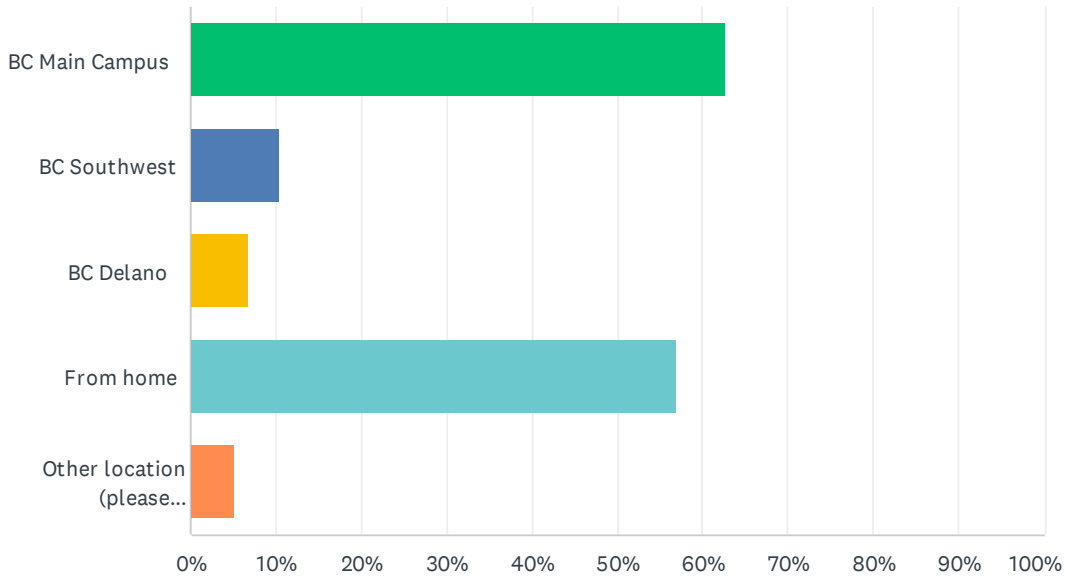


Q1 Where do you access BC technology? Check all that apply

Answered: 327 Skipped: 0



ANSWER CHOICES	RESPONSES
BC Main Campus	62.69% 205
BC Southwest	10.40% 34
BC Delano	6.73% 22
From home	56.88% 186
Other location (please specify)	5.20% 17
Total Respondents: 327	

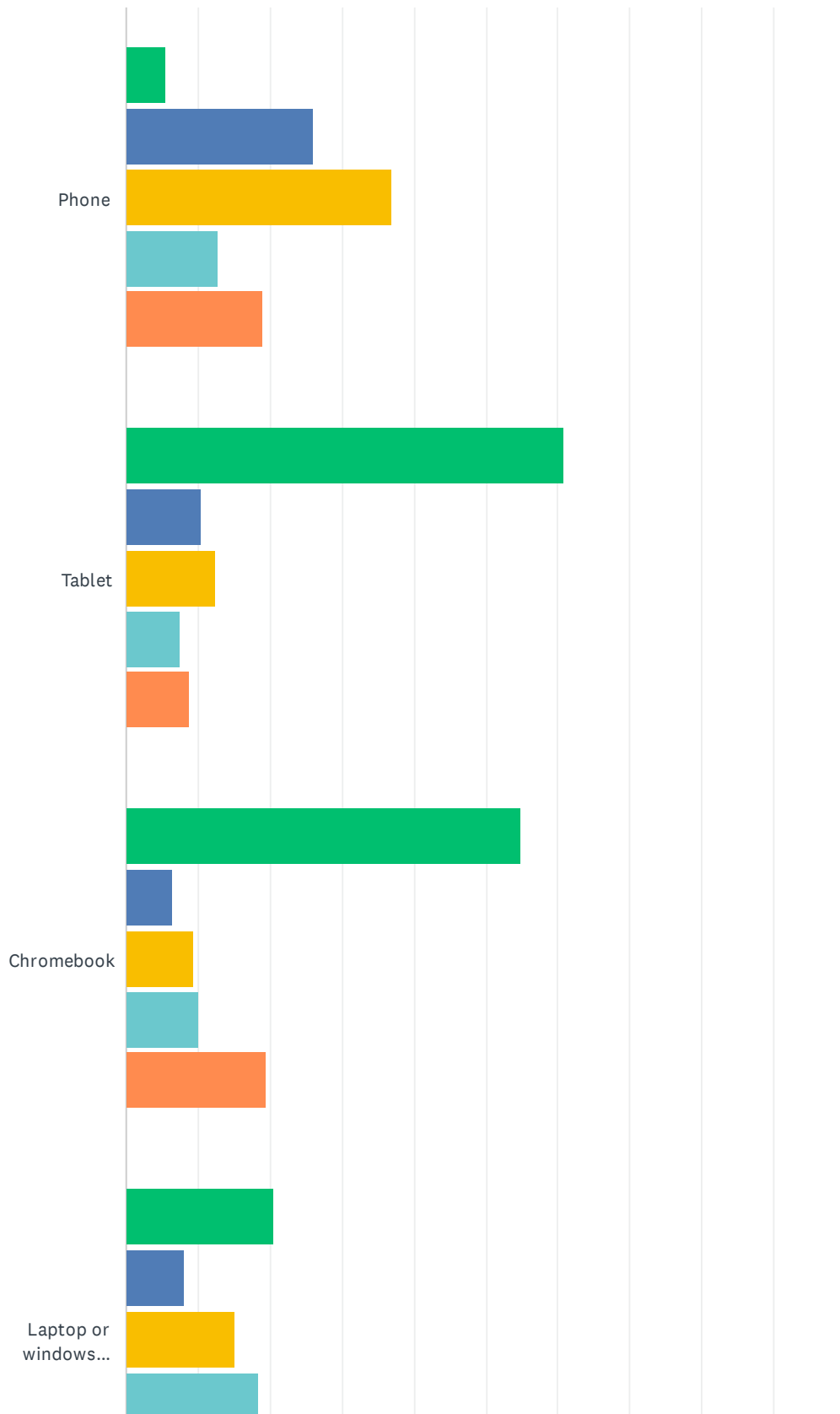
#	OTHER LOCATION (PLEASE SPECIFY)	DATE
1	Wasco	2/29/2024 3:01 AM
2	phone	2/21/2024 5:49 PM
3	Career Technical Education Center	2/21/2024 6:08 AM
4	Wasco high school	2/17/2024 10:15 AM
5	CETEC	2/16/2024 7:56 AM
6	home laptop	2/16/2024 7:46 AM
7	CSUB Walter Stern Library	2/15/2024 4:45 PM
8	Home	2/15/2024 12:31 PM
9	Motel	2/15/2024 12:07 PM
10	from work also	2/15/2024 10:51 AM
11	I use my own hotspot	2/15/2024 10:42 AM

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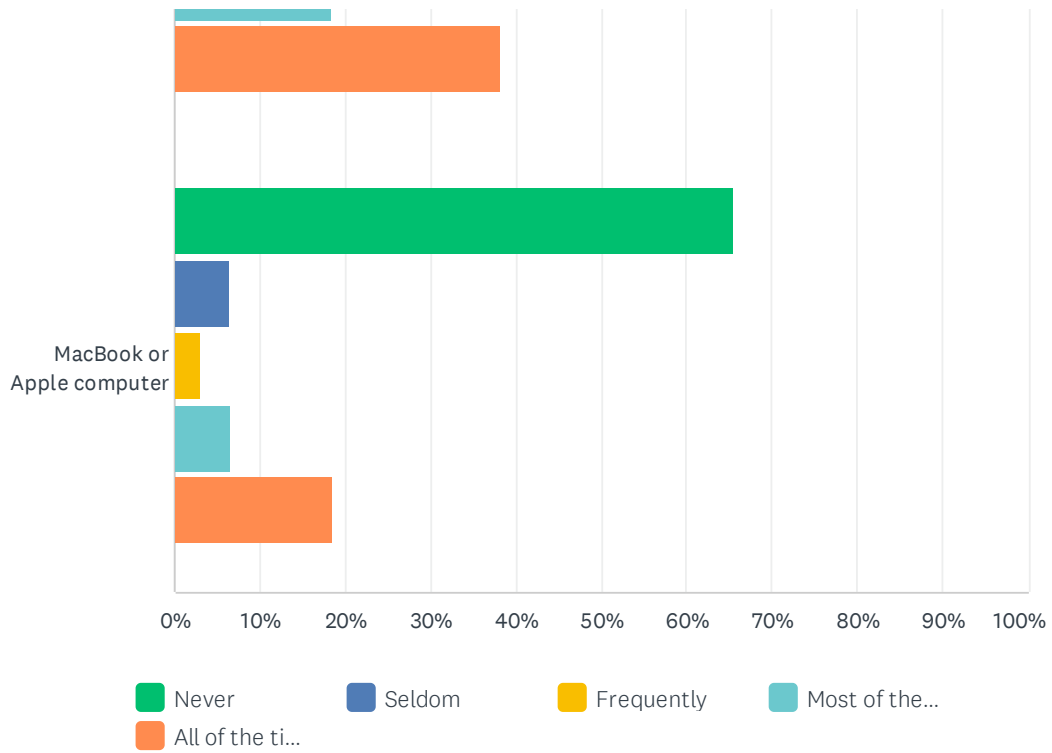
12	Arvin High	2/15/2024 10:40 AM
13	Home	2/15/2024 10:39 AM
14	Weill Institute	2/15/2024 10:12 AM
15	Public library	2/15/2024 9:34 AM
16	Home	2/15/2024 9:24 AM
17	Library	2/15/2024 9:16 AM

Q2 How often do you use the following devices for schoolwork?

