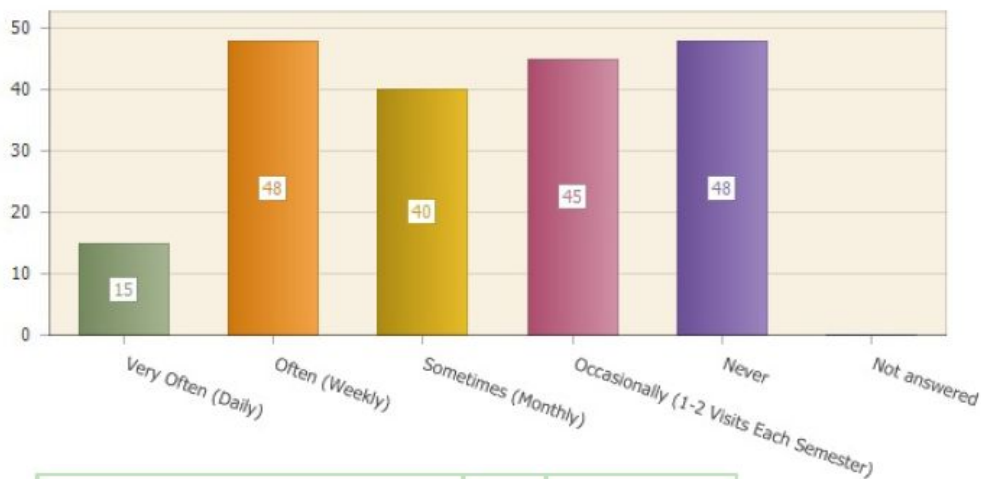| Answer	Count	Percent answer
I own my own laptop or desktop computer.	172	87.8%
I own a laptop or desktop computer, but I share it with other people.	12	6.1%
I rent or borrow a laptop or desktop computer.	5	2.6%
I use the computers on-campus at Cañada.	34	17.3%
I use the computers at a public place, like a public library.	10	5.1%
I use my mobile device (phone, tablet, etc.)	76	38.8%
I connect to the internet at home.	116	59.2%
I connect to the internet at a public place, like a public library or cafe.	21	10.7%
I connect to the internet on-campus at Cañada.	53	27.0%
I own a printer at home.	76	38.8%
I come to campus to print.	40	20.4%
I use public printing services (public library, FedEx Print Services, etc.)	15	7.7%
Other	3	1.5%
Not answered	0	0%

How do you access the software and systems that you need to complete your coursework off campus?

- Many students said they use Canvas, Google Docs, or free software for the courses.
- Students also cited the Inclusive Access program through the Bookstore as how get the software they need.

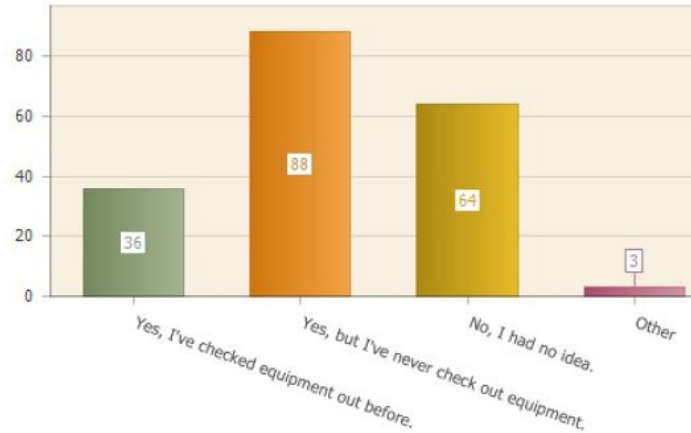| Answer	Count	Percent answer
I can only access the software I need on campus.	78	39.8%
I purchased a license for the software I need.	87	44.4%
I borrow the software from a friend, family member or classmate.	30	15.3%
Other	25	12.8%
Not answered	0	0%

How often do you access printing and computer services on campus?

- "Depends if I'm taking a[n] online class or not".
- "I had terrible experience with printing service a couple of years ago(with a different school in the SMCCD), so I realized that owning a printer is way better than dealing with too many printing rules and purchasing an unnecessary amount of a prepaid card. I know this isn't about Canada College, but I just wanted to mention and share my experience with someone who would like to hear".
- "I utilize the benefits of owning a student body card to print up to 150 pages free".

Answer	Count	Percent answer
Very Often (Daily)	15	7.7%
Often (Weekly)	48	24.5%
Sometimes (Monthly)	40	20.4%
Occasionally (1-2 Visits Each Semester)	45	23.0%
Never	48	24.5%

Are you aware there is technology on campus available for students to check out and use?

Answer	Count	Percent answer
Yes, I've checked equipment out before.	36	18.4%
Yes, but I've never check out equipment.	88	44.9%
No, I had no idea.	64	32.7%
Other	3	1.5%
Not answered	5	2.6%

If you access technology, internet and/or hardware on campus, have encountered any issues with access technology on campus?

