

TECH NEEDS SURVEY

2022 Tech Needs Survey: Students

Received survey:	9,586
Opened survey:	5,965
Completed survey:	596
Response rate based on all invited	6%
Response rate based on all opened email invite	10%

(1) How many quarters have you attended classes at Foothill College?

Quarters	N	%
First quarter	93	16%
2 quarters	92	15%
3 quarters	98	16%
4 quarters	53	9%
5 quarters	38	6%
6+ quarters	222	37%
Total	596	100%

(2) What device do you use most often for your classwork?

Device	N	%
Laptop NOT Chromebook	420	70%
Desktop computer	70	12%
Chromebook	45	8%
Smartphone	34	6%
Tablet including iPad smart tablet	27	5%
Total	596	100%

(3) Does this device generally meet your classwork needs?

	N	%
Yes	539	90%
No	57	10%
Total	596	100%

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(3a) Select the reasons why this device does not meet your classwork needs. Check all that apply.

	N	%
Other	32	40%
Will not run updated software needed for class	29	36%
Will not stream video content related to class	10	12%
Does not have microphone or camera functionality	10	12%
Total	81	100%

Other: Write In

App options are not always available on Android

Broken keyboard

Can't run lots of windows with out getting kicked out from previous window

Does most, but I also need my 2-1

Does not display software interface like on laptop or desktop

Does not have all the software needed

Es mas difícil de manejar que la computadora y te aparece todo en la pantalla

Have difficult tome because I have a Mac

Have very limited data

It sounds like an old work truck from a far, I'm no IT specialist, bit pretty sure that's not good ya'll.

Just doesn't run well - especially when using web-based programs for a lot of the textbooks which are poorly optimized.

Keyboard can be faulty, often takes longer to type responses compared to computer keyboard

Less memory

Limited Screen Size and Processing Power

Multi task features make difficult

Need audio to text

Needs to install software at times and not allowed on a chrome book

Outdated device

Outdated graphics card, small screen

Pretty slow and it's hard to get into specific software, the screen is also small and very hard to see tiny words whenever I'm reading a textbook chapter.

Runs Windows very slowly

Slow

Slow, cannot run many things at once

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Software for music class not compatible with chromebook

Use iPad to physically write notes

google docs is finicky and doesn't have the same features or formatting as windows pc version. limits me, and my professor is very particular about proper formatting

old computer needs a renewal with peripherals

sound doesn't work so i use my phone to watch v lectures and videos.

(4) Which of the following software tools do you use most often for classwork? Select the 3 most used tools.

	N	%
Canvas	388	65%
Google apps	236	40%
Outlook/Email	161	27%

(5) Have you used the Foothill College mobile app for any of the following? Check all that apply.

	N	%
I do not use/am not aware of the mobile app	207	23%
Searching for classes	194	22%
Using the campus map w/room locations	141	16%
Registering for classes	139	16%
Learning about campus news/events	117	13%
Other	108	12%
Finding contact information	97	11%
Paying fees	90	10%
Total	886	100%

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(5) Have you used the Foothill College mobile app for any of the following? Check all that apply.

Other: Write In

	N	%
COVID-19 health check	85	79%
Canvas	3	3%
Library	5	5%
Classwork	1	1%
Discord	1	1%
Do not use the app since the functions do not match myportal so its a waste of time	1	1%
Financial aid account	1	1%
For signing in	1	1%
I download the app and do not use it because I want to access my foothill email--there is no access.	1	1%
Not worth using the app	1	1%
Pronto	1	1%
Since I am remote, I use my desktop, so use the online website for Foothill, no need mobile app.	1	1%
Sometimes the app lacks quality so I try to just use my browser	1	1%
just downloaded it	1	1%
outlook	1	1%
schedule, messages from teacher	1	1%
weekly classes	1	1%
Total	107	100%

(5a) What additional functionality would you like to see included in the Foothill College mobile app?

A easy wait to estudian to comminuted

Ability to view cafeteria menu and hours information

Ability to wait list on a class section while temporarily registered in a different session. If my preferred instructor becomes available, I would appreciate switching sessions.

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Log in to my portal without opening a browser

Major information, course information, add & drop classes

Make it just like the browser version so there is no need to go on the browser, also adding the ability to stay logged in and customize the screens for information you need by using favorites just like the browser

Making the map 3D if possible? It was convenient that the app had the map of campus but due to the layout of the school I still got very confused trying to navigate my way around.

Maybe Offer a cafeteria icon on the app for students on campus, who are curious about what is on the today/weekly menu? or any promos the school decides to create down the line. This can also increase new/current students' curiosity to visit/stop by for a snack break. With optional/approval settings for reminders and pop-ups as such. As a current student (Picky eater) sometimes it's hard to decide whether I would like to eat on the campus or waste gas just to get something out of campus. And the majority of the time I find myself going out of campus because I get lazy to walk into the cafeteria just to see what is on the menu that day and still not get anything. It would be cool to see something available in the app for like-minded students like me hahaha.

Maybe a way to prepay for our food in the cafe to beat the lines?