Answered: 327 Skipped: 0



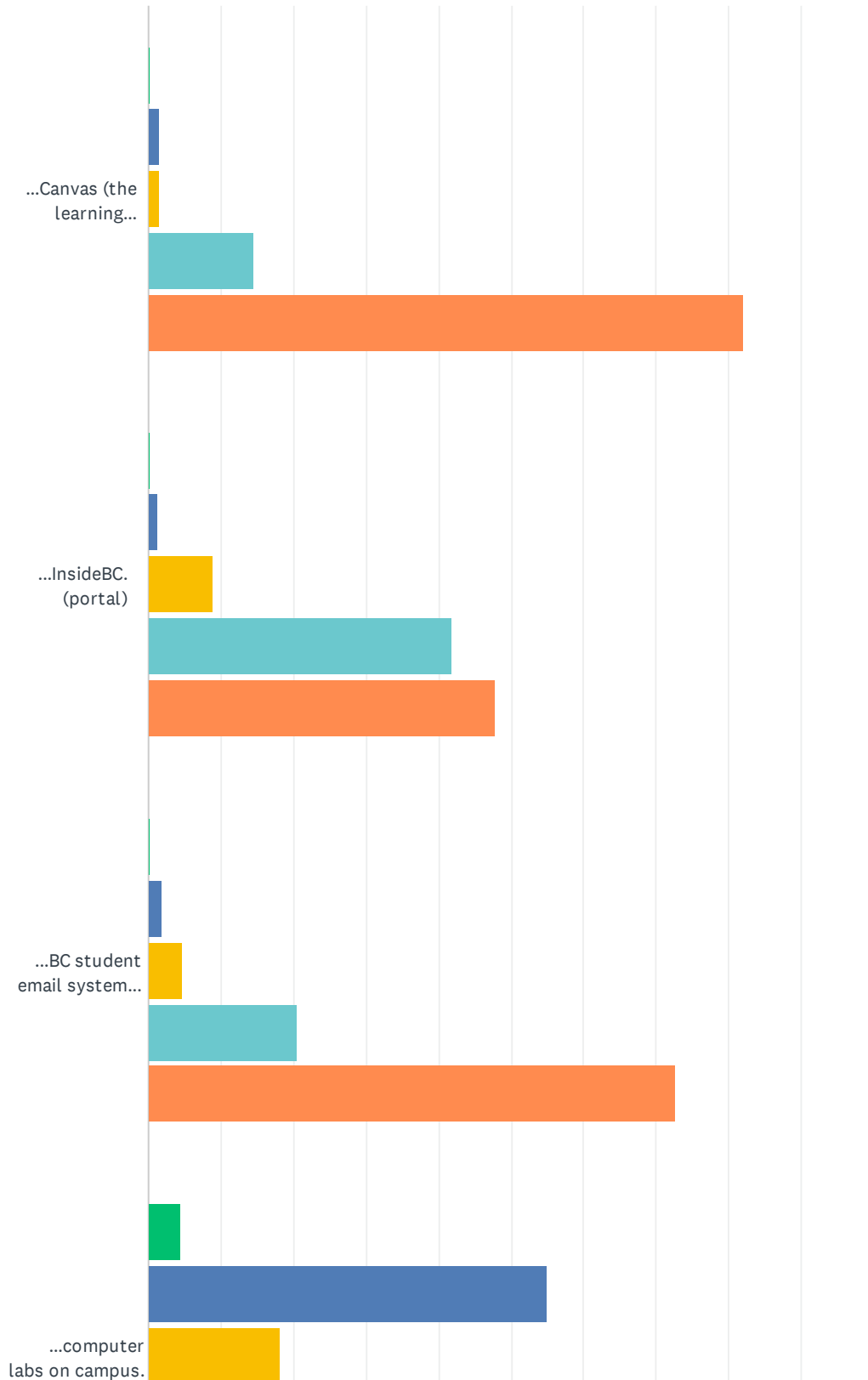
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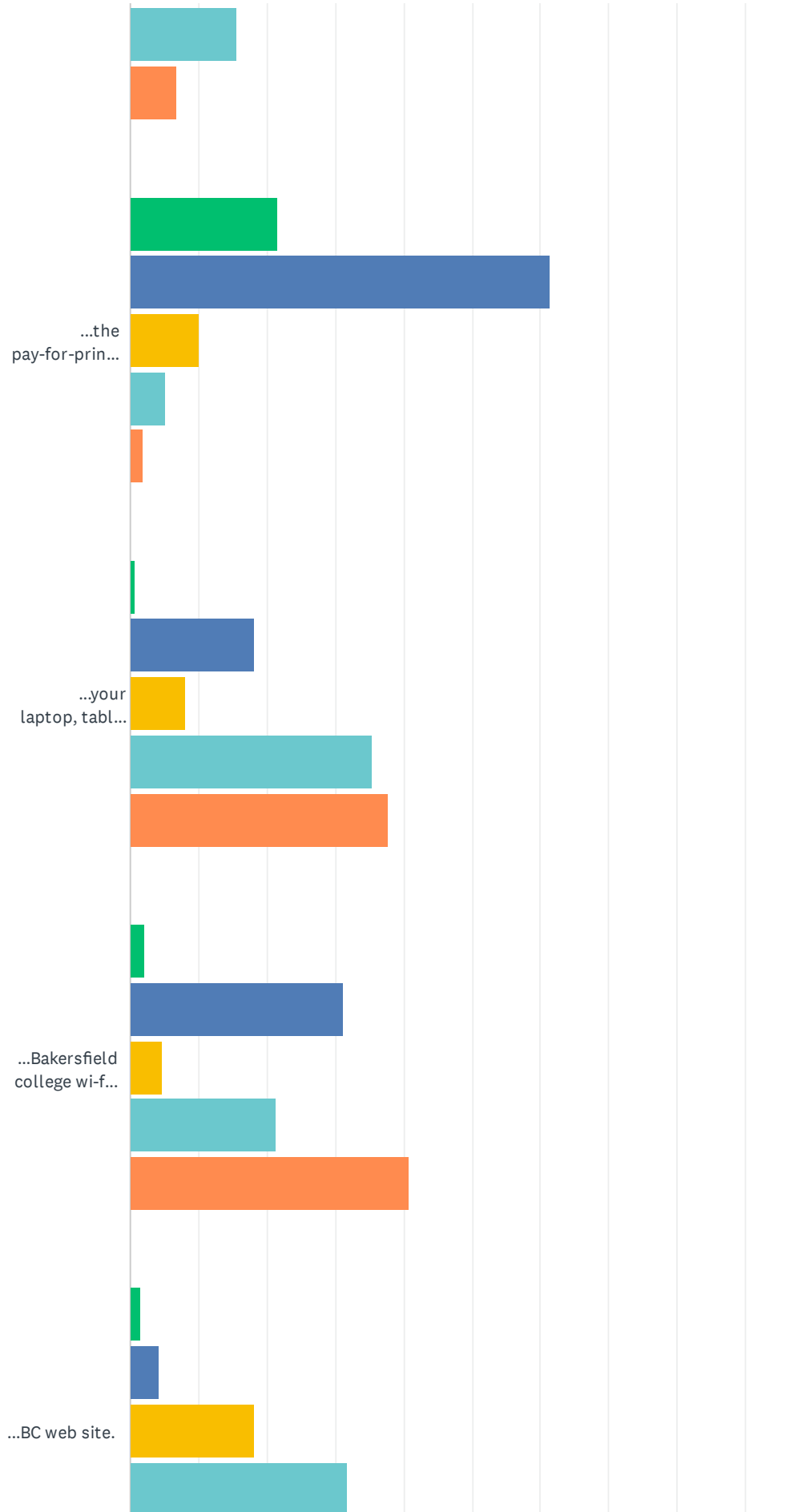
	NEVER	SELDOM	FREQUENTLY	MOST OF THE TIME	ALL OF THE TIME	TOTAL
Phone	5.57% 18	26.01% 84	36.84% 119	12.69% 41	18.89% 61	323
Tablet	60.78% 186	10.46% 32	12.42% 38	7.52% 23	8.82% 27	306
Chromebook	54.70% 163	6.38% 19	9.40% 28	10.07% 30	19.46% 58	298
Laptop or windows computer	20.51% 64	8.01% 25	15.06% 47	18.27% 57	38.14% 119	312
MacBook or Apple computer	65.44% 195	6.38% 19	3.02% 9	6.71% 20	18.46% 55	298

Q3 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")