- Wifi issues - Middle College (B5), B13
- Students leaving documents and accounts logged in on lab computers.
- Process to borrow a laptop and graphing calculator "was to[o] long and a bit difficult so [I] gave up and had to buy it".
- Cell service
- "Limited lab hours for some courses like graphic design. Learning center has more hours, however the computer there is limited. Not all softwares are available and you can't download the software to use with your own licence. Besides that, the computers there are not so powerful to handle many softwares."

If you access technology, internet and/or hardware on campus, have encountered any issues with access technology on campus? *(continued)*

- "On the last day of finals, 12/16, I was planning on coming into the computer lab before my last final to study. All 3 floors of the library were closed which was extremely frustrating and I was unable to study properly. If finals are going on, computer access should be available."
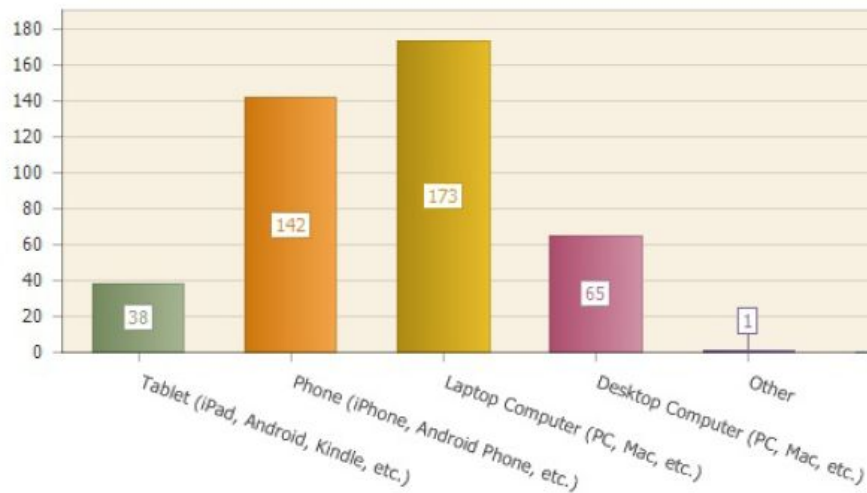- The majority of students answered no, they've never had issues.

What technology do you use to complete your coursework, like assignments and projects?

- "The most ancient technology of pen and paper."
- Chromebook

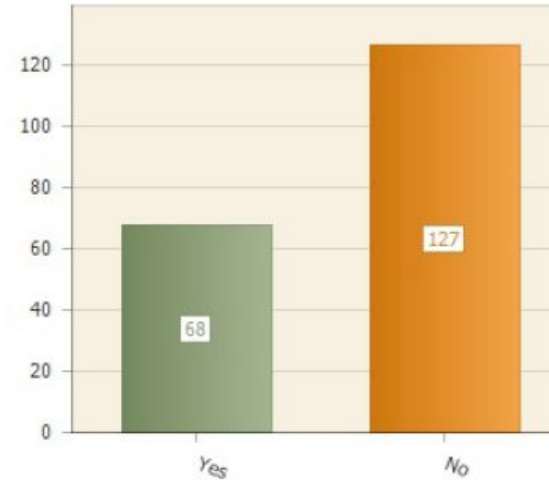| Answer	Count	Percent answer
iPad	35	17.9%
Android Tablet	6	3.1%
Other Tablet	2	1.0%
Android Phone	30	15.3%
iPhone	95	48.5%
Other Phone	5	2.6%
PC Laptop Computer	87	44.4%
Mac Laptop Computer	84	42.9%
PC Desktop Computer	45	23.0%
Mac Desktop Computer	16	8.2%
Other Laptop/Desktop	17	8.7%
Other	1	0.5%
Not answered	0	0%

What technology do you use to access Canvas?

- "I have an old laptop that doesn't load Canvas and I can't submit or take quizzes. Often have to copy assignments onto google docs work from there then copy and paste from phone to submit."

- "I'd like to use my phone more but there's been issues so I stopped. It would be wonderful if I could upload screenshots of the Strava app with my phone directly to canvas instead of having to deal with windows 10."

- "I have not yet had a class that uses Canvas, but if I did I would use my laptop or phone to access it."

Answer	Count	Percent answer
Tablet (iPad, Android, Kindle, etc.)	38	19.4%
Phone (iPhone, Android Phone, etc.)	142	72.4%
Laptop Computer (PC, Mac, etc.)	173	88.3%
Desktop Computer (PC, Mac, etc.)	65	33.2%
Other	1	0.5%

Are you aware of student technology discounts, like Free Microsoft Office, for example?

- Many students want to learn more about resources like this and they want them to be advertised better on campus.

- Student discounts on Lenovo laptops.

- "I would love to have been made aware of this before I paid $150 for it last month."

Answer	Count	Percent answer
Yes	68	34.7%
No	127	64.8%

Do you have any technology and/or printing-related comments, suggestions, or concerns, that you would like to address with the Technology Committee and/or Student Senate?

