
Student Technology Access and Support Survey

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Survey Overview

IESE created a survey to gather student feedback on technology and support services needs in light of the recent campus closure and transition to remote instruction

Information gathered will be used by the College...

- for advocacy
 - to inform resource development/distribution and services to students, and
 - for specific outreach/follow-up on student questions
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Survey Data Collection

- Survey invitations sent to **8,954 students** enrolled as of March 23rd
 - One invitation + 2 reminders
 - As of Thursday (4/9), **1,197** students have completed the survey
 - Students were able to request a **follow up** regarding specific questions
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Survey Results

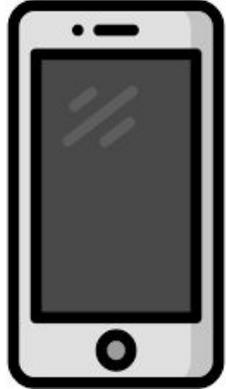
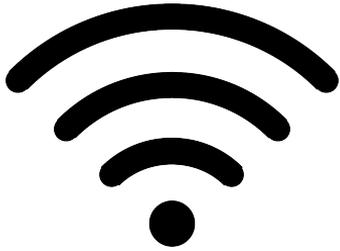
Internet Access



Among students who responded...

Just over **1 in 10** said they did not have adequate internet access

Among students who said they do not have adequate access, many cited **connection speed/bandwidth challenges** and **limited data** in their internet/wireless plans



Internet Access Points

Among students who responded...

Nearly **9 in 10** said they accessed the internet via their home

Nearly **2 in 3** said they accessed the internet via their smartphone

And **1 in 3** said they were concerned about running out of data

**What can we do to ensure
students can access their
classes/class materials given
their internet limitations?**

Computer Access

Among students who responded...



Nearly **1 in 6** said they either did not have access or were unsure if they had access to a working computer/tablet or device

A number of students indicated one of the following:

- They did not own a computer/tablet or device
- Their computer/tablet or device was too old/slow or did not have enough memory to run Zoom or other course-related software
- They had to share a computer/tablet/device with others and had limited access



Device Used to Access Online Classes+Student Support

Among students who responded...

Nearly **1 in 5** said they used their smartphone most often to access their classes and student support



**What can we do to ensure
access to classes/class materials
for students who do not have a
working computer/tablet?**

Familiarity with Canvas

Among students who responded...



86% said they were *somewhat or very comfortable* with Canvas

9% were not comfortable with Canvas

3% had *never* used Canvas

Anticipated Need for Services

Among students who responded...

1 in 2 said they would need **tutoring** services

Nearly 1 in 2 said they would need **financial aid** services

Over 1 in 3 said they would need **academic or career counseling**

Nearly 1 in 3 said they would need **admissions and records** services



Interest in Services+Support

Among students who responded...



Over 4 in 10 were interested in assistance with **health/well-being**



1 in 3 said they were interested in assistance with **meals**



1 in 3 said they were interested in **counseling or emotional support**



Over 1 in 4 said they were interested in assistance with **housing**

**What can we do to ensure
students' basic needs are met?**

**How can we ensure access to
our services during the campus
closure?**

What Students Say They Need

- **More communication** and contact from faculty and the College
- **Computer/laptop/device** to access course materials
- **Internet access or improved access**
- **Online tutoring**

What Students Say They Need

- **Electronic course materials and resources** (e-textbooks, videos of lectures)
- **Flexibility in deadlines for assignments**
- **Patience** with students as they make this transition
- **Zoom training and support**