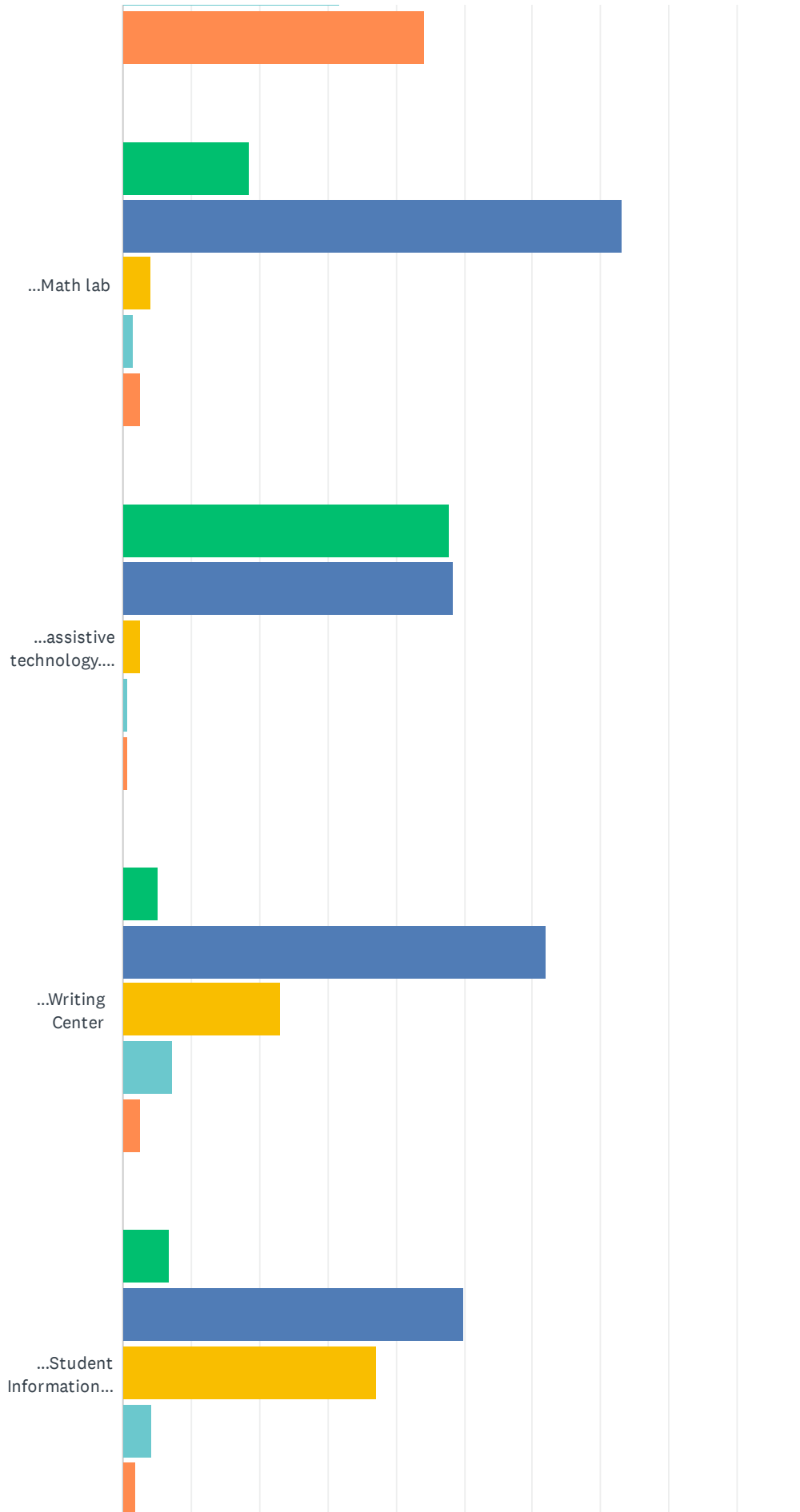
Answered: 327 Skipped: 0



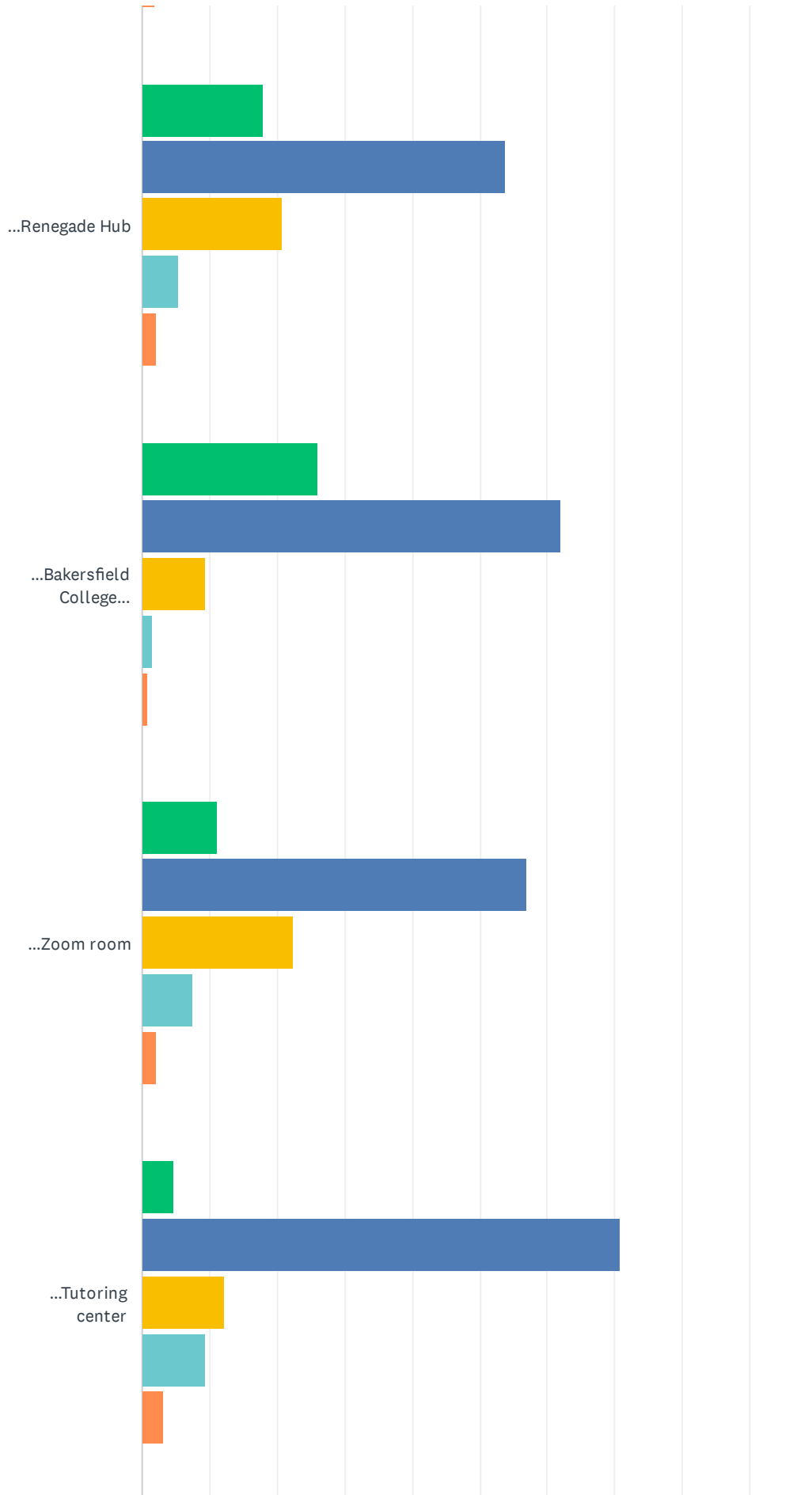
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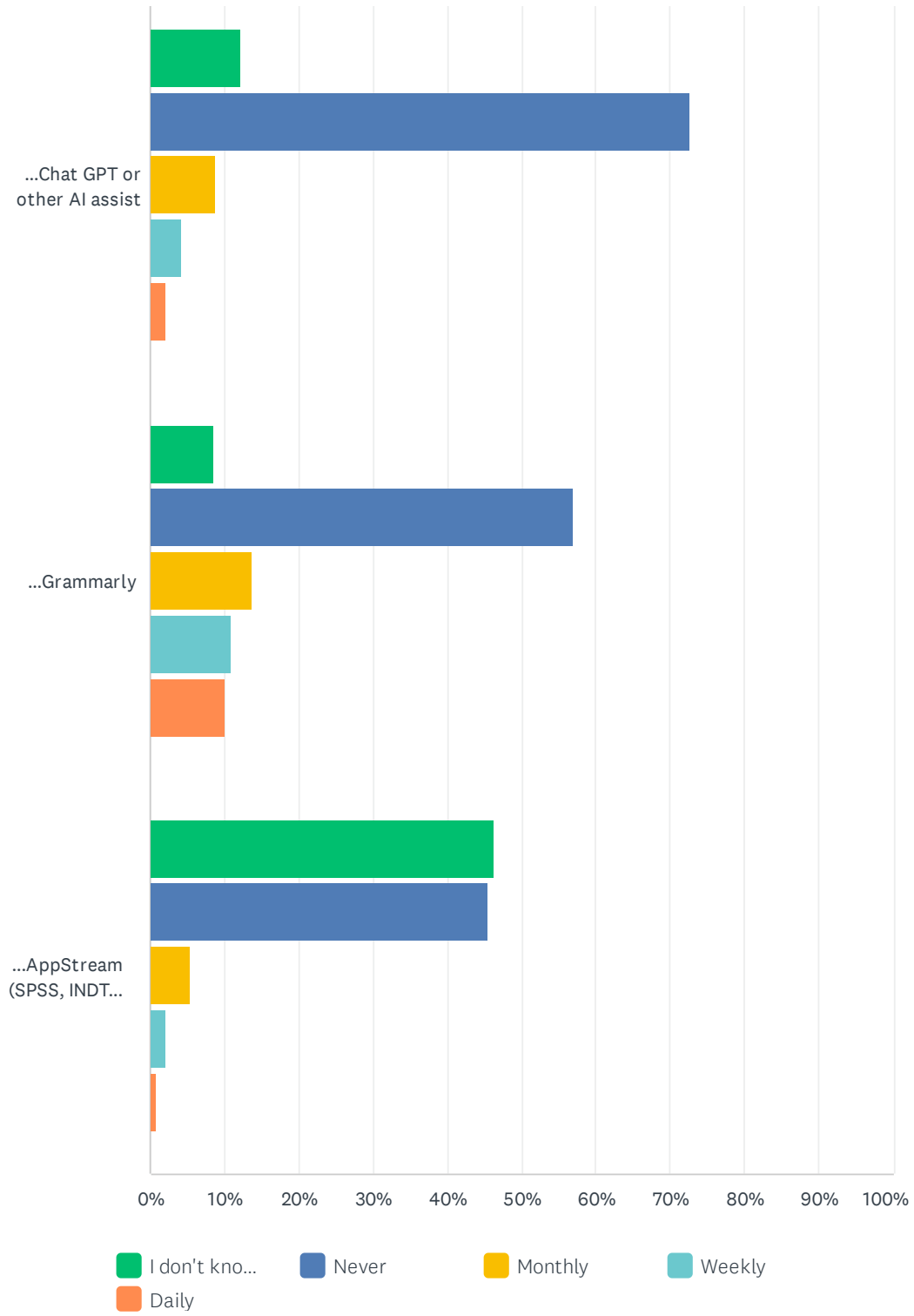
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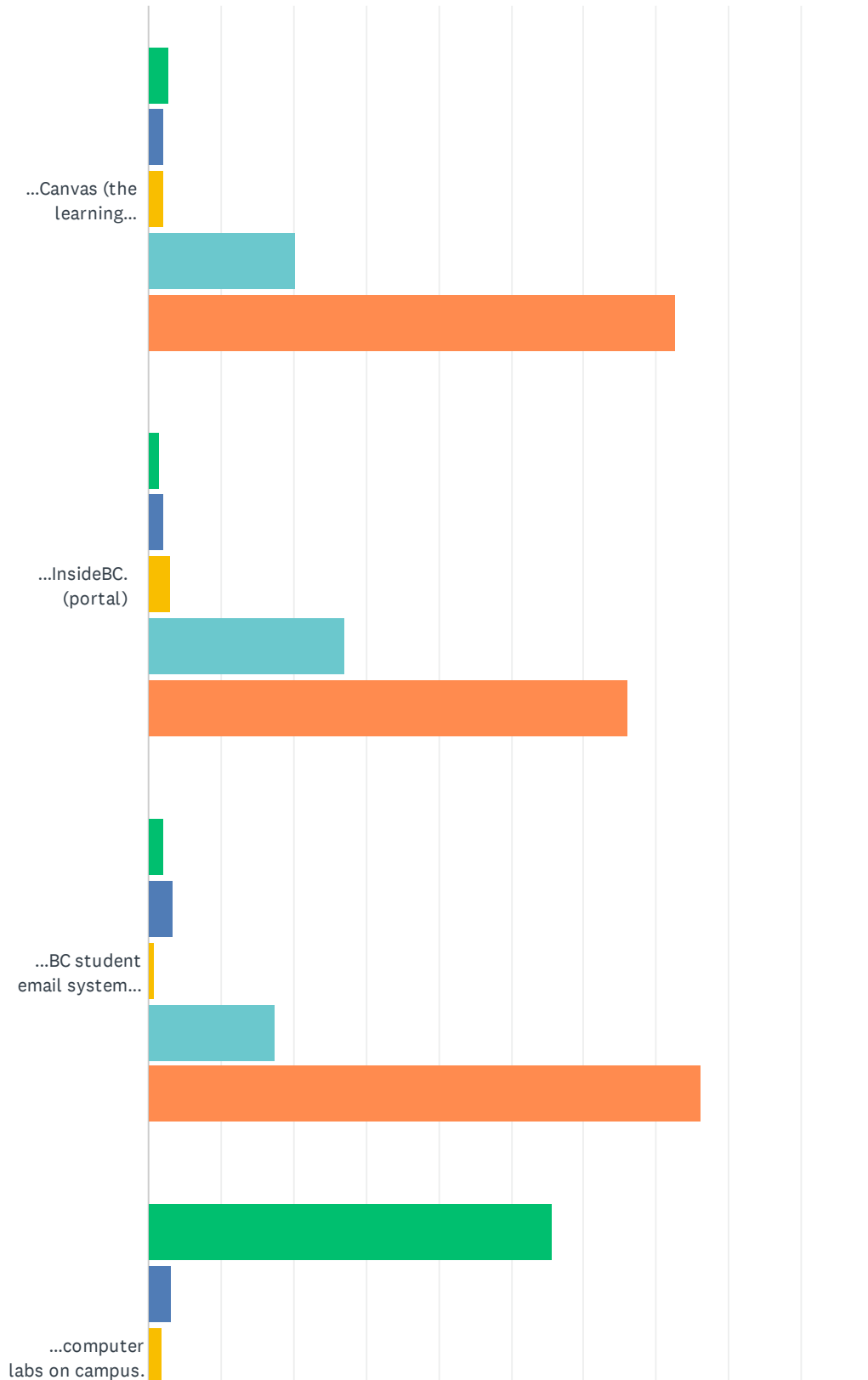
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	I DON'T KNOW WHAT THIS IS.	NEVER	MONTHLY	WEEKLY	DAILY	TOTAL
...Canvas (the learning management system used for online classes and some face-to-face classes).	0.31% 1	1.54% 5	1.54% 5	14.51% 47	82.10% 266	324
...InsideBC. (portal)	0.31% 1	1.23% 4	8.92% 29	41.85% 136	47.69% 155	325
...BC student email system. (i.e. @email.bakersfieldcollege.edu)	0.31% 1	1.86% 6	4.66% 15	20.50% 66	72.67% 234	322
...computer labs on campus.	4.38% 14	55.00% 176	18.13% 58	15.63% 50	6.88% 22	320
...the pay-for-print system.	21.52% 68	61.39% 194	10.13% 32	5.06% 16	1.90% 6	316
...your laptop, tablet, or phone during class (for class related purposes).	0.62% 2	18.21% 59	8.02% 26	35.49% 115	37.65% 122	324
...Bakersfield college wi-fi access.	2.16% 7	31.17% 101	4.63% 15	21.30% 69	40.74% 132	324
...BC web site.	1.54% 5	4.32% 14	18.21% 59	31.79% 103	44.14% 143	324
...Math lab	18.53% 58	73.16% 229	4.15% 13	1.60% 5	2.56% 8	313
...assistive technology. (i.e. Kurzweil, Jaws, etc.)	47.81% 153	48.44% 155	2.50% 8	0.63% 2	0.63% 2	320
...Writing Center	5.06% 16	62.03% 196	23.10% 73	7.28% 23	2.53% 8	316
...Student Information Desk (SID)	6.85% 22	49.84% 160	37.07% 119	4.36% 14	1.87% 6	321
...Renegade Hub	17.92% 57	53.77% 171	20.75% 66	5.35% 17	2.20% 7	318
...Bakersfield College RenegadeBot	26.09% 84	62.11% 200	9.32% 30	1.55% 5	0.93% 3	322
...Zoom room	11.18% 36	56.83% 183	22.36% 72	7.45% 24	2.17% 7	322
...Tutoring center	4.67% 15	70.72% 227	12.15% 39	9.35% 30	3.12% 10	321
...Chat GPT or other AI assist	12.07% 39	72.76% 235	8.67% 28	4.33% 14	2.17% 7	323
...Grammarly	8.44% 27	56.88% 182	13.75% 44	10.94% 35	10.00% 32	320
...AppStream (SPSS, INDT software)	46.25% 148	45.31% 145	5.31% 17	2.19% 7	0.94% 3	320

