



Student (Tech) Needs Survey

Administrative Council
April 23, 2020

E.Kuo



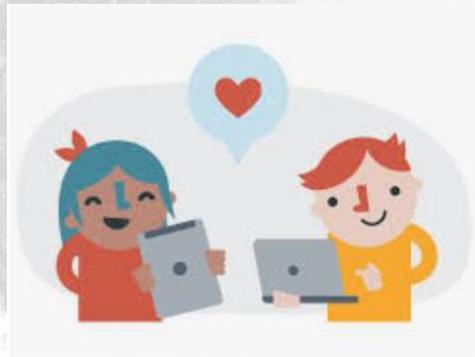
Our Superhero Student





In a fully virtual environment:

**What do our students
need to be successful?**



Let's ask them...



Let's ask students!

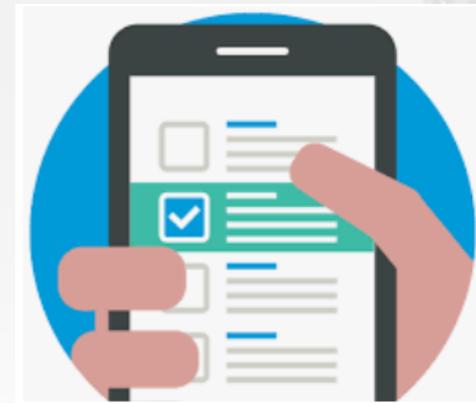
- All enrolled students
- Online survey
- Email invite w/incentive
- April 7 to April 17



Who shared with us?

1,739

Students



Tell us more...



Previous Foothill online enrollment

71%



The story:

29%

May not have Foothill online experience (but may at other colleges)



Survey respondents are:

55%

Female

51%

Ages 20 to 39

Among students who could be matched (N=1,428)

Male 26%; No Response 19%

Age 19 or younger 21%; 20 to 24 26%; 25 to 39 25%; 40 or older 10%; No Response 18%



Out of every 100 students:

29 Asian **4** Filipinx

19 Latinx **2** Black

19 White **1** Pacific Islander

The story: Latinx and Whites are underrepresented in survey

Among students who could be matched (N=1,428); Survey Respondents: Decline to State/Not Reported 25%
Spring 20 Enr: Asian 30%; Black 4%; Filipinx 5%; Latinx 23%; Native American <1%;
Pacific Islander 1%; White 25%; Decline to State 12% as of 04.23.2020



Survey respondents are:

24%

CCPG/PELL

2%

AB540

2%

EOPS

Among students who could be matched (N=1,428)
CCPG/PELL: 420; AB540: 47; EOPS: 45



Our Superhero Tools





Primary tool for virtual engagement

81%

Laptop Computer

12%

Desktop Computer

6%

Mobile Device



Consistent and Reliable Access

78%

Desktop/Laptop

Approximately

1 out of 2

Microphone, Webcam,
Internet, Smartphone

The Story:

Internet access is less consistent and reliable

Consistent defined by being able to access whenever you want;
Reliable defined by hardware will work whenever needed.
Rate reflects those who selected “Extremely Consistent and Reliable”



Our Superhero Powers





How much power?

At least
3 out of 4

Email, Chat/IM,
Videoconference/Webinar
capabilities

The Story:

49%

Cannot easily use the latest operating system



Power is not always enough





Can power access information?

Class Access: CANVAS

84%



Reporting very/somewhat comfortable

The Story:

Previous experience with online learning



Can power engage?

Class Participation: ZOOM

62%



Reporting very/somewhat comfortable

The Story:

Increasing use may benefit with student training and support



Can power be tested?

Class Testing: PROCTORIO

65%



Do not know what it is

The Story:

Students will need more information



**No superhero
is perfect**



**Every
superhero
needs a
team....**





An (tech) assist may be needed

The Virtual Hub

1 Laptop/Internet Access

**2 Discuss Tech Issues
w/Live Person**

3 How-to Videos

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



**An (personal) assist
may be needed**

Approximately
1 out of 3

Mental Health

Place to Study

Tech Troubleshooting

Tutoring

N=1,739

Respondents could select multiple options.

Question asks students to identify current experiences that are of significant concern, enough to be possibly be a hindrance to enrollment/success.



**An (personal) assist
may be needed**

At least
1 out of 4

Reliable Finances

Internet Access



Ready to Engage!

- Online is the preferred method for learning for many of our students
- When in doubt....ASK



When to assist?

Monday thru Thursday

+50%

+ Afternoons (1 to 5 pm)

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

The Story:

While weekdays and afternoons are preferred, about 1/3 prefer evenings



How to let them know

Email

Canvas Class Site

MyPortal

The Story:
Messaging should stay local



Our Superhero Thus Far

- What help is needed?
 - Laptop access
 - Internet resources
 - Technology support (OS support)
- Where is the help needed?
 - Place to study
 - Tutoring
 - Finances



Not The End....



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