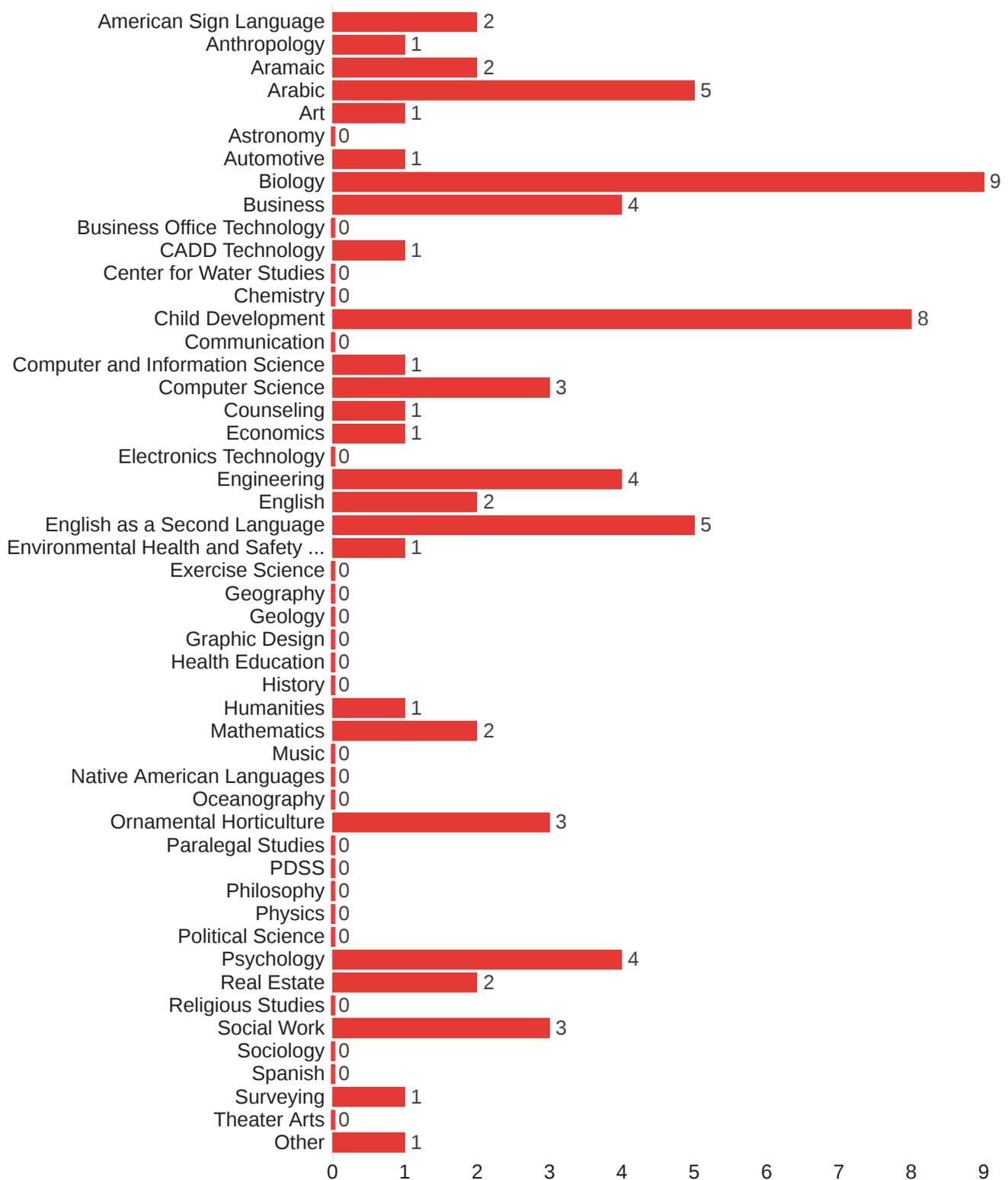
**Given students' stated needs,
what should we prioritize as
action items as a council?**