Maybe find a way to add a navigation feature to the campus map?

Maybe some way to get directions to your classes on the map.

Maybe the record of the desktop video should be more easier.

More friendly user interface

More info about your classes or programs

Most times for the COVID Screening, the page will not load up and instead completely exit the app and make it unusable unless you have something else you need from the app. Other times a few of the other programs available do not allow you to see the entire page without kicking you out as well.

My grades

My portal

No for now because I am still figuring out

No, I have too many apps.

No, just enhancements to the features and functionality of the app itself. A lot of bugs that don't let you use the functions that you would be able to do easily on a computer.

Nothing, I like it .. I pretty much use it to check on assignments

Office hours listed

Overall crisp initial experience

PDF files

Please convince the Canvas developers that there are a lot of Safari users out there-- this comes up in class often. Some features don't work in Safari, yet when we go to the Canvas Support pages, they identify us as using computers WE DON'T USE. For instance, it identified me as using Windows 10 with Google Chrome as my browser when I'm using a Mac laptop with Safari. If they identify me incorrectly, they will not have the data they need to develop Canvas for Safari. Very frustrating and I reached out to Canvas on Twitter and via the support pages and they did not respond

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(6a) Did you encounter any difficulties printing on campus?

	N	%
No	58	70%
Yes	25	30%
Total	83	100%

(6b) Share what difficulties you encountered while printing on campus.

Could figure out how to use the printer... but I definitely needed to print.

Flash drive was not working.

Hard to find printer. Library closes to early compare to my night classes.

I didn't really get the instructions it was confusing

I don't owe a printer, my pc is too ods for the printer

I got confused at first because there was a machine asking to swipe a card. I think there should be a sign on how to use the printer next to it.

I had to have the files downloaded onto a USB stick as I was unable to download from Canvas onto a personal account on canvas.

I have to pay, sometimes it does print everything I need, and not too many printers around campus.

I need to pay for it now

Issues with loading money

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Latinx	114	19%
Decline to State	37	6%
Other write in response	21	4%
(Latinx,White)	13	2%
Middle Eastern	11	2%
African American/Black	9	2%
(Asian,White)	8	1%
Filipinx	8	1%
(Latinx,Latinx)	6	1%
Pacific Islander	6	1%
(African American/Black,White)	4	1%
(Other write in response,White)	3	1%
(Asian,Filipinx)	3	1%
(African American/Black,Latinx,White)	2	0%
(African American/Black,Asian,White)	2	0%
(African American/Black,Other write in response)	2	0%
(Asian,Latinx)	2	0%
(Asian,Other write in response)	2	0%
(Middle Eastern,White)	2	0%
(African American/Black,Filipinx,Latinx,White)	1	0%
(African American/Black,Asian,Other write in response)	1	0%
(African American/Black,Latinx)	1	0%
(African American/Black,Latinx,Latinx,Other write in response)	1	0%
(African American/Black,Latinx,Other write in response)	1	0%
(African American/Black,Pacific Islander)	1	0%
(Asian,Filipinx,Latinx,Latinx,White)	1	0%
(Asian,Filipinx,Pacific Islander,White)	1	0%
(Asian,Latinx,Latinx,Pacific Islander,White)	1	0%
(Asian,Latinx,White)	1	0%
(Asian,Pacific Islander)	1	0%
(Filipinx,Latinx)	1	0%
(Filipinx,Latinx,White)	1	0%
(Filipinx,White)	1	0%
(Latinx,Latinx,Other write in response)	1	0%

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(Latinx, Latinx, Pacific Islander, White)	1	0%
(Latinx, Middle Eastern)	1	0%
(Latinx, Other write in response)	1	0%
Total	590	100%

Other: Write In

- American - a little bit of everything
- Chicano
- Espanis
- European (2)
- Filipino - Filipinx is silly and trendy we don't use it
- Filipino. Please stop with the filipinX
- Hispanic (2)
- Hispano
- Indian
- Indonesian
- Latino
- Malaysian
- Mexican American
- Mixed with black, NATIVE AMERICAN
- Native
- Native American
- Portuguese
- Russian/Greek
- South Asian
- Turkish (2)
- first generation, son of immigrants
- mixed race
- south asian

(10) If you had to select only one of these terms, which best describes your race/ethnicity?

<u>Race/Ethnicity</u>	<u>N</u>	<u>%</u>
African American/Black	19	3%

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Asian	192	33%
Decline to state	68	12%
Filipinx	17	3%
Latinx	124	21%
Native American	8	1%
Pacific Islander	9	2%
White	148	25%
Total	585	100%

(11) Select the term that best describes your gender.

Gender	N	%
Female	381	64%
Male	174	29%
Non-binary	15	3%
Other write in response:	2	0%
Decline to State	22	4%
Total	594	100%

Other: Write In

	N	%
Agender/Transmasculine	1	50%
Gender fluid (she/they)	1	50%
Total	2	100%

Notes

Student survey administration period: May 11-May 20

Survey was conducted online.

All students enrolled Spring 22 were sent an email with an embedded survey link.