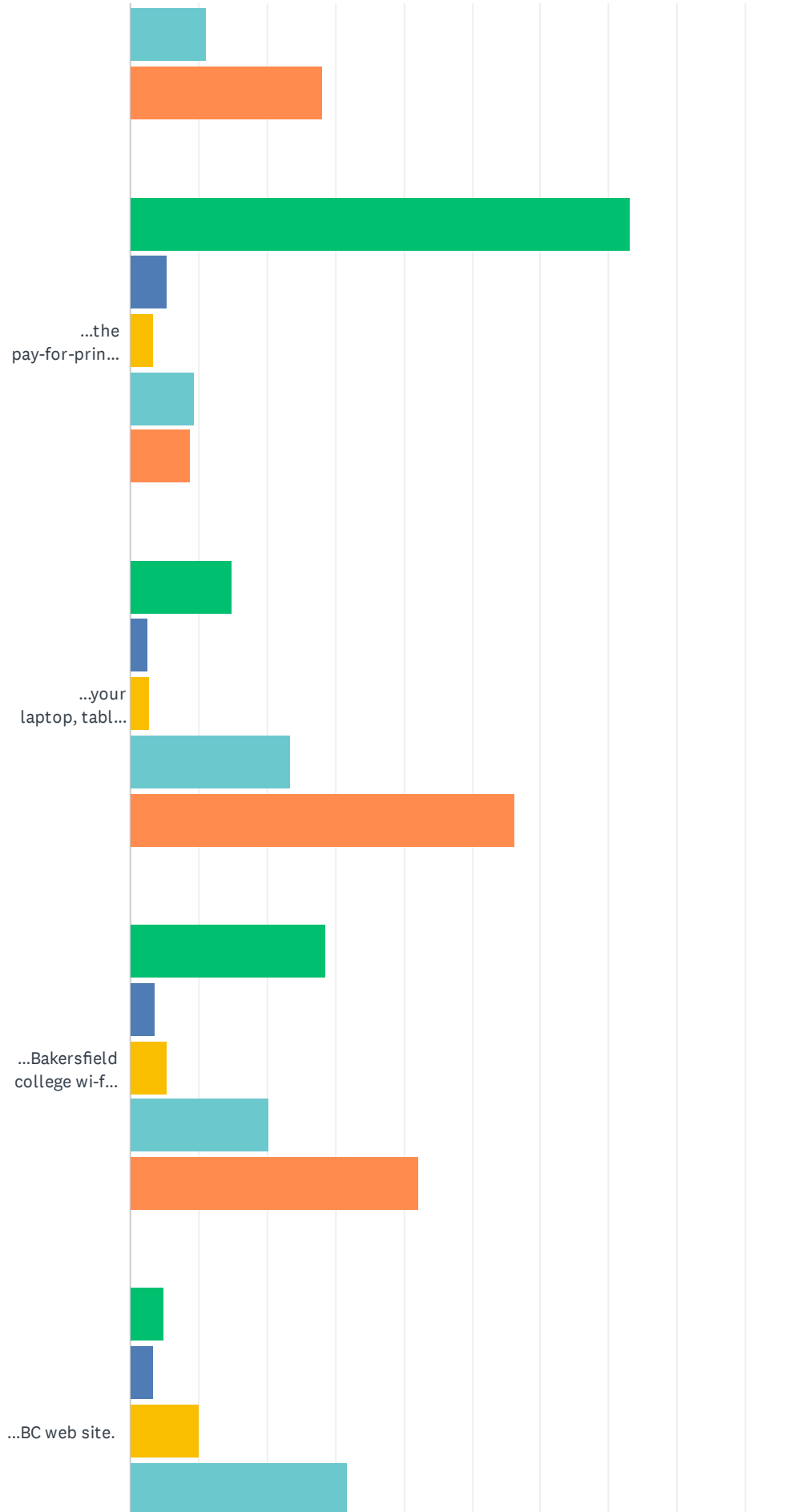
#	OTHER (PLEASE SPECIFY)	DATE
1	No others!	2/21/2024 6:08 AM
2	NetTutor	2/16/2024 4:40 PM
3	Guest CSUB Computer Commons Terminal	2/15/2024 4:45 PM
4	daily on the email on bakersfieldcollege@email.edu	2/15/2024 1:13 PM
5	I have used a couple of the options before but I don't use them anymore or that frequently.	2/15/2024 10:19 AM

Q4 Rate the effectiveness of ...(If you did not use the technology, please check "Didn't Use")