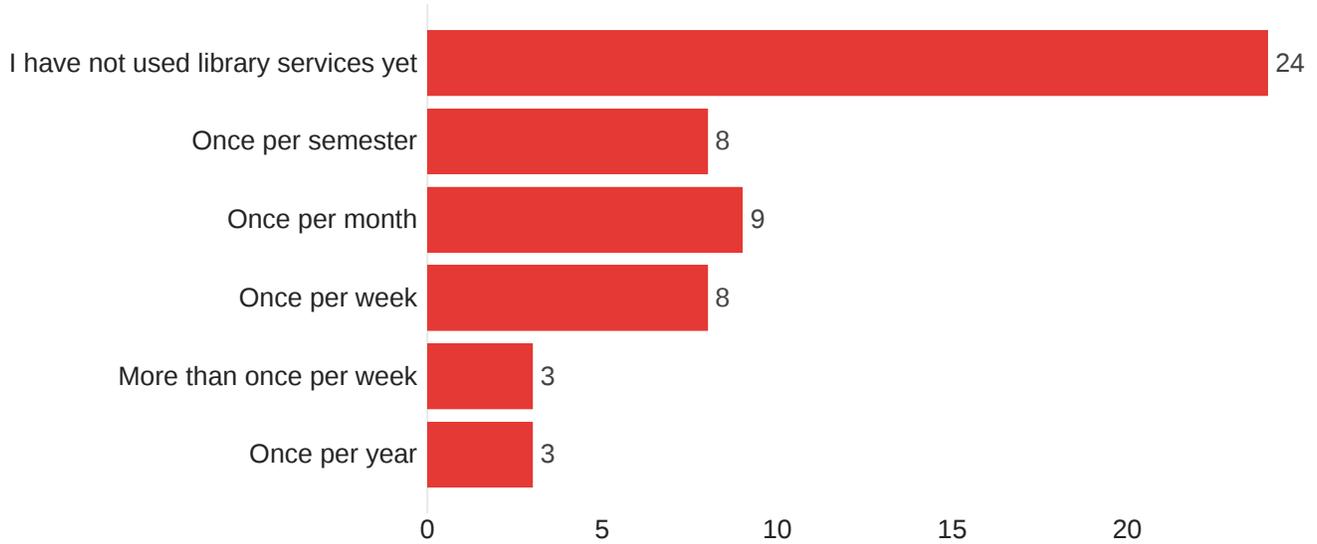
C U Y A M A C A
• C O L L E G E •

**Library Resources Survey
Student Survey Results**

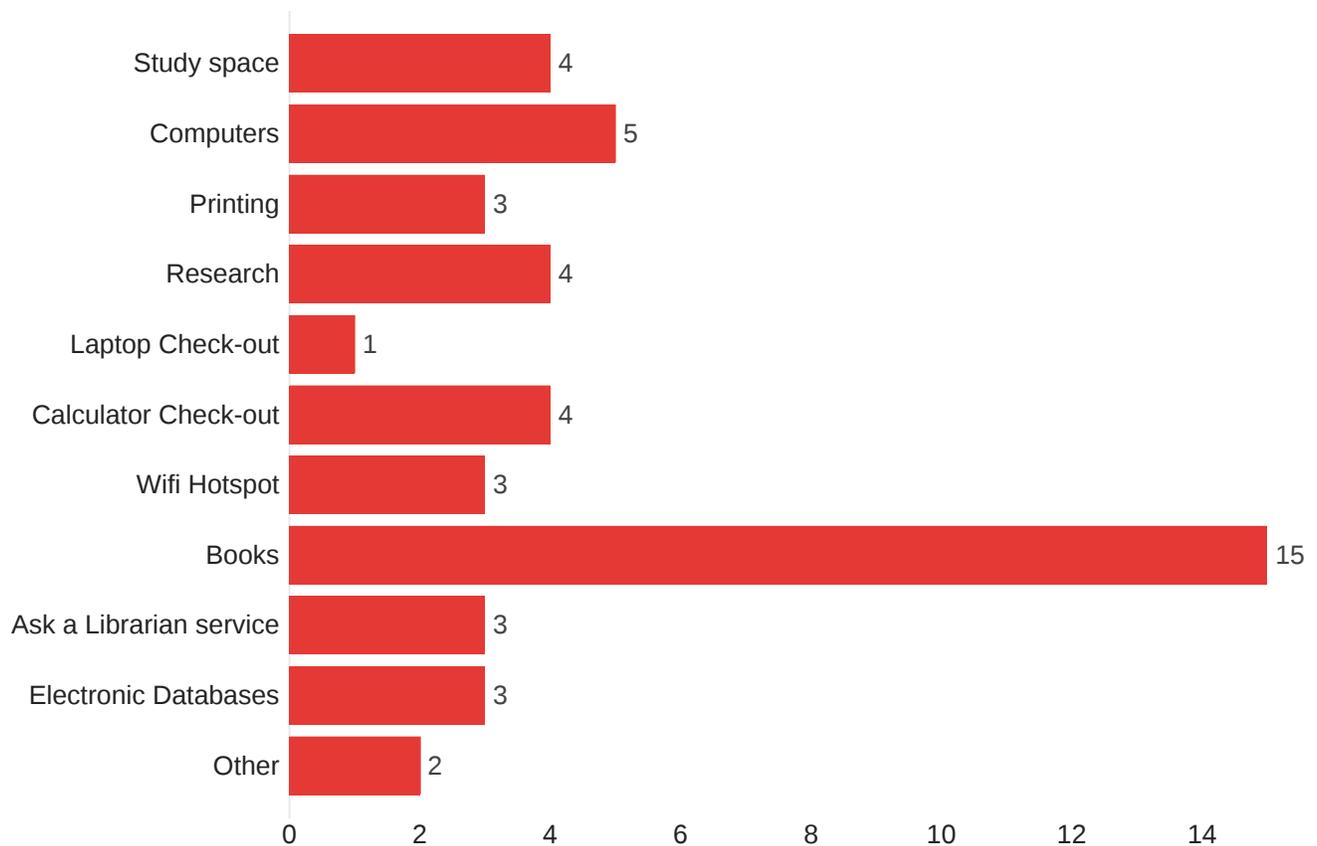
What is your area of study?



