

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.

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%

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.

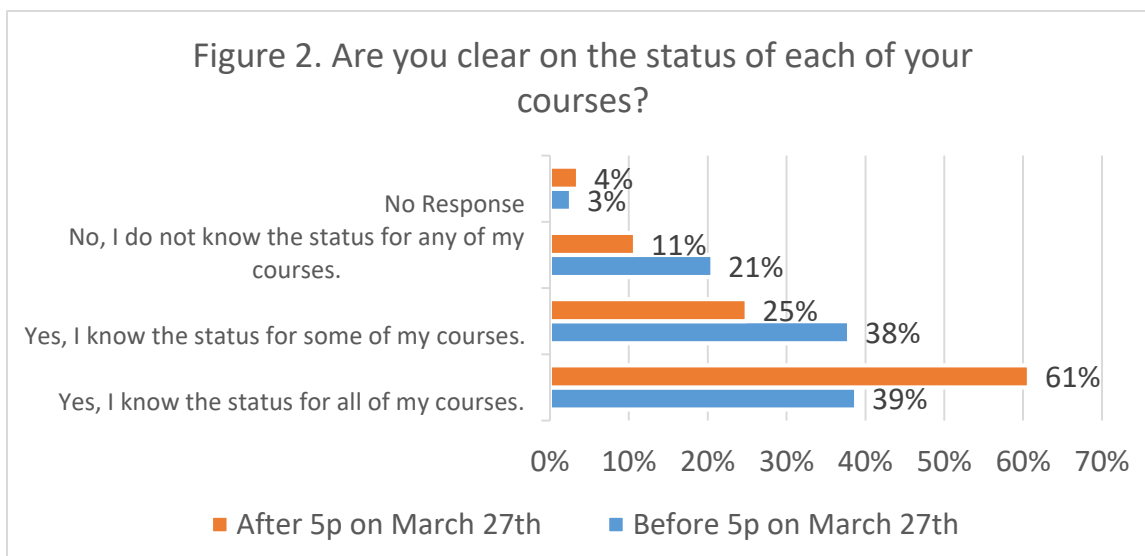
