Peralta Community College District

Office of Institutional Research

Summary Analysis Report: Student Technology Needs

Prepared by District Office of Institutional Research

April 18th of 2020

A total of 21,908 students were invited to take the Student Technology Needs Survey. Students were contacted through their Peralta’s emails and personal email (if provided). The students currently enroll in classes through Peralta CCD colleges as of March 23rd, 2020. A preliminary analysis was performed based on 1,205 respondents as of 5pm on March 27th, 2020. A summary analysis was performed at survey closing with a total of 3,151 respondents.

Overview

* 21,908 students invited to take survey on March 25th, 2020
* 1,205 students responded at end of day on March 27th, 2020
* Another 1,946 respondents participated yielding a total of 3,151 respondents at survey closing on April 15th, 2020.
* Response rate is 14.4% and below are the student groups participants belonged to.

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| Table 1. Demographics Comparison | | |
| Student Groups | Pool (21,908) | Respondents (3,151) |
| Full-time | 28.2% | 36.1% |
| VET | 1.2% | 1.1% |
| Foster Youth | 0.2% | 0.1% |
| CalWorks | 1.1% | 1.3% |
| DSPS | 4.1% | 6.8% |
| EOPS | 7.5% | 11.3% |
| Umojia | 3.0% | 4.0% |
| Puente | 0.5% | 0.7% |
| New Matric | 5.8% | 5.1% |
| BOG | 42.0% | 51.0% |
| Pell | 13.8% | 17.4% |

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| Table 2. Respondents by College | | |
| Colleges | Respondents | % of Total |
| Berkeley City College | 951 | 30% |
| College of Alameda | 649 | 21% |
| Laney College | 1413 | 45% |
| Merritt College | 869 | 28% |
| Total Unduplicated Respondents | 3,148 | 100% |

Communication

* Based on student’s overall comments when asked how communication can improve, it appears:
  + The students are appreciative of the communication and many have said “great job”.
  + Students would like to hear clear and frequent communications (i.e. weekly).
  + Students would like to hear more communications from their instructors.
  + Students prefer email communications primarily and some students prefer texting too.
* About 90% of respondents who responded after March 27th said they heard from *ALL* or *Some* of their instructors while 7% have *not heard from any* instructors.
* About 86% of respondents who responded after March 27th said they know the status of *ALL* their courses while 11% *do not know the status* of any of their courses.
* From the respondents as of March 27th about 33% of respondents said they have heard from *ALL* their instructors ***and*** know the status of *ALL* their courses. Whereas in the analysis of the respondents after March 27th, 57% of respondents said so.

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| Table 3.1 Crosstab of Faculty Communication and Awareness of Class Status | | | | | |
| Before 5p on March 27th Group | Yes, I know the status for all of my courses. | Yes, I know the status for some of my courses. | No, I do not know the status for any of my courses. | No Response | Row Total |
| Yes, I have heard from all of my instructors | 33.4% | 15.9% | 6.8% | 0.2% | 56.4% |
| Yes, I have heard from some, but not all of my instructors | 4.0% | 21.2% | 4.1% | 0.0% | 29.3% |
| No, I have not heard from any of my instructors | 1.4% | 0.8% | 9.5% | 0.0% | 11.7% |
| No Response | 0.0% | 0.0% | 0.2% | 2.4% | 2.6% |
| Column Total | 38.8% | 37.9% | 20.6% | 2.7% | 100.0% |

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| Table 3.2 Crosstab of Faculty Communication and Awareness of Class Status | | | | | |
| After 5p on March 27th Group | Yes, I know the status for all of my courses. | Yes, I know the status for some of my courses. | No, I do not know the status for any of my courses. | No Response | Row Total |
| Yes, I have heard from all of my instructors | 57.1% | 9.8% | 3.1% | 0.3% | 70.3% |
| Yes, I have heard from some, but not all of my instructors | 2.7% | 14.7% | 2.4% | 0.1% | 19.8% |
| No, I have not heard from any of my instructors | 0.7% | 0.4% | 5.3% | 0.1% | 6.5% |
| No Response | 0.2% | 0.1% | 0.1% | 3.1% | 3.3% |
| Column Total | 60.7% | 24.9% | 10.8% | 3.5% | 100.0% |

Connectivity

* About 4.0% of respondents said they do not have reliable internet services and cannot obtain such services.