- A large majority of students answered no to the question.

- More hotspot checkouts for longer periods of time.

- "The computers, monitors, mice, and tablets in the multimedia department are super helpful to be able to access. However, they are very dirty and sometimes sticky. Maybe provide wipes that are specifically for cleaning tech devices. Also, it would be very helpful if tablets could be checked out for a few days."

- "I have medical issues with my hands, so I would like to use a keyboard on screen or a more expanded dictation system, able to access thru everything in a computer without using my hands too much."

Do you have any technology and/or printing-related comments, suggestions, or concerns, that you would like to address with the Technology Committee and/or Student Senate?

- "I have a registered official preferred name on campus that does not display on the STEM center display, but displays on Canvas, as my email name AND official my.smccd.edu handle, etc. I would be much more comfortable if my birth name were not visible on a very public piece of software! The STEM center software is also pretty hard to use at times."

- "Hire tutors to help students navigate Canvas for different devices."

- Wifi access

- Free printing

- Access to color printing on campus, and printing with different size paper

- Microsoft Word workshops

Do you have any technology and/or printing-related comments, suggestions, or concerns, that you would like to address with the Technology Committee and/or Student Senate?

- Extend Student Life hours, so that students can access free printing in the evenings and early mornings

- Improve performance of classroom lab computers.

- Access to online counseling appointments, as well as the ability to view counselor availability and make appointments online.

- "Teachers should get some kind of a crash course with Canvas each semester. It's really frustrating to have an instructor who isn't good with technology and has a hard time organizing and using Canvas."

- "Update SMCCD websites. Honestly, it is very disappointing to see how old this content is. So far, extremely old content is here: http://bookstore.canadacollege.edu/StoreHours.aspx"

Do you have any technology and/or printing-related comments, suggestions, or concerns, that you would like to address with the Technology Committee and/or Student Senate?

- "The only consistent error I come across is broken course catalog links when registering for classes. It looks like it links to an older course description page and I get 404 errors online. It doesn't break class registration, but it does make a physical copy of the course catalog necessary (or opening another window to an up-to-date PDF of the course description book). It would be a smoother experience if those links to course descriptions worked."

- "Tired of having to use a different system for online homework each semester. Don't like Wiley plus."

- "EOPS should have free printing."

- "I use the desktops in building 22 for 3-D animation class and many of the desktop computer monitors do not stay upright (the spring in them is broken). It would be nice to have them fixed so all stations would be available."

Do you have any technology and/or printing-related comments, suggestions, or concerns, that you would like to address with the Technology Committee and/or Student Senate?

- "Should make the rent or borrow tech easier to check out. The process is to Complicated and it takes to long for approval."

- "Student body office should be open at minimum 8-5pm even when they have events they should always keep someone in that office, they usually have it closed during events which is super inconvenient for students."

- "The web portal WebSmart is a complete horror. I feel very very sorry for you that you have actually used money to buy this. You got scammed into buying complete User Experience garbage. It is a horror to use, not intuitive at all and not worth even $1. Besides being a student my background is in UX and software and I could not believe my eyes the first time I used it, it is a memory trip to 1988 for sure."

Technology concerns, continued

"I just have a comment related to printing and the student body card. In the past I have needed to print long lectures and needed to use this service. It works fine except for a few things:

- Their business hours should be the college hours because I often go print during the day and they are closed, they should be open even when they have events outside on their location, it looks like they use everyone and close their shop when they have outside activities.
- Second, they should be able to cover more than 150 pages per semester, perhaps put a limit on the color prints but not on the black prints?.
- Construct a better system for when the semester starts so students are still able to print even if they haven't paid fully paid their fees as some students might have charge accounts that don't kick in until the third week (such as EOPS accounts). This way there won't be a hold on printing and students will be able to print even on their first day of class.
- Another possible improvement that I as an adult student would find super helpful is to have all loaner computers cleaned out by the beginning of the semester. I don't have a reliable computer at home (super old) and have to count on these loaner computers (from EOPS) to complete homework and tests and they aren't available right away. I have had to wait until the second or even third week to get one for me.

I thought of sharing this suggestions/possible improvements, since you asked :)"

Do you have any technology and/or printing-related comments, suggestions, or concerns, that you would like to address with the Technology Committee and/or Student Senate?

- "Although I may not have accessed all that is available, I am thankful that such devices and programs exist and hope that they continue to be offered."

- "Thanks for doing this survey Technology Committee and Senator Ghanem!"

Misunderstandings or Misconceptions

- There's no way to sign out of Canvas on an iPad.
    - Check out the [How do I log out of the Student App on my iOS device? Canvas Guide](#).
- If not already available, it would be wonderful to have access to video editing and photoshopping software.
    - Adobe Creative Suite is available in many computer labs on campus and can be purchased at a [discounted price for students](#).

Thank you to everyone who completed the survey!