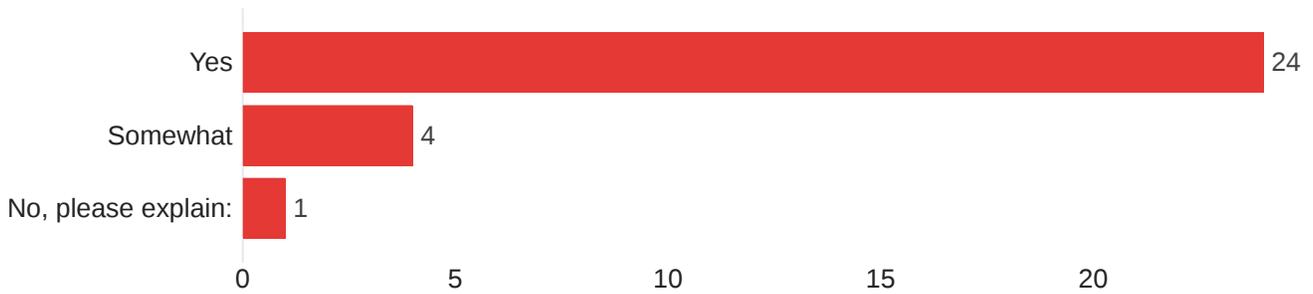
On average, how often did you use any library service in the last year (2021-2022 academic year)?



Which services did you use in the last year? Please select all that apply.