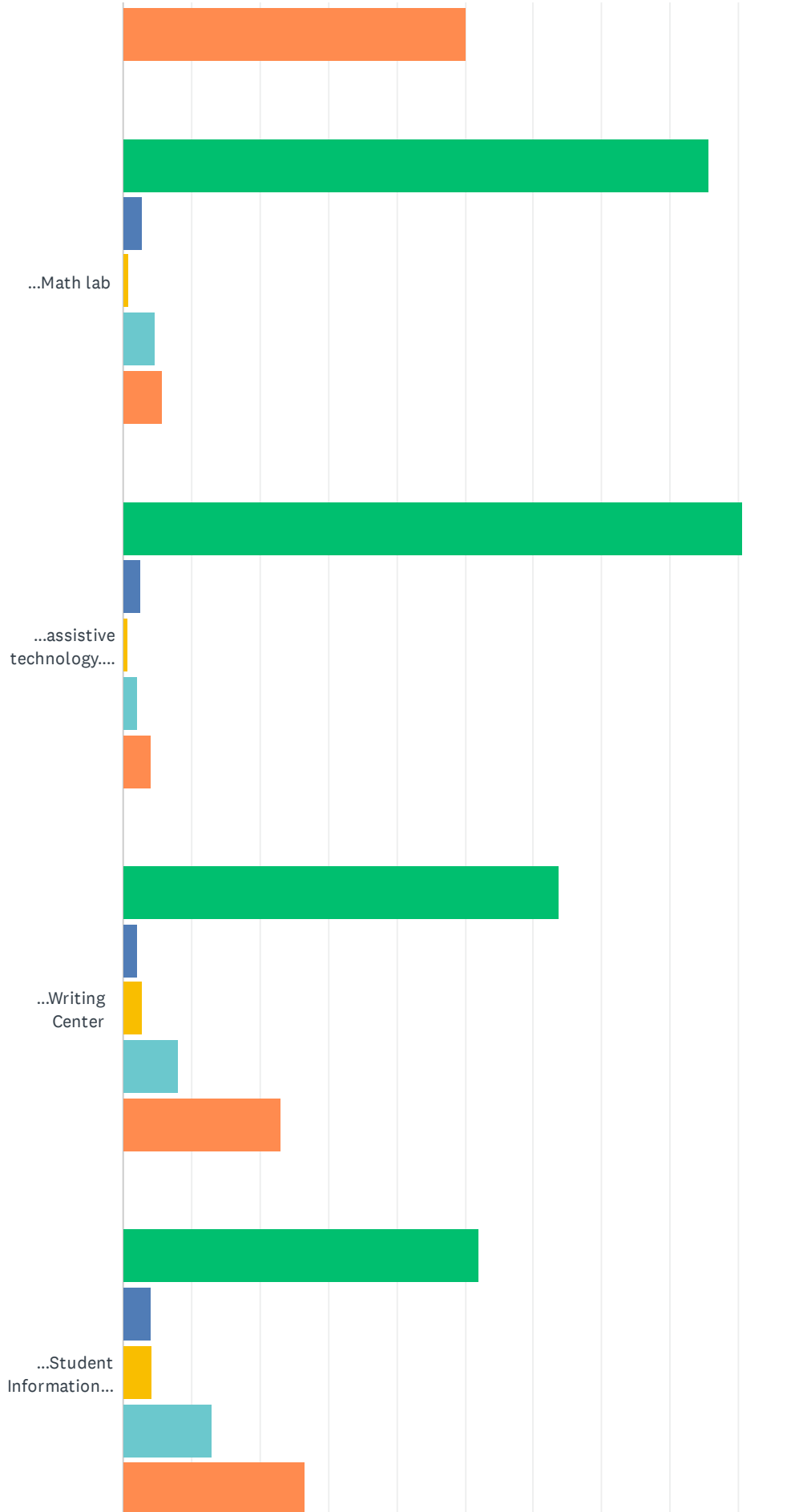
Answered: 327 Skipped: 0



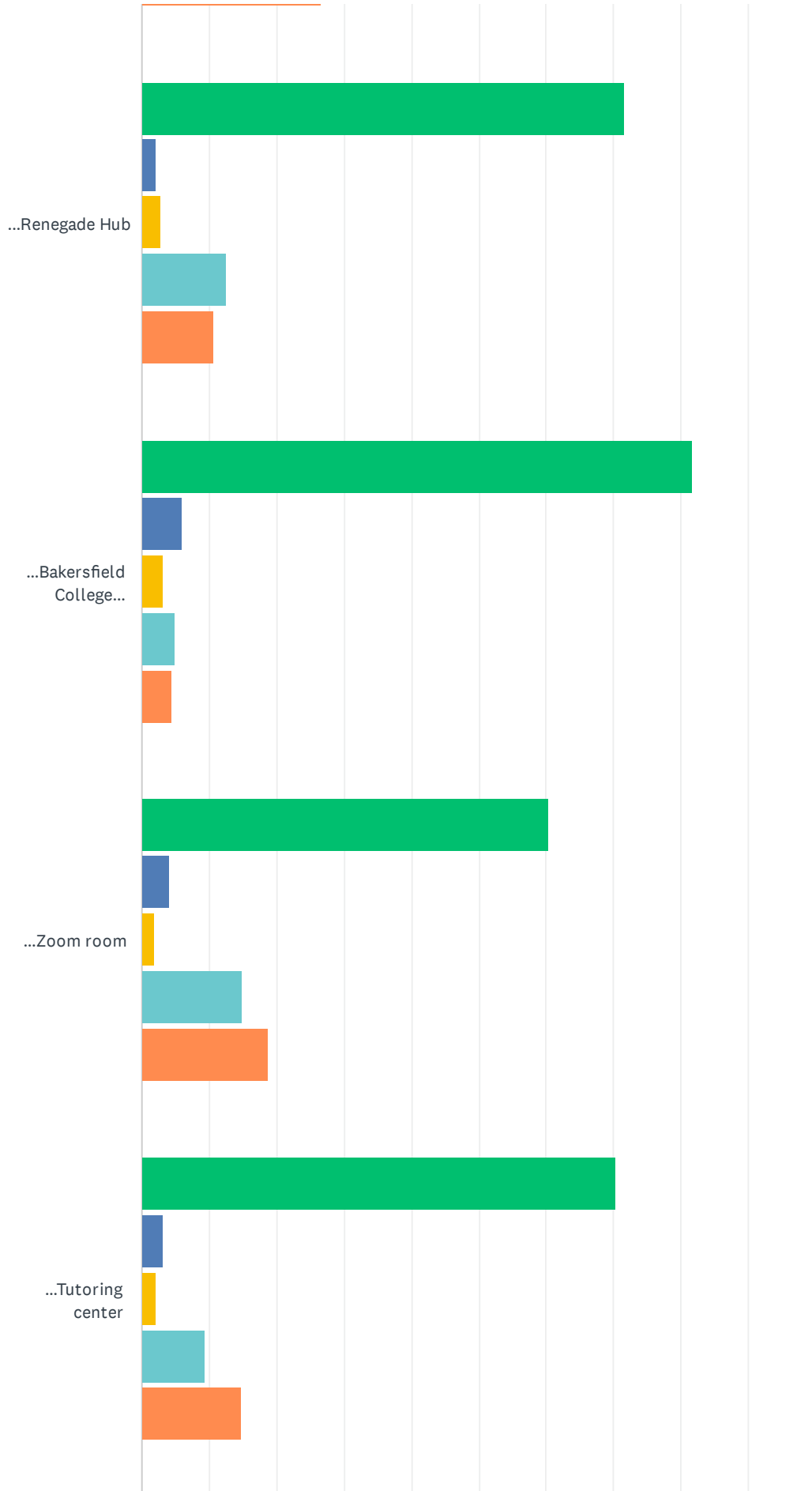
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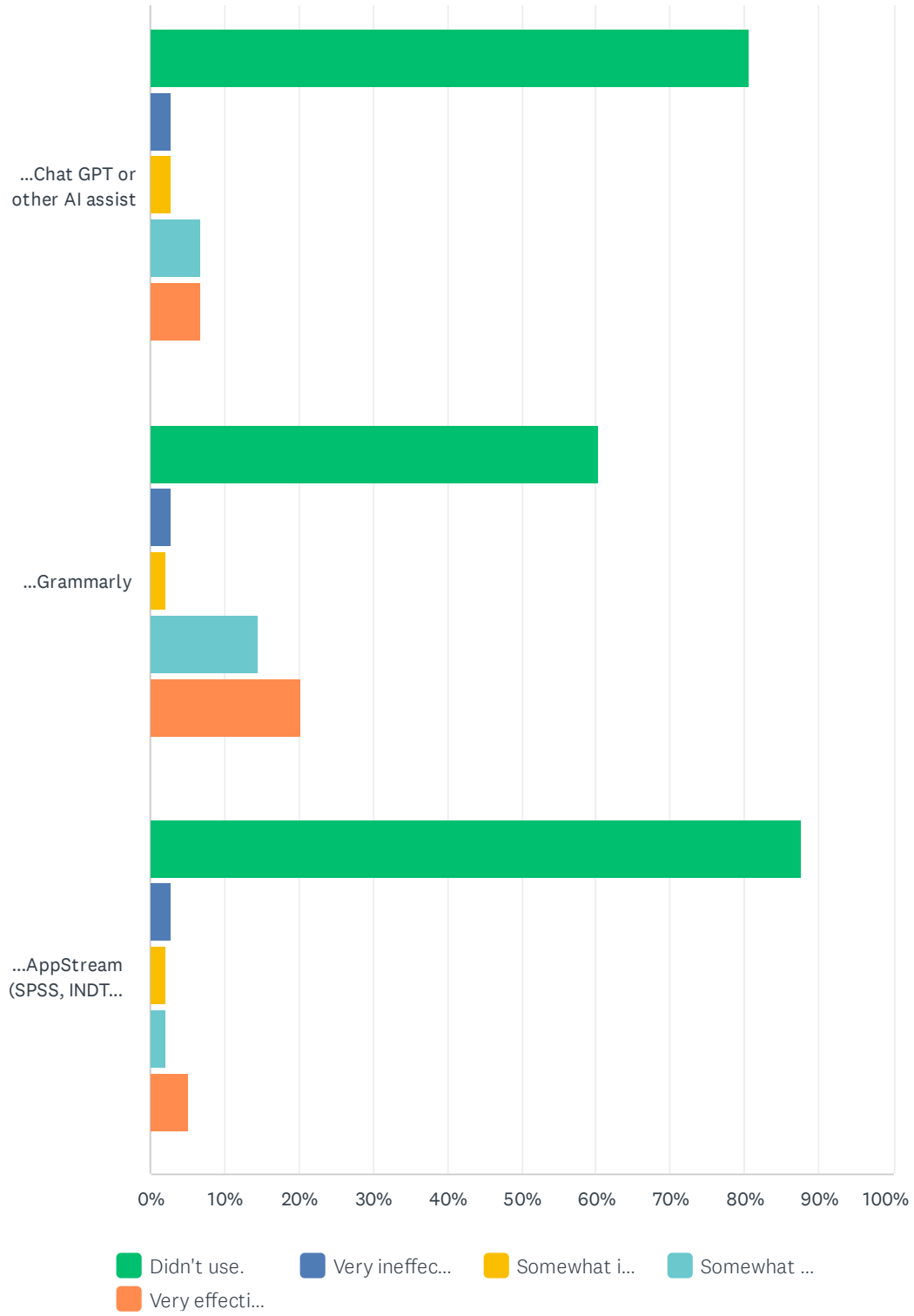
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	DIDN'T USE.	VERY INEFFECTIVE	SOMEWHAT INEFFECTIVE	SOMEWHAT EFFECTIVE	VERY EFFECTIVE	TOTAL
...Canvas (the learning management system used for online classes and some face-to-face classes).	2.80% 9	2.17% 7	2.17% 7	20.19% 65	72.67% 234	322
...InsideBC. (portal)	1.54% 5	2.16% 7	3.09% 10	27.16% 88	66.05% 214	324
...BC student email system (i.e. @email.bakersfieldcollege.edu)	2.15% 7	3.37% 11	0.92% 3	17.48% 57	76.07% 248	326
...computer labs on campus.	55.73% 180	3.10% 10	1.86% 6	11.15% 36	28.17% 91	323
...the pay-for-print system.	73.13% 234	5.31% 17	3.44% 11	9.38% 30	8.75% 28	320
...your laptop, tablet, or phone during class (for class related purposes).	14.86% 48	2.48% 8	2.79% 9	23.53% 76	56.35% 182	323
...Bakersfield college wi-fi access.	28.57% 92	3.73% 12	5.28% 17	20.19% 65	42.24% 136	322
...BC web site.	4.97% 16	3.42% 11	9.94% 32	31.68% 102	50.00% 161	322
...Math lab	85.76% 271	2.85% 9	0.95% 3	4.75% 15	5.70% 18	316
...assistive technology. (i.e. Kurzweil, Jaws, etc.)	90.65% 291	2.49% 8	0.62% 2	2.18% 7	4.05% 13	321
...Writing Center	63.75% 204	2.19% 7	2.81% 9	8.13% 26	23.13% 74	320
...Student Information Desk (SID)	52.01% 168	4.02% 13	4.33% 14	13.00% 42	26.63% 86	323
...Renegade Hub	71.61% 227	2.21% 7	2.84% 9	12.62% 40	10.73% 34	317
...Bakersfield College Renegade Bot	81.56% 261	5.94% 19	3.13% 10	5.00% 16	4.38% 14	320
...Zoom room	60.44% 194	4.05% 13	1.87% 6	14.95% 48	18.69% 60	321
...Tutoring center	70.44% 224	3.14% 10	2.20% 7	9.43% 30	14.78% 47	318
...Chat GPT or other AI assist	80.69% 259	2.80% 9	2.80% 9	6.85% 22	6.85% 22	321
...Grammarly	60.25% 194	2.80% 9	2.17% 7	14.60% 47	20.19% 65	322
...AppStream (SPSS, INDT software)	87.74% 279	2.83% 9	2.20% 7	2.20% 7	5.03% 16	318

#	OTHER (PLEASE SPECIFY)	DATE
1	No others!	2/21/2024 6:08 AM
2	I'd give Canvas and InsideBC a rating between Somewhat Effective and Very Effective, if such a choice existed.	2/19/2024 7:24 PM
3	I have used some of these in the past. At the time of use, they were very effective.	2/17/2024 10:48 AM
4	NetTutor was EXCELLENT!	2/16/2024 4:40 PM

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5	The standard College Library computer terminals with their built-in apps are usually sufficient for my college needs.	2/15/2024 4:45 PM
6	N/A	2/15/2024 12:32 PM

Q5 If you had problems related to any of the technologies listed above, 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)

Answered: 112 Skipped: 215

#	RESPONSES	DATE
1	Nothing so far	2/27/2024 10:04 AM
2	N/A	2/26/2024 9:04 AM
3	You name it i had an issue and the time it took to get things resolved was unacceptable when you are dealing with class deadlines!	2/25/2024 12:28 PM
4	No problems at all	2/22/2024 11:03 AM
5	I am unable to use inside bc unless i am on campus i got a new phone number and i am unable to update my number in the system i can not do the two step verification because it sends the text to my old number that I no longer have access to I have updated my number with admissions and records already and that didn't fix the issue	2/21/2024 6:15 PM
6	none i	2/21/2024 5:49 PM
7	N/A	2/21/2024 9:55 AM
8	I haven't had any problems related to any of the technologies above of major interference with my technological purposes.	2/21/2024 6:08 AM
9	Teachnogy never works, please help and fix thee problem especially with the computers and that very young dapper renegade bot.	2/20/2024 3:47 PM
10	The pay-for-print system at the panorama campus is hard to navigate and you can't rely on it. The computer lab computers on the panorama campus in the library computer lab are also incredibly slow.	2/20/2024 3:36 PM
11	Teachers not wanting to deal with Canvas, always complaining about it and me finding myself frustrated because I want to turn in my work but the dates are off so it gets to be complicated. I want to do good but I think teachers need to organize Canvas better to make things smoother for everybody.	2/20/2024 10:49 AM
12	I think the website is confusing. Specifically Inside BC and all it's options. Also when choosing your class schedule and looking up CRNs, I think it would be neat to have it formatted neater.	2/20/2024 10:09 AM
13	N/A	2/20/2024 7:45 AM
14	I wanted to print from my Chromebook but I was told I needed to sign into a BC computer to print.	2/19/2024 7:39 PM
15	Not a "problem," but Canvas has a large menu with a lot of potential & possibilities. It is best if the instructor streamlines the areas by using as few of the options as possible. I am referring to the features on the left-hand side. Fortunately my own current instructor does this, but I'm just pointing it out for others and the future.	2/19/2024 7:24 PM
16	none	2/19/2024 7:11 PM
17	n/a	2/19/2024 1:42 PM
18	It freezes and I have to restart it sometimes. BC Delano	2/19/2024 1:20 PM
19	I don't really see any problems with the technology that BC have since when I use them it mostly works every time and was able to get my work done or getting the help I needed from my instructors.	2/19/2024 8:24 AM

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20	having access to wifi at the campus	2/18/2024 9:59 PM
21	so far i have had no issues with any of these technologies.	2/18/2024 12:27 PM
22	In the computer labs for printing purposes. When paying up I've had two incidents where it just swallows my money and my card gets charged. I could've find the point saved up or money put into the website to print. So I relay on fedex.	2/17/2024 7:36 PM
23	N/A	2/17/2024 7:04 PM
24	NA	2/17/2024 1:07 PM
25	There are times when the canvas app can be clunky, no fault of BC's. The wifi can be improved at the SW campus. It does not reach all of the third floor and it can be very slow/non-responsive, leading me to believe that the system is not built with the amount of use/traffic it receives during the day or possibly did not have future-proofing in mind.	2/17/2024 10:48 AM
26	I did not have any problems	2/17/2024 3:49 AM
27	N/A	2/16/2024 5:37 PM
28	N/A	2/16/2024 5:33 PM
29	Bakersfield College Website. I was trying to find a professor's email address, but the faculty directory didn't come up, and then I had to scroll through multiple pages of names because there is no department drop down to narrow down the results on the directory once I found the directory myself at the bottom of the webpage. (Online)	2/16/2024 4:40 PM
30	When I needed to use the computer in the library it was closed, but I was able to print at the student center.	2/16/2024 2:19 PM
31	Writing center cancel appointment and advise to walk in. Walked in, wait for 45 min than I realized they had a sign that said no walk ins. No one checks who is signing in or engages with students to better help or inform of what they got going on. Is very hard to get help from writing center. Seems like they are very short handed.	2/16/2024 1:33 PM
32	N/A	2/16/2024 1:08 PM
33	N/A	2/16/2024 12:15 PM
34	N/A	2/16/2024 7:56 AM
35	Canvas at the moment is a technology I no longer have access to due to the change in email addresses. Log in attempts only redirect me to a page stating there is no Canvas account for the old email address I don't use.	2/15/2024 11:56 PM
36	N/A	2/15/2024 11:45 PM
37	SID Sometimes hard to understand and not really approachable or welcoming	2/15/2024 10:49 PM
38	N/A	2/15/2024 10:41 PM
39	n/a	2/15/2024 10:39 PM
40	N/A	2/15/2024 10:17 PM
41	N/A	2/15/2024 9:11 PM
42	RenegadeBot is too simple to do what a person could do better. If my question has not been pre-loaded into the bot, it has no idea how to proceed. Location is irrelevant, RenegadeBot is insufficient regardless of platform.	2/15/2024 8:30 PM
43	Canvas itself is fairly user friendly and easy to use. The issue is when the canvas shells are not set up correctly. I have had many issues with shells having incorrect due dates, out of date syllabi, or issues navigating the shell due to broken links or the shell not being set up correctly. I believe that Kurzweil is the software for converting textbooks to audio but I didn't use it for long because it was not very user friendly. I	2/15/2024 7:54 PM
44	When I had a confirmed online tutor appointment the tutor never showed up.	2/15/2024 7:14 PM
45	none yet	2/15/2024 6:40 PM

