

# ISIT 2022 Student Technology Survey Summary

This survey produced **169** responses from students within the KCCD.

## Q 1 Where do you access BC technology?

- **50.89%** (86 responses) of the participants access BC technology from the **main campus**
- **7.69%** (13 responses) of the participants access BC technology from the **SW campus**
- **4.14%** (7 responses) of the participants access BC technology from the **Delano campus**
- **65.68%** (111 responses, including 1 from the “other” section) of the participants access BC technology **from home**
- There are 4 responses for “other” that included 3 from CTECT and 1 from home.
- **.017%** or 3 people access the BC technology from the **CTEC location**.

### Summary:

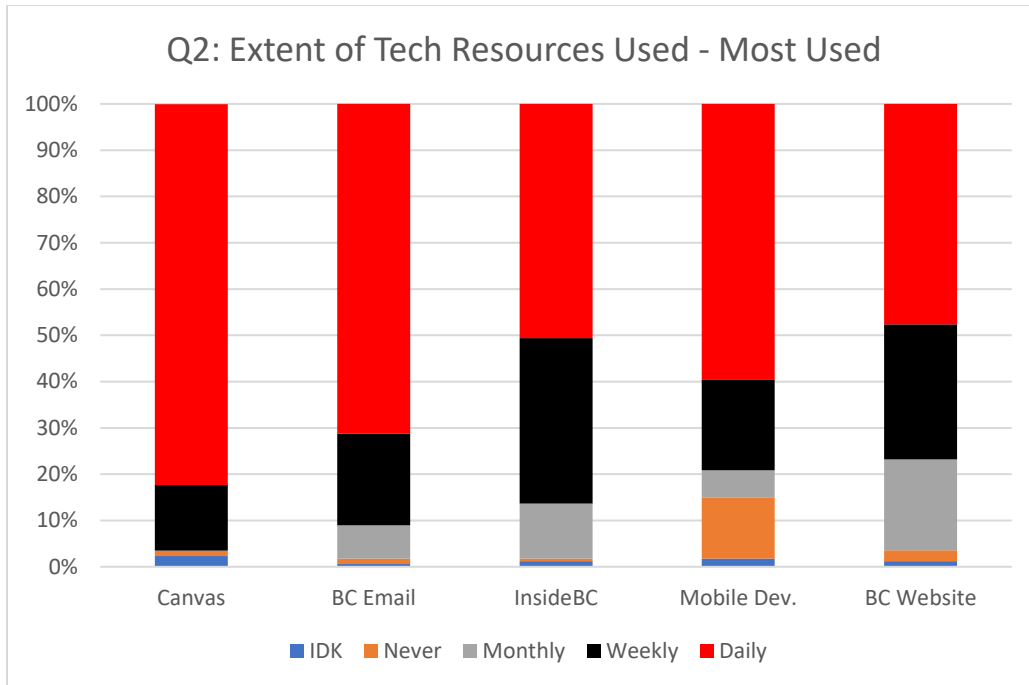
Overall it shows that the majority of BC technology is accessed from the main campus and from home. It can be determined that the vast majority of the participants were attending courses at (or through) the main campus. It can also be said that the results do not provide a clear assessment of the access to BC technology, as the majority seem to be accessed from the main campus location.

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Question #2: In this school year, to what extent have you used...(If you don't know what a technology is, please check the box "I don't know what this is")

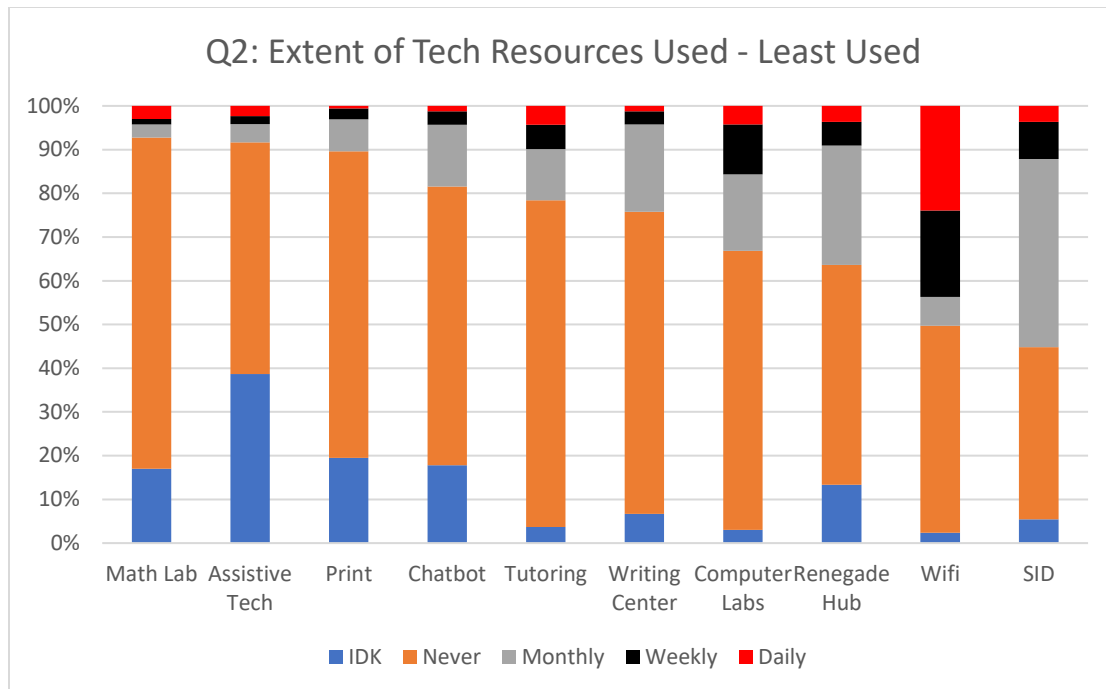
The most frequently used college-related technology resources at BC by students are:

- Canvas (96% use Canvas daily or weekly)
- Student email (91% use the BC email daily or weekly)
- InsideBC (86% use InsideBC daily or weekly)
- Students' own mobile devices (79% use their own mobile devices daily or weekly)
- BC's website (77% use the BC website daily or weekly)



Most BC students are unfamiliar with or have never used the following resources:

- Math Lab (93% are unfamiliar with or have never used)
- Assistive Technology (91% are unfamiliar with or have never used)
- Pay-for-Print (90% are unfamiliar with or have never used)
- Chatbot (81% are unfamiliar with or have never used)
- Tutoring (79% are unfamiliar with or have never used)
- Writing Center (75% are unfamiliar with or have never used)
- Computer Labs (67% are unfamiliar with or have never used)
- Renegade Hub (64% are unfamiliar with or have never used)
- Campus Wi-Fi (50% are unfamiliar with or have never used)
- SID (46% are unfamiliar with or have never used)



Q3. Rate the effectiveness of ...(If you did not use the technology, please check "Didn't Use")

Students have rated the following top 10 services effectiveness as very effective:

- 76.9 % Canvas
- 74.1% Inside BC
- 73.8 % of BC student email
- 66.67% Tablet, iPhone
- 65.06 % BC Website
- 42.77% Zoom Room
- 40.72 % SID
- 23.81 % Wi-Fi
- 20.36 % Renegade Hub
- 17.47 % Writing Center

The additional unlisted services students have utilized are LinkedIn Learning and Starfish. Few students are still unable to successfully use Wi-Fi.

Interesting to note in the report that many students who participated in the survey are not using or underutilizing the available support on pay-for-print, Math Lab, Writing Center, Chatbot, Tutoring Center and the Renegade HUB.

### Comments Summary:

Students expressed the following comments grouped and listed by a higher percentage:

- Primarily a reoccurring concern about general access to secure Wi-Fi at all locations( the main campus and in rural areas), WiFi is unreliable causing students to log in multiple times
  - Pointing needed updates to campus hardware and software in FA28, BUS B5.
  - Remarks on Canvas flow and student-friendly navigation
  - Addressing the need to Tutoring after 5 PM- not a technology but a student support concern
  - Pointing a concern with website updates
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Q4: If you had problems related to any of the technologies in question #2, please specifically state the problem with the technology so we can address the issue. Please tell us- The technology you had a problem with.- Specific Problem-Location (site/building)

- 49 respondents

Students replied with the following comments:

- 27% replied with commentary related to wifi connectivity around campus.
- 24% commented “n/a.”
- 14% stated they had “no problem.”

Other comments of interest included:

- Difficulty accessing tutors after hours.
  - The BC Website is outdated.
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Q5: Tell us what Bakersfield College can do with technology to better support your academic success.

Question number five had mostly positive feedback.

- We had 56 responses and 113 skipped the question.

Summary:

The standout comments to this statement were requests for charging stations, making the online class experience more user-friendly and overall requests for faster and better wifi. Overall students were happy with technology provided to them and did not suggest anything out of the ordinary to assist them with their academic success.

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Q6: When you need support for campus provided technology, which sources do you typically use?

- 140 respondents

Students answered:

- 54% replied “Your Instructors.”
  - 47.14% answered “Internet Search.”
  - 46.43% replied “Your Peers, friends and family.”
  - 35.71% replied “The BC Help Desk.”
  - 14.29% answered “Renegade Student Hub.”
  - 11.43% responded “Library Staff.”
  - 7.14% replied “The Lab Assistants.”
  - 7.14% responded “Tutors.”
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Q7: Tell us what assistive technology you’ve used in your classroom or lab.

- Nearly 76% of students answered that they don’t use assistive technology.

Of the remaining 24%, the most-used technologies were:

- Canvas Immersive Reader – 14.29%
- Audio Recording – 7.86%
- ZoomText – 6.43%
- Four technologies registered under 5% (Kurzweil/Firefly, Read and Write Gold, Windows Magnifier, Captioning), with six technologies registering 0% (Jaws, Balabolka, Calibre, NVDA, Dragon, Interpreter).
- There was just one comment made in the “Other” category that simply requested BC offer more online classes.