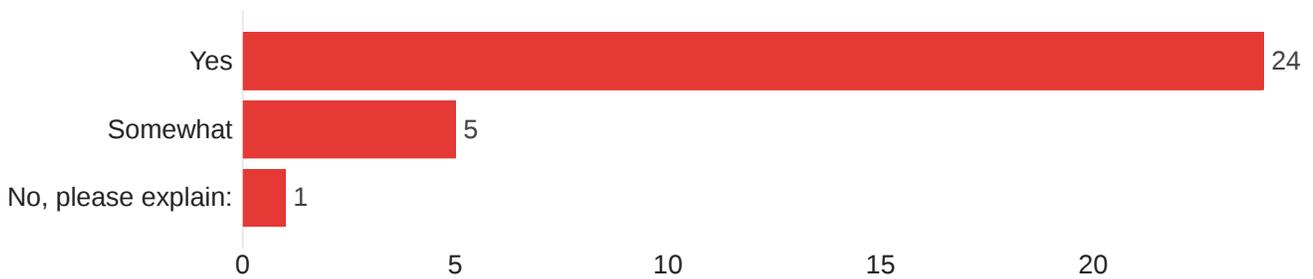
Over the last year, was the library able to provide you with the resources to meet your academic needs?



No, please explain:

A bit restricted services. Would like a check out or digital copy of the textbook to use.

Over the last year, were you able to get the services you needed from the library? - Selected Choice



No, please explain:

No textbooks on reserve

What kind of assistance or services do you expect to get from the college library?

What kind of assistance or services do you expect to get from the college library?

Teaching a computer application

Information for my research topics.

Book, electronic rentals, studying rooms, etc

Assistance on finding topics related to my fields.

I expect getting help from the librarian and expect to be quite there and clean

Finding books and a quiet place to study

Quiet study space and academic assistance.

Being able to rent books for reasonable prices

Not used this service.

Information about books.

Help for research essays.

Textbooks

Help with my books

مصادر و اجهزة الكترونية

Access to textbooks, and spaces to study both alone and with groups.

Locating research material. Access to online databases. Access to films for classes that require them.

I don't expect to get any assistance or services from the library as it is not open for or accessible to working adults, for non Mon.-Fri. work day hours. In most of my class reading other books are suggested or even free in the library. Except I am a working adult with a full time job and family, the library is only open for student hours. It would have been very helpful to be able to use the library and not have to buy every book I wanted for a class.

Private study rooms

Nothing

Having a quiet study space.

Resources to do projects

Any think

I'm not sure yet but that you for helping me got a labtop and wifi

Welcoming service

I learned a lot

Book

Find or/and recommend books with cheaper alternatives.

Books, researches and printing.

Quiet and a great study space

Assistance with finding books, assistance with checking out computers/calculators, a quiet study area.

No I don't

Computer service

Textbook help since some books are not affordable.

easy to find books I need.