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46	Internet can be spotty	2/15/2024 5:40 PM
47	When I encounter technical difficulties on system computers, the college library staff can usually assist or provide necessary explanations or remedies.	2/15/2024 4:45 PM
48	When using AppStream for my statistics class, I encountered many issues. It took a long time for my class to even get access to it after repeated back and forth with tech department. When I did have access, the tools were very slow and didn't work half of the time.	2/15/2024 4:40 PM
49	None	2/15/2024 4:26 PM
50	AppStream SPSS was difficult to navigate through.	2/15/2024 4:23 PM
51	n/a	2/15/2024 3:12 PM
52	None	2/15/2024 2:20 PM
53	Canvas sends me 6 alerts for every 1 item	2/15/2024 2:19 PM
54	The Appstream that linked the RSLogix is incredible slow and overall, not too useful to the PLC courses. I understand that it's a financial issue with the college. It's nice to have so that I can build programs away from campus but it's just too slow and is incredibly difficult to locate basic functions such as saving a program and bringing the program to class on a flash drive to use in the class labs. If this was updated and easier to use or even more similar to what we use in class, then I would've used it more. It's just more practical to not complete a lab and move onto another lab than it is to access RSLogix at home, spend the time, and bring it to class. This is a issue with many students. We are more inclined to just take the negative points in class than spend hours and hours building a simple and basic program at home. At its current level, it's just a waste of time.	2/15/2024 2:17 PM
55	Chatgpt or AI assist, there has been times where it tricks with what you wanted to ask or it does not provide the necessary information. Online websites with any applications.	2/15/2024 1:39 PM
56	I don't know	2/15/2024 1:13 PM
57	Not applicable	2/15/2024 12:53 PM
58	N/A	2/15/2024 12:42 PM
59	I've tried to use the chat bot several time and it has never given me a usable answer.	2/15/2024 12:35 PM
60	N/A	2/15/2024 12:32 PM
61	App Stream was a bit difficult to use from home when trying to log onto SPSS. Also, the computers in the main campus library don't seem to have SPSS on them either.	2/15/2024 12:30 PM
62	Wifi Doesn't always work in parts of campus.	2/15/2024 12:20 PM
63	The issues I have experienced are usually short-lived (small errors) or in the case of Canvas-it depends on the professor, honestly.	2/15/2024 12:10 PM
64	N/A	2/15/2024 12:10 PM
65	Internet at motel unreliable	2/15/2024 12:07 PM
66	Bc WiFi. It's impossible to use everywhere for my laptop	2/15/2024 11:49 AM
67	Some locations around the main campus have wifi issues	2/15/2024 11:47 AM
68	The strength of the WiFi signal varies drastically depending on where you are on campus. For example, in the newer buildings such as the Welcome Center and Science and Engineering, the WiFi always has a strong signal, but in some older buildings, particularly the Center for Student Success, Humanities, and Fine Arts, the signal is very weak and inconsistent.	2/15/2024 11:46 AM
69	Chat bot needs to be tuned to be effective, it does not provide helpful answers Info on website incorrect and outdated	2/15/2024 11:38 AM
70	none.	2/15/2024 11:36 AM
71	Lag on BC Wifi	2/15/2024 11:26 AM
72	Email. I submitted a tech request asking if my email domain be changed but I have heard no	2/15/2024 11:06 AM

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response. It states 24-48 hours I believe, but I am not sure if it has been more than that time already.

73	I have not had any issues.	2/15/2024 10:56 AM
74	The bc wifi didn't work on my dell chrome book so I had to resort to my phone. In both the H building and B building	2/15/2024 10:53 AM
75	N/A	2/15/2024 10:52 AM
76	Sometimes when needing to use my phone in the Fine Arts room. The internet on my phone would go out.	2/15/2024 10:46 AM
77	the math jam is to diffcult for me to use. i tried to enroll and i gave up trying.	2/15/2024 10:42 AM
78	The new BC website design is a mess and hard to navigate. It already feels very outdated.	2/15/2024 10:32 AM
79	Sometimes I have problems with wifi or apps and they don't work as well on my computer vs my phone	2/15/2024 10:17 AM
80	When I did zoom classes last semester (fall 2023) my professor let me know that my mic made a clicking sound when I talked. Not all of the mics though. Also when I would print papers in the main campus library, sometimes the print came out light or splotchy.	2/15/2024 10:16 AM
81	None	2/15/2024 10:14 AM
82	I can't remember	2/15/2024 10:14 AM
83	I don't know how to use campus internet on my personal device .	2/15/2024 10:11 AM
84	On the Bakersfield College website there's a lot of pages that are outdated and it's like, I click on a link or go to a page and it just says the page doesn't exist anymore so it looks the BC website needs a lot more of reorganization.	2/15/2024 10:10 AM
85	N/A	2/15/2024 10:06 AM
86	Campus wifi It would slow down at the most worst times GS building	2/15/2024 10:02 AM
87	The Bakersfield college wi-fi access wasn't working most of the time in the Humanities building	2/15/2024 10:00 AM
88	The pay-to-print doesn't have the option to print in color. I would really like this option.	2/15/2024 9:57 AM
89	Laptop provided by the school has no space left. I continue to clear downloads and it is still out of space regardless.	2/15/2024 9:36 AM
90	The wifi access in my phone doesn't work, but with my laptop does, Bakersfield College Southwest.	2/15/2024 9:33 AM
91	Make John Gerhold be proficient at canvas.	2/15/2024 9:33 AM
92	For events that take place on BC campus sometimes the BC website for the calendar will say one date and time, the big screen in the Welcome center will say another date and time and sometimes even the email sent out as a reminder to students who signed up for that event are not all matching. I believe it took place last semester with a workshop from CTE department that was putting it on.	2/15/2024 9:33 AM
93	Na	2/15/2024 9:30 AM
94	No problems	2/15/2024 9:30 AM
95	BC wifi is sometimes difficult to log onto and requires multiple tries. Main campus 107C	2/15/2024 9:27 AM
96	N/A	2/15/2024 9:26 AM
97	BC my portal, very slow, page doesn't load properly 90% of the time. Canvas is slow, classes don't open, assignments take a while to load.	2/15/2024 9:25 AM
98	the website is dumb and a pain to use. the constant verification code sucks, I cant even log in on my laptop without having to do a verification code everytime.	2/15/2024 9:25 AM
99	N/A	2/15/2024 9:24 AM
100	My computer broke which made me no longer have a computer. I use canvas on my phone.	2/15/2024 9:18 AM

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101	None	2/15/2024 9:13 AM
102	Can't get a WiFi connection while in class & please fix it.	2/15/2024 9:11 AM
103	N/A	2/15/2024 9:08 AM
104	I don't know where the zoom room is located	2/15/2024 9:08 AM
105	The WiFi at the BC Southwest campus isn't reliable. I have an easier time using my phone or tablet without wifi than I do with it.	2/15/2024 9:07 AM
106	With the bc page sometimes it won't load in the insidebc page.	2/15/2024 9:06 AM
107	Wifi connection at southwest	2/15/2024 9:06 AM
108	The SE building has no access to the Bakersfield College wifi	2/15/2024 9:05 AM
109	n/a	2/15/2024 9:04 AM
110	I have no problems with technology	2/15/2024 9:04 AM
111	N/A	2/15/2024 9:04 AM
112	n/a	2/15/2024 9:03 AM

Q6 Tell us what Bakersfield College can do with technology to better support your academic success.

Answered: 118 Skipped: 209

#	RESPONSES	DATE
1	Nothing so far	2/27/2024 10:04 AM
2	you have too many things to deal with. Simplify it.	2/25/2024 12:28 PM
3	FIX BROKEN LINKS ON THE WEBSITE.	2/24/2024 12:02 AM
4	Nothing comes to mind	2/22/2024 11:03 AM
5	N/A	2/21/2024 9:55 AM
6	Bakersfield College can better assess technology to better support my academic success by providing better Wi-fi at the Career Technical Educational Center.	2/21/2024 6:08 AM
7	Renegade bot needs accents and different helpers with different and various backgrounds.	2/20/2024 3:47 PM
8	Upgrade certain technologies to support all students and not just STEM students.	2/20/2024 3:36 PM
9	I'm yet to find someone with knowledge about Autocad for MacOS I been having to work extra hard to figure it out on my own.	2/20/2024 10:49 AM
10	Have yet to try canvas on my mobile device but can't really think of anything else at the moment. Very happy with the coursework, professors and event programming/networking opportunities.	2/20/2024 7:45 AM
11	As a returning student, I would have benefitted from "how to" navigate the portals we use.	2/19/2024 7:39 PM
12	Can't think of anything offhand. BC does a great job.	2/19/2024 7:24 PM
13	none	2/19/2024 7:11 PM
14	I think BC does a great job at supporting our academic success	2/19/2024 1:42 PM
15	Something to avoid this from happening again, please.	2/19/2024 1:20 PM
16	The thing that BC can do is sending a special email in the beginning or the middle of the semester to remind the student about the helpful information about their technology or supporting websites that they have and how they can go to so they can remember to use them for any helping purposes or guiding them in using it better on their own.	2/19/2024 8:24 AM
17	When it comes to technology, I have no complaints however thats in large part due my personal inventory which already included a printer, Reiable Cellular device and an outdated PC. I can myself not being as productive if I had to rely solely on the technology resources available through BC. Nevertheless, I'm very grateful for we even being eligible to rent a chromebook and i can definitely see Bakersfield college trending in the right direction. Thank you all for making this possible!	2/19/2024 2:22 AM
18	Improve WiFi and grant Chromebooks to students	2/18/2024 3:45 PM
19	Much better than CSUB	2/18/2024 2:26 PM
20	so far i am satisfied with Bakersfield College technology to help me with my school work.	2/18/2024 12:27 PM
21	Providing online lab courses or experiments that have to do with agriculture majors that way more courses are available for students. More opportunities for DSPS students that way this program has students enroll more often for personal reasons. It can be difficult learning in a full lab when competing for enrollment.	2/18/2024 8:48 AM
22	That new class room camera system is nice. Being able to pick if you can be in class in person or via zoom is amazing. It always more opportunity to not have to miss a class due to	2/17/2024 1:52 PM

