Student (Tech) Needs Survey

April 23, 2020

It's a Virtual World

- What do students need to be successful in online learning?

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What do students say?

- All enrolled students (11,100)

- April 7 to April 17

- Online survey

- Incentive offered

- 1,739 students participated

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Familiarity with online learning

71%

Enrolled in at least ONE Foothill online course before Spring 2020

N=1,707

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It's all about the laptop

81% — **Primary device**

78% — **Available when needed and will work when needed**

N=1,707

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What's on that laptop?

49%

Running the latest operating system or latest version of software

N=1,707

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What up with the internet?

56%

Available when needed and will work when needed

N=1,707

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What students say they want

- Get what they need for success
  - Laptop access
  - Internet resources

- Get help when needed
  - Tech troubleshooting w/live person

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What concerns students

Technology troubleshooting

At least
1/3

Place to study

Mental Health

Issues related to course success

N=1,739

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When might help be sought?

- Weekdays
  - Monday to Thursday

- Time of day
  - 1 pm to 5 pm

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Our POV

- In what ways can <u>we</u> facilitate online student success?

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In what ways can we support students?

- With what they need
  - Laptop access
  - Internet resources
  - Technology support

- Where they need it
  - Place to study
  - Tutoring

- Why they need it
  - Mental health

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If you have any additional questions or comments please contact me.