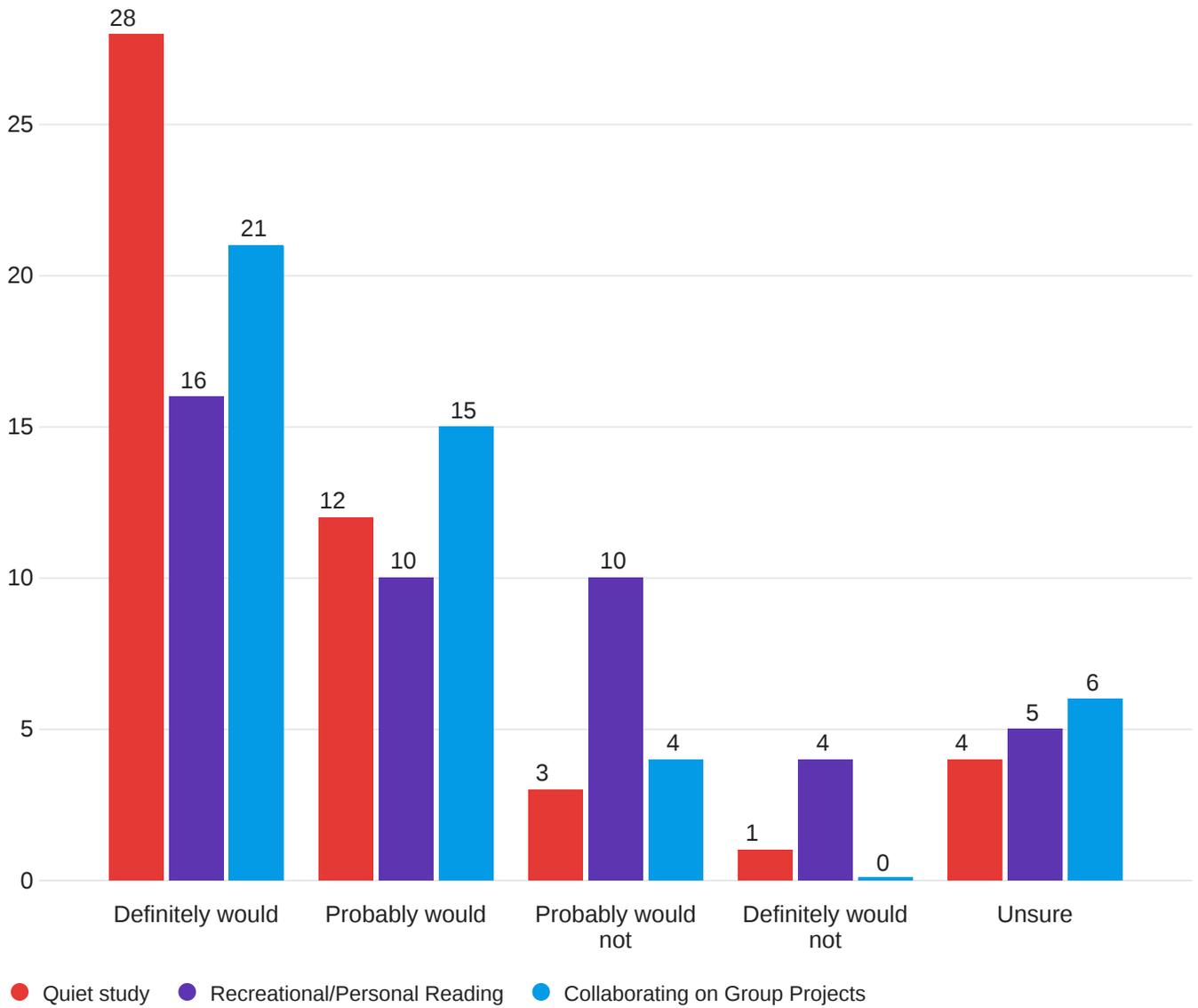
Get books

Be able to provide wifi, devices that allow wifi use, and a good selection of books that a person could borrow.

