

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%

TECH NEEDS SURVEY

(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Outdated device

Outdated graphics card, small screen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

TECH NEEDS SURVEY

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%

TECH NEEDS SURVEY

(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.

TECH NEEDS SURVEY

Access to my portal

All the functionality of Myportal would be a start. If myportal does it the app should match that if transparency and fluidity for us is a priority. Not a half complete minimal tasking option that wasn't well thought about being used and seems to be a rushed app with unwise production.

An ability to not need to sign in every time you move to a new section of the app.

Application for all the service in one (One Stop Non Stop across department) — For example: Stanford Health let us make appointments, read messages, and view test results. If degree works, counseling services, mental health services, health services, admission offices, and contact of all instructors all be in one comprehensive application. This will change life

Being able to connect with canvas

Campus updates & alerts

Chat with classmates

Chatting

Clubs and sport teams, etc.

Clubs and sport teams.

Complete the check in without requiring resigning in

Easier access to DegreeWorks

Easier access to apps like DegreeWorks

Easier access to things like transcripts, grades, etc.

Easy access to handshake and viewing/ordering transcripts.

Email client

Emergency assistance button. Like if you are in an emergency on campus, you press it and it sends a geographical location of your position on campus to some computer/station and then help can arrive.

Events at school.

Financing

Finding grades easier / degree works being a little less clunky

Grades (unofficial transcript)

Having MyPortal would be great!

Hours of operation for food on campus

I don't use it super often because I find it easier to use a desktop, so none for now

I finally the Foothill website extremely complicated. I would like it if it were simplified.

I love foothill mobile app

I mostly use the online portal for registering for classes, etc. but I do notice that the app gets stuck loading a lot, or I'll do the daily screening and it'll log me out partway through the day

I often get servers Canvas notifications for the trading of one assignment, is this necessary or can it be adjusted on my preferences?

TECH NEEDS SURVEY

I originally got the app due to certifying negative COVID status during my in person classes this winter 2022. I never used it much other than that. I honestly did not know all the other options available.

I think Foothill has a very good system for online classes

I think I ma slowly getting used to Foothill Mobile App. I find it convenient as of now.

I think everything is great, I can't think of anything else. Maybe it's the best to keep things simpler so canvas can function better and not be worn down.

I think that is all I need from Foothill College mobile app.

I think the app is just fine as is :)

I way to book rooms in the library. It is not convenient to look up a whole new page to book a room.

I wish it would be easier to use it has a couple sizing issues or at least I have experienced them with reading text.

I'll put forth a few ideas: - Some form of communication with other students - Professor Accessibility Office Hour information (time & place) - Resources available on campus - Daily to-do list - Foothill fun facts

I'm really good with technology That's why I don't have a opinion about that

I've been struggling this quarter, so this would help a lot!

Id like to see better os for the application. Moreover, it would be great if we are directly able to view the class schedule from the application's home page.

If the campus has a student news, that would be a great place to read updates about the school.

If the map could be advanced, has the gps function, which I can see my location, that will be better to find the classroom

Improvements on searching for classes, the current design is difficult to read/understand.

In my opinion foothill is very up to date.

In my opinion the app looks good the way it is now, however I would like to have easier way to create a foothill email. I have tried to get one but can't get one for some reason.

It does what it can do so far

It is very limited. I can only access a limited amount of apps that are in myportal

It would be great to open canvas directly through Foothill College Mobile app. I don't have to download two apps.

It would be helpful if it were more like an app, vs a website running inside an app. It felt a little awkward to use – I had the impression it would have been easier to just go to the website and cut out the middle man, as it were.

It'd be cool to have some sort of messaging or communication system integrated within the app. I would also like to see some sort of safety functionality within the app for emergencies. It'd also be cool to see some news such as the ones displayed in the 4700/4800 buildings first thing when I open the app because there are some really cool events that I'd want to learn more about.

Labeling the room numbers would be helpful. A lot of times I don't know which room is office of which thing. Not labeling everything but important shops or facilities on campus in the campus map would be helpful

Link to classes being taken. Canvas

List of study lounge locations and the hours these locations are open, who the study locations are accessible to.

Live chat or student forum

TECH NEEDS SURVEY

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 gases 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

TECH NEEDS SURVEY

Put in a room number and get directions to that area
Scheduling DRC appointments
Search the map for specific room number? A link to the catalog (descriptions of classes)
Seeing schedule of classes
Simplify viewing my portal
Since an update was made it no longer allows you to see your grant or loan acceptance page
So far I have accessibility to everything I need.
Students forums, students chat rooms... a corner to connect students offline.
The app is great just the way it is but maybe you can add some group chats or communities to get to meet new people and make friends through the college.
The option to see our class schedule for the quarter
To see waitlist number after being added into the waitlist.
Tutorial on where everything is in the app
Yes, I would like to see an easier way of creating one on one appointments with counseling.
alarming appointment or school event
assignment reminder
homework planning/timeline tools like those from Rice and U. of Mn <https://www.lib.umn.edu/services/ac> <https://cte.rice.edu/workload>
i wish the app was smoother at running
i would like to be able to access my fafs. Im not sure if i can already.
it is okay, maybe just space things apart more so its easier to read
it's useful and quick
map to find classroom
need ZOOM call in phone
reminders of the events
reserve books at the library

(6) Did you print a document on campus during this past year?

	N	%
Yes	83	14%
No	513	86%
Total	596	100%

(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.

First of all, I really hate how there isn't free printing on campus. Ink is really expensive and I'd like to see some support from the college to help students with this burden. Second, the time that I did use myPrintIt, it wasn't working in the library so it was a little difficult to operate.

Flash drive was not working.

Hard to find printer. Library closes too early compared to my night classes.

I didn't really get the instructions it was confusing

I don't own a printer, my pc is too old 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

It was confusing and different from the past quarter but the librarians kindly helped me out. Definitely would not have figured it out on my own!

It was hard doing it at first and reloading paper.

Library not opening.

Printer was broken

Some printers were under maintenance when I needed to print some papers. I also had a hard time finding the printers on campus.

Sometimes it's not working

Sometimes the computer would not print the document I wanted it to print.

The DRC needs to provide instruction on printing so you don't have a stressful emergency trying to figure it out when you need it. App wasn't working, only informed about 2 printers and one site wasn't working. Very time consuming and needed several others to help me through.

The desktop computers used for printing in the lab were slow

There was a lot of steps to print on campus.

When I needed to print worksheet for class it was hard to find a place to print those papers

no color printing :(

(7) Do you have a Foothill College student email account ending in foothill.edu?

	N	%
No	306	52%
Yes	283	48%
Total	589	100%

(8) How would you prefer to receive communications from Foothill College? Please select your top 3 options.

	N	%
Email	470	79%
Text message	212	36%
Canvas pop up message	170	29%

Other: Write In

Phone call (3)

All Foothill matter in one comprehensive (One Stop Non Stop) app

Counselor

Didn't select other but I think that through the mobile app with notifications would be valuable

Email

Email through canvas is often delayed, personal email is faster

Foothill college mobile app

I get too many FH emails.

My portal

Personal email

Pronto

Verbal 1-1 or through academic counselor. if email, need text to inform me of important email i should read. i am autistic and email is overwhelming to deal with so

I don't read email.

discord

(9) Select the term(s) that best describes your race/ethnicity.

Race/Ethnicity	N	%
Asian	190	32%
White	127	22%

TECH NEEDS SURVEY

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%

TECH NEEDS SURVEY

(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 - Filipino 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%

TECH NEEDS SURVEY

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.