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	daily life	
23	NA	2/17/2024 1:07 PM
24	Better wi-fi capabilities for those who use the system in the student spaces of the campus.	2/17/2024 10:48 AM
25	I like the technology available to me. I think BC goes above and beyond the norm to accommodate students.	2/17/2024 3:49 AM
26	The website could definitely be easier to navigate. It's a little difficult to find things.	2/16/2024 8:05 PM
27	They can help by providing a slightly better source of internet.	2/16/2024 5:37 PM
28	N/A	2/16/2024 5:33 PM
29	Make the website more sensitive to key words so that the results match with what the keyword search was.	2/16/2024 4:40 PM
30	N/A	2/16/2024 1:08 PM
31	N/A	2/16/2024 12:15 PM
32	the wifi at times is a little slow but works fine other wise	2/16/2024 10:57 AM
33	N/A	2/16/2024 7:56 AM
34	Canvas operates outside of BC I presume. Otherwise, some way for better flow in accessing the app with email changes.	2/15/2024 11:56 PM
35	N/A	2/15/2024 11:45 PM
36	improve	2/15/2024 10:49 PM
37	Please consider more than one open wifi network	2/15/2024 10:41 PM
38	easy access to wifi	2/15/2024 10:39 PM
39	In recent semesters the wifi has been lack luster and honestly worse than normal data.	2/15/2024 10:17 PM
40	They are doing great.	2/15/2024 9:11 PM
41	I have not heard of many of these technologies. Perhaps better advertisement from BC would help others know they are available to them.	2/15/2024 8:30 PM
42	It would be nice if professors had a general outline for canvas shells, or more training so that there aren't issues navigating classes at the start of every semester. I am not sure what can be done about Kurzweil or if there is another software available but I did struggle navigating the software and using all its functions. I also found the voices hard to understand when sped up but two slow to sit through and listen to when slowed down.	2/15/2024 7:54 PM
43	look like bakersfield college has it all together so fare	2/15/2024 6:40 PM
44	I	2/15/2024 5:44 PM
45	Reducing the number of logins necessary on the college sites has improved in recent years, perhaps the length of time extended before a login renewal at an inactive computer terminal would be of convenience.	2/15/2024 4:45 PM
46	I'd like to see more school wide assistive learning technology. I've heard of programs that other colleges/universities have taken advantage of that I'd like to see provided. For example, I've seen some take advantage of Natural Reader's school program. It'd help a lot for those who have a hard time staying focused due to different learning disabilities or learning differences.	2/15/2024 4:40 PM
47	Better improve AppStream SPSS	2/15/2024 4:23 PM
48	BC already does enough for me at this time	2/15/2024 3:12 PM
49	I would appreciate if the printers in the library had better ink. When printing my papers, some of my words aren't very visible.	2/15/2024 2:54 PM
50	Better mice and keyboards for art buildings	2/15/2024 2:20 PM

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51	Basically what I said above, for the PLC courses.	2/15/2024 2:17 PM
52	Continue to make Chromebooks available for free checkout for students who need them for classes.	2/15/2024 2:03 PM
53	Bakersfield college can help promote technological applications that are at top ranking for there purposes like for example: no viruses, does not freezes, provides information that are accurate, and accessible to anyone.	2/15/2024 1:39 PM
54	I don't understand what technology means !!!	2/15/2024 1:13 PM
55	Offer more sanitizing wipes in computer labs.	2/15/2024 12:53 PM
56	N/A	2/15/2024 12:42 PM
57	It's confusing and difficult to remember where students should go on the website for different things when Inside BC, My Ban Web, Canvas, and Starfish are all separate options. It would be better to have one integrated place for students to go to see all the available services. Also, students should be able to reset their password without having to contact Antone in IT.	2/15/2024 12:35 PM
58	Make sure the wifi reaches all of the campus please 🙏	2/15/2024 12:32 PM
59	Instructional guide for App Strem and having apps on computers or letting us know which specific computers have SPSS	2/15/2024 12:30 PM
60	I don't know maybe more cell towers.	2/15/2024 12:20 PM
61	I can't think of anything at the time.	2/15/2024 12:10 PM
62	N/A	2/15/2024 12:10 PM
63	Offer wifi boxes to poor chilren	2/15/2024 12:07 PM
64	Pretty please upgrade the computers in the computer lab, they are so slow & also have color ink available for printing. When I print papers out in the computer lab it comes out dull.	2/15/2024 12:04 PM
65	Offer more technology options aside from a chromebook to meet the wide range of needs of students. Sometimes a chromebook isnt conducive to the assortment of assignments students could be dealing with.	2/15/2024 11:55 AM
66	WiFi and how to access it easier	2/15/2024 11:49 AM
67	Have cheaper access	2/15/2024 11:47 AM
68	My main suggestion would be to fix the WiFi signal so that the signal strength remains consistent regardless of location on campus.	2/15/2024 11:46 AM
69	Grades take way too long to post, way longer than any other school by far	2/15/2024 11:38 AM
70	Everything is fine.	2/15/2024 11:36 AM
71	More accessibility to different types of technology and integration in the classroom	2/15/2024 11:26 AM
72	The BC online bookstore has been complicated to say the least. I have had multiple problems ordering my textbooks and it has taken weeks for my books to arrive. Very unsatisfied with the bookstore this semester.	2/15/2024 11:15 AM
73	I think BC can assist professors and students that attend courses in other cities such as shafter high school. Some of us use technology in order to take notes and the professor shows videos that regarding the material we are learning. At shafter high, the professor is connected to their wifi but they are still restricted from using some websites that the professor needs. I think offering mobile hotspots to the professor would be beneficial in her teaching. She can also have students connect if needed. Just an idea.	2/15/2024 11:06 AM
74	Allow for more access to better technologies, like the writing center does. I enjoy going to the writing center	2/15/2024 10:53 AM
75	Free technology support, including free printing please:)	2/15/2024 10:52 AM
76	Its confusing having SO MANY different websites to have to search for the information. Starfish, inside BC BC website.. Canvas, Ebooks. There are too many things to try to keep	2/15/2024 10:51 AM

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track of. It gives me such anxiety thinking I may have missed something on an obscure website.

77	Not much that I can think of.	2/15/2024 10:46 AM
78	Bakersfield College can enhance academic success through technology by ensuring readily accessible and updated resources, including YouTube videos from instructors. As online courses necessitate tech proficiency, instructors should mirror this competency. Providing up-to-date video lectures or explanations for each chapter/module would significantly aid students in comprehending course materials effectively.	2/15/2024 10:43 AM
79	make the wifi easier to use	2/15/2024 10:42 AM
80	Allow more access	2/15/2024 10:18 AM
81	Have easier to contact support people	2/15/2024 10:17 AM
82	Just make sure to check them often for any issues I guess. Check the ink throughout the day for the printer in the library as well (main campus).	2/15/2024 10:16 AM
83	I think the technology is doing great.	2/15/2024 10:14 AM
84	Not sure	2/15/2024 10:14 AM
85	I don't know if I'm just not looking hard enough but there aren't many tables next to outlets in the library for me to charge my devices while I use them for schoolwork.	2/15/2024 10:10 AM
86	N/A	2/15/2024 10:06 AM
87	Improve the campus wifi system	2/15/2024 10:02 AM
88	Provide reliable wi-fi for all students on campus. Keep the BC website up to date.	2/15/2024 10:00 AM
89	The pay-to-print doesn't have the option to print in color. I would really like this option.	2/15/2024 9:57 AM
90	Reach out to student more to offer assistance.	2/15/2024 9:36 AM
91	Make all teachers be constantly updating grades on canvas. Especially in the music department.	2/15/2024 9:33 AM
92	I think better communication with sponsors and with staff in different departments would help resolve this issue as well as not posting something with a date if it may change. In cases like that informing students the date is possible to change check day before going to such event etc. many students take time off work or their already busy schedules to utilize the resources BC provides students if it takes students from taking care of other responsibilities and the event isn't held the integrity of the school and department are jeopardized. Things happen and I understand that but some students maybe really needing the help from that resource or knowledge to help them and if we can't be held to our word and stick to what is written than others will lose confidence in the school and their abilities.	2/15/2024 9:33 AM
93	Na	2/15/2024 9:30 AM
94	Not sure.	2/15/2024 9:30 AM
95	Have more online hybrid classes.	2/15/2024 9:28 AM
96	Your website is confusing. I have talked to counselors who were lost on trying to find things. That is sad.	2/15/2024 9:27 AM
97	Slightly faster internet but the overall wifi experience is a solid 8/10! Not too shabby	2/15/2024 9:26 AM
98	Try to keep them up to date, make sure they are updated, take more student surveys about technology issues.	2/15/2024 9:25 AM
99	fix the website so it works better.	2/15/2024 9:25 AM
100	Everything is great!	2/15/2024 9:24 AM
101	Please keep online classes that are important like Math B23, for people who are disabled and or unable to attend in person due to personal difficulties. These courses are required to complete the certification or degree a lot of students are seeking, and it is eliminating the	2/15/2024 9:19 AM

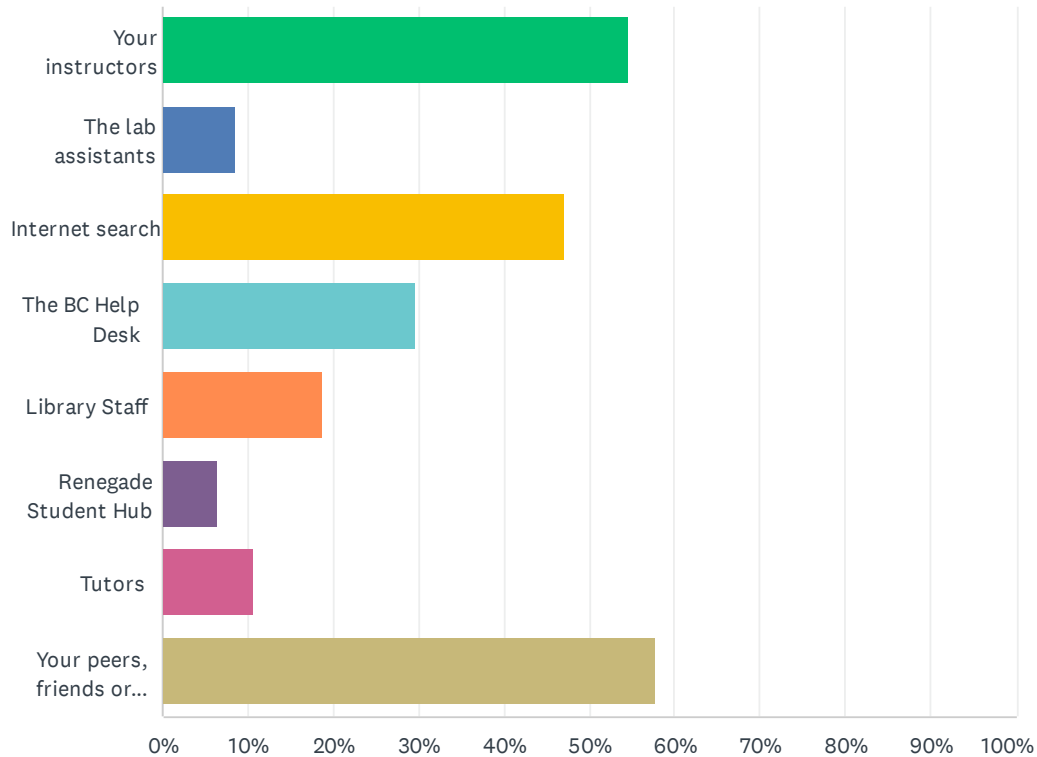
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completion of that degree for many like myself to complete at Bakersfield College where we started our career education.

102	Would it be ok for me to borrow a school computer then give it back at the end of the year?	2/15/2024 9:18 AM
103	Offer limited/free pages per week. Printing is a nightmare in the library.	2/15/2024 9:16 AM
104	Nothing that I can think of.	2/15/2024 9:13 AM
105	Can't get a WiFi connection while in class	2/15/2024 9:11 AM
106	Get more online classes	2/15/2024 9:10 AM
107	Access to laptops or chromebooks or tablets for home use. Later library hours.	2/15/2024 9:09 AM
108	N/A	2/15/2024 9:08 AM
109	I don't know	2/15/2024 9:08 AM
110	Have more step by step answers.	2/15/2024 9:06 AM
111	To make sure every spot on campus has access to the Bakersfield College wifi	2/15/2024 9:05 AM
112	n/a	2/15/2024 9:04 AM
113	You can try to make it my accessible at Bakersfield college and easy to use	2/15/2024 9:04 AM
114	N/A	2/15/2024 9:04 AM
115	Make the wifi more accessible to all students	2/15/2024 9:04 AM
116	Provide take home devices (like hotspots) to provide internet access at home for the individuals who live in rural areas	2/15/2024 9:03 AM
117	provide students with tablets at no cost or low cost, MacBook's not Chromebook, wireless printers for all students.	2/15/2024 9:03 AM
118	Make devices more accessible	2/15/2024 9:02 AM

Q7 When you need support for campus provided technology, which sources do you typically use?