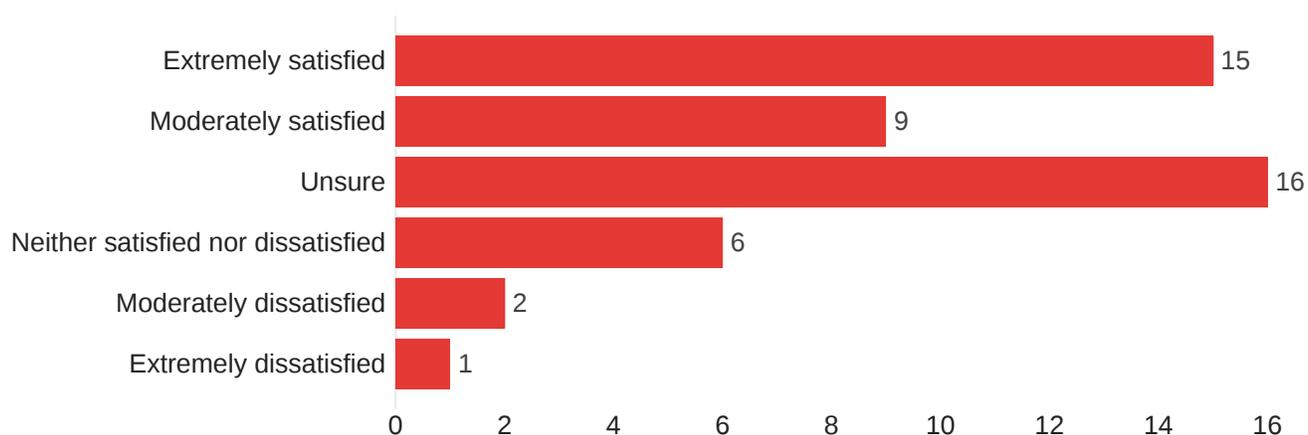
Homework help

Use computers or read a textbook I can't afford to purchahse for myself and study!

In the future, how likely would you be to visit the library in person for each of the following?



How satisfied are you with the library's current printed book selection?



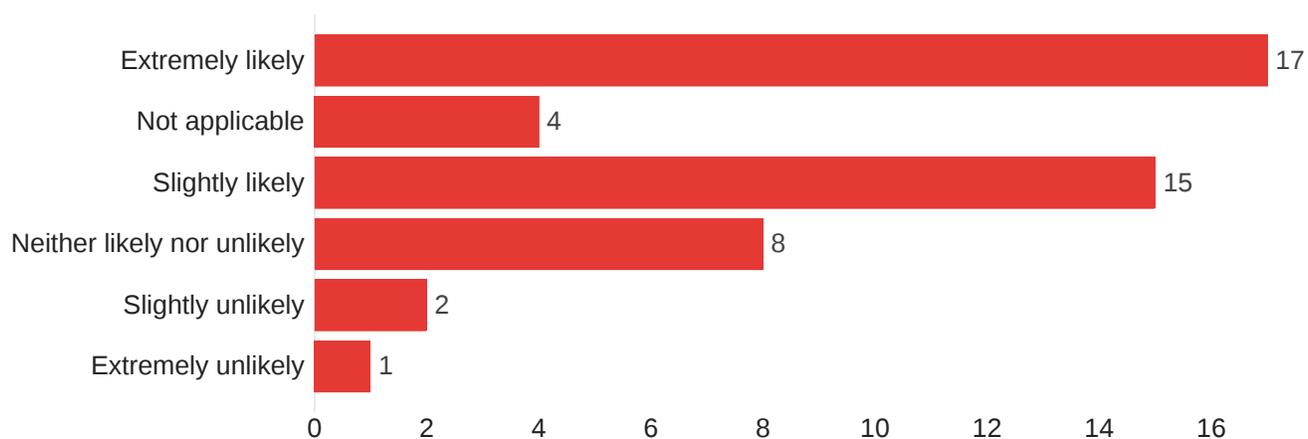
If not satisfied, which subject areas or what types of books would you like to see at the library in the future?

If not satisfied, which subject areas or what types of books would you like to see at the library in the future?

Cant get them due to such limited hours.

Cheaper Business books

How likely would you be to use virtual (online) visits/discussions with a librarian to assist with your research if it were available?



Are there additional services you would like to receive from the college library?



Please specify any additional assistance or services you would like to receive from the college library.

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N/A

Internet, accept Grossmont EOPS voucher grant while buying books at Cuyamaca College library.

Hours past normal working adult time. Mon.-Thurs. till 4pm makes me feel like adults are not really welcomed or considered when Cuyamaca plans school services. Any evenings or weekends would at least be a chance working adults to try to be able to use some resources.

More private study rooms for groups

I don't

Book for children age 10yeat

Just library being sanitized constantly

I. Don't have

Yes

Free books, reading lectures etc ...

Sharing of work, public readings, celebration of literature produced by staff and students, also in collab with other college.

can't name one but I'm sure more

I don't know

More practice for my final exam

Calculator, laptops, laptop chargers, mouse