Preparation/Comfortability for Remote Instruction

* Respondents commented that access to textbooks and software (Adobe) would be helpful.
* In addition to a laptop loan program, the district may want to consider a loan program for webcams as 22% of respondents said they don’t have a webcam for video conferences.
* About 64% of Peralta students are very or moderately comfortable with accessing instruction virtually whereas about 16% are not.
* Most are comfortable using Email and Canvas while about 19% are not comfortable using video conferencing for remote learning.
* Of the responses collected by March 27th, 27% of respondents said they know who to contact for a technical issue with remote instruction whereas after March 27th about 33.5% said so. There is a need to improve awareness in this area.
* Table 6 displays the percentage of respondents who said a loaned laptop would help.

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| Table 4. Preparation for Remote Instruction: | | | |
|  | Yes | No | Do Not Know |
| I have access to the Internet | 90% | 6% | 1% |
| I have a computer I can use | 80% | 15% | 2% |
| I am familiar with Canvas | 85% | 9% | 2% |
| I have access to Zoom | 69% | 15% | 13% |
| I have a quiet place to do my schoolwork | 72% | 20% | 5% |
| I have access to the software I need | 61% | 16% | 20% |
| I have a webcam for video conferences | 68% | 22% | 6% |
| I have access to a printer | 53% | 41% | 3% |
| I have access to a scanner | 42% | 48% | 6% |

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| Table 5. How comfortable are you with using the following platforms to complete your courses in a remote or modified learning environment? | | | | |
|  | Very/moderately comfortable | Neither comfortable nor uncomfortable | Very/moderately uncomfortable | No Response |
| Video Conferencing (i.e. Zoom) | 57.8% | 20.0% | 18.6% | 3.6% |
| Canvas | 75.5% | 11.8% | 7.5% | 5.1% |
| Email | 82.6% | 7.3% | 3.8% | 6.3% |
| Instructor's Web Page | 57.7% | 24.5% | 10.1% | 7.7% |

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| Table 6. If the college loaned you a laptop would this assist you? |  |
| Student Groups | Yes |
| CalWorks | 77.5% |
| Foster Youth | 75.0% |
| CAFYES | 69.2% |
| Umojia | 64.6% |
| Athletes | 60.0% |
| EOPS | 59.9% |
| BOG Recipient | 49.3% |
| Pell Recipient | 48.4% |
| New Matric. | 44.7% |
| DSPS | 43.2% |
| Oakland Promise | 42.9% |
| Full-time | 42.0% |
| FY EXP | 41.7% |
| Puente | 40.9% |
| VET | 38.9% |
| **All Respondents** | **38.6%** |
| Berkeley Promise | 33.3% |
| Exempt | 31.3% |
| Alameda Promise | 26.5% |
| MESA | 26.1% |
| Persist | 20.0% |

Other Support/Services Needed for Remote Instruction

* The top five additional support/services students anticipate needing are Academic Counseling (32%), Academic Support Center (29%), Financial Aid (27%), Admissions and Records (24%), and Library (22%).

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| Table 7. Do you anticipate needing any of the following support during remote instruction? | |
| Support and Services Categories | % of Respondents |
| Academic Counseling | 32% |
| Academic Support Center (Tutoring, Writing Center, etc.) | 29% |
| Financial Aid | 27% |
| Admissions and Records | 24% |
| Library | 22% |
| Transfer Applications and Information | 16% |
| Food Pantry | 13% |
| Counseling - Emotional Support | 12% |
| Student Health Services | 9% |
| Disability Support Services | 8% |
| Translation Services | 3% |