Answered: 284 Skipped: 43



ANSWER CHOICES	RESPONSES
Your instructors	54.58% 155
The lab assistants	8.45% 24
Internet search	47.18% 134
The BC Help Desk	29.58% 84
Library Staff	18.66% 53
Renegade Student Hub	6.34% 18
Tutors	10.56% 30
Your peers, friends or family	57.75% 164
Total Respondents: 284	

#	WHAT WAS THE TECHNOLOGY OR TECHNOLOGIES YOU NEEDED HELP WITH?	DATE
1	None	2/27/2024 6:53 PM
2	The BC website	2/27/2024 10:04 AM
3	Submitting my assignments online and properly connecting to the internet.	2/24/2024 12:33 PM

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4	No others!	2/21/2024 6:08 AM
5	...	2/20/2024 3:47 PM
6	Printing and navigating the BC website.	2/20/2024 3:36 PM
7	I usually use google because everyone else don't have time, even the teachers that are getting pay to teach act like they're to busy to guide you.	2/20/2024 10:49 AM
8	course related software	2/20/2024 7:45 AM
9	Canvas as a student and navigating the inside BC page.	2/19/2024 7:39 PM
10	One assignment was to create a video of ourselves and post it. My laptop refused to do this, so I had to get a neighbor to shoot me with his iPhone. He then found out it only would record and upload 2 minutes. We were rushing around under stress trying to get it done while there was still daylight. In conclusion, with all the myriad of video-recording devices out there and all the problems and incompatibilities, I recommend a student NEVER be assigned to make a video of himself, reliant upon his own limited equipment and resources. It's not fair.	2/19/2024 7:24 PM
11	Psych B6	2/19/2024 11:44 AM
12	Obtaining an updated PC.	2/19/2024 2:22 AM
13	uploading and down loading on my phone or chromebook.	2/18/2024 12:27 PM
14	I am a 72 year old freshman. Everything is new to me.	2/17/2024 7:04 PM
15	Sage vantage	2/17/2024 1:52 PM
16	Inability to gain wifi; issue with login screen inaccurately stating wrong password when trying to access wifi.	2/17/2024 10:48 AM
17	I needed information on my financial aid and I was able to go through the help desk.	2/17/2024 3:49 AM
18	Bakersfield College website	2/16/2024 4:40 PM
19	Information	2/16/2024 1:33 PM
20	N/A	2/16/2024 12:15 PM
21	N/A	2/16/2024 7:56 AM
22	Canvas	2/15/2024 11:56 PM
23	WiFi access	2/15/2024 11:54 PM
24	Wasn't able to open videos or modules.	2/15/2024 11:45 PM
25	N/A	2/15/2024 10:41 PM
26	math	2/15/2024 9:50 PM
27	eBook and final	2/15/2024 9:11 PM
28	links that wouldn't open.	2/15/2024 8:39 PM
29	How to sign in for he computers in order to print something.	2/15/2024 7:18 PM
30	retrievng my G.E.D.	2/15/2024 6:40 PM
31	Printer in the library	2/15/2024 6:12 PM
32	Canvas Studio, issue has been resolved.	2/15/2024 5:54 PM
33	On occasion, I reach blocks in my procedure where I cannot accomplish a given task.	2/15/2024 4:45 PM
34	Can't recall	2/15/2024 4:26 PM
35	I could not enter the Wi-Fi password to the BC Southwest campus. I could not have access to the Wi-Fi.	2/15/2024 4:23 PM
36	Computer in library	2/15/2024 3:29 PM

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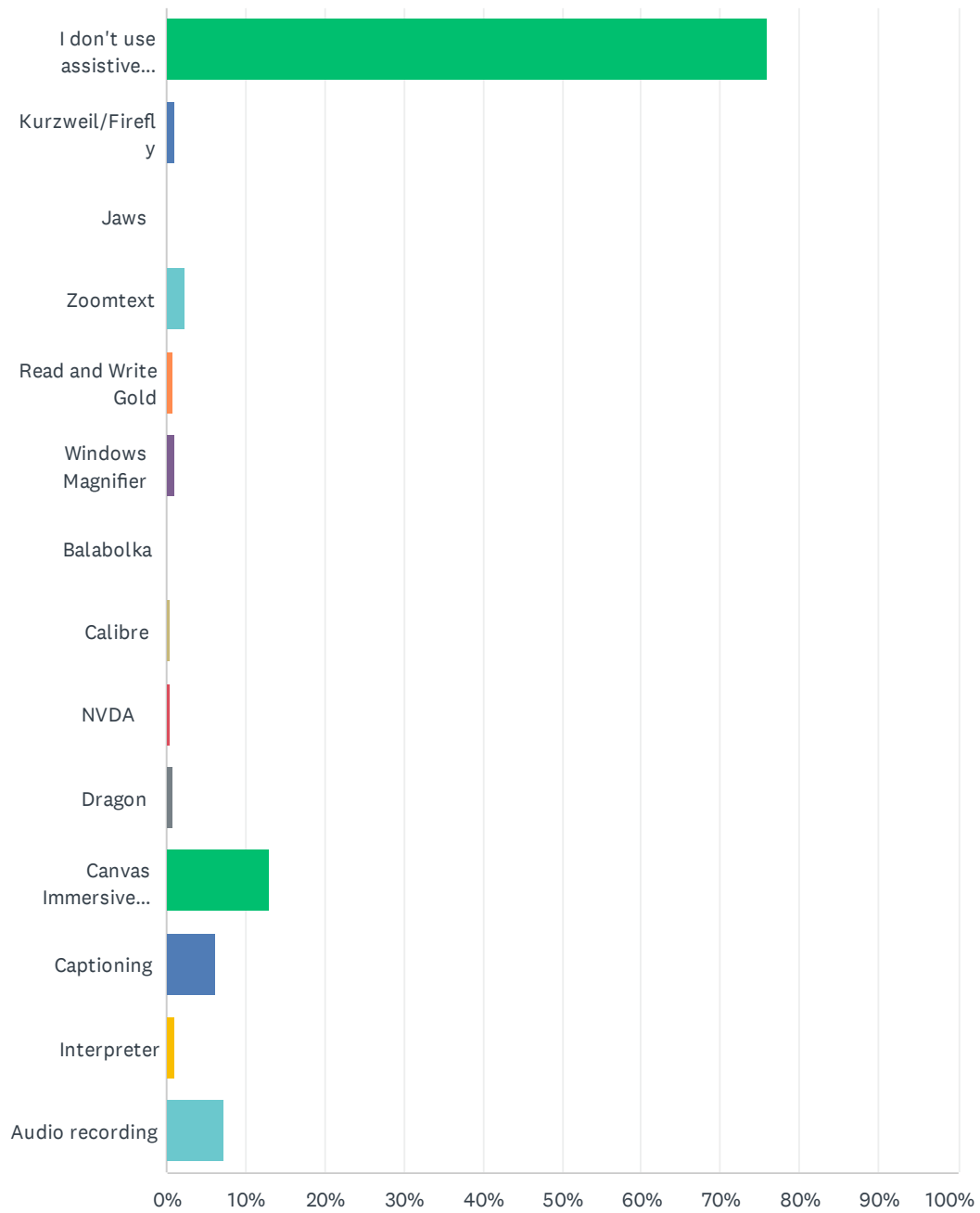
37	haven't needed help but besides looking it up for myself, the only other people i would ask would be teachers.	2/15/2024 3:12 PM
38	Library computers and printing.	2/15/2024 2:54 PM
39	Grammarly, chapgpt, and pdf.	2/15/2024 1:39 PM
40	To get access to Inside Bc.	2/15/2024 1:38 PM
41	Nothing till now	2/15/2024 1:19 PM
42	?	2/15/2024 1:13 PM
43	Printing	2/15/2024 12:53 PM
44	None	2/15/2024 12:44 PM
45	General computer use and Canvas	2/15/2024 12:30 PM
46	Nothing here, just the AI help. I have used AI services to double check my work for grammatical issues. (ChatGPT and Grammarly)	2/15/2024 12:10 PM
47	Printer	2/15/2024 12:04 PM
48	WiFi	2/15/2024 11:49 AM
49	Navigating BC website.	2/15/2024 11:45 AM
50	Computers.	2/15/2024 11:36 AM
51	BC systems such as Starfish	2/15/2024 11:26 AM
52	Ordering textbooks from BC bookstore website	2/15/2024 11:15 AM
53	SPSS was a little complicated at first. I was expected to download labs from my instructor, then upload them to SPSS. I was glad I had OneDrive, it made it easier.	2/15/2024 11:03 AM
54	N/a	2/15/2024 10:46 AM
55	When seeking support for campus-provided technology, my primary sources are typically internet searches and instructor guidance. Given the immediate nature of online courses, quick assistance is crucial. While peers and family may offer help, they may not always be readily available, making online resources and instructor support invaluable for resolving issues promptly.	2/15/2024 10:43 AM
56	Usually apps required to use in class	2/15/2024 10:17 AM
57	Just to access zoom or the printers.	2/15/2024 10:16 AM
58	I dont use technology provided by BC.	2/15/2024 10:10 AM
59	Library windows computers	2/15/2024 10:02 AM
60	Computer, printer, and DVD player	2/15/2024 10:00 AM
61	I would like to borrow a laptop or tablet from BC to do my homework.	2/15/2024 9:36 AM
62	Logging in to the computers on campus for the first time	2/15/2024 9:33 AM
63	No	2/15/2024 9:33 AM
64	Navigating the new BC website, help with a paper, proof reading and critical criticism to help improve deliverance and meaning of papers written.	2/15/2024 9:33 AM
65	N/A	2/15/2024 9:26 AM
66	I don't have/ use school provided technology.	2/15/2024 9:25 AM
67	I haven't had an issue yet.	2/15/2024 9:24 AM
68	I need an extra computer to use at home.	2/15/2024 9:18 AM
69	Am new to all this technology	2/15/2024 9:16 AM
70	To find a good computer	2/15/2024 9:10 AM

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71	How to navigate a Mac.	2/15/2024 9:09 AM
72	How to access certain things on different platforms	2/15/2024 9:09 AM
73	BC website	2/15/2024 9:07 AM
74	Access with transcripts and transferring information.	2/15/2024 9:06 AM
75	Wifi connection, was using open not secure	2/15/2024 9:06 AM
76	I don't know who to turn to	2/15/2024 9:04 AM
77	Navigating the BC Website. It's a mess.	2/15/2024 9:03 AM
78	email	2/15/2024 9:03 AM

Q8 Tell us what assistive technology you've used in your classroom or lab.

Answered: 261 Skipped: 66



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ANSWER CHOICES	RESPONSES	
I don't use assistive technology	75.86%	198
Kurzweil/Firefly	1.15%	3
Jaws	0.00%	0
Zoomtext	2.30%	6
Read and Write Gold	0.77%	2
Windows Magnifier	1.15%	3
Balabolka	0.00%	0
Calibre	0.38%	1
NVDA	0.38%	1
Dragon	0.77%	2
Canvas Immersive Reader (Text to talk, change translations into other languages)	13.03%	34
Captioning	6.13%	16
Interpreter	1.15%	3
Audio recording	7.28%	19
Total Respondents: 261		

#	OTHER (PLEASE SPECIFY)	DATE
1	didn't use it	2/25/2024 12:28 PM
2	No others!	2/21/2024 6:08 AM
3	There was a time where I trusted BC technology, but then that faithful day happened and I never could it in thee eye again.	2/20/2024 3:47 PM
4	SPSS	2/16/2024 5:52 AM
5	I don't use nun of that	2/15/2024 1:13 PM
6	none of these	2/15/2024 12:30 PM
7	I've used my phone to check canvas.	2/15/2024 9:18 AM
8	Repeating the video in class to do the assignments & using the subtitles	2/15/2024 9:11 AM
9	Turnitin	2/15/2024 9:08 AM
10	None	2/15/2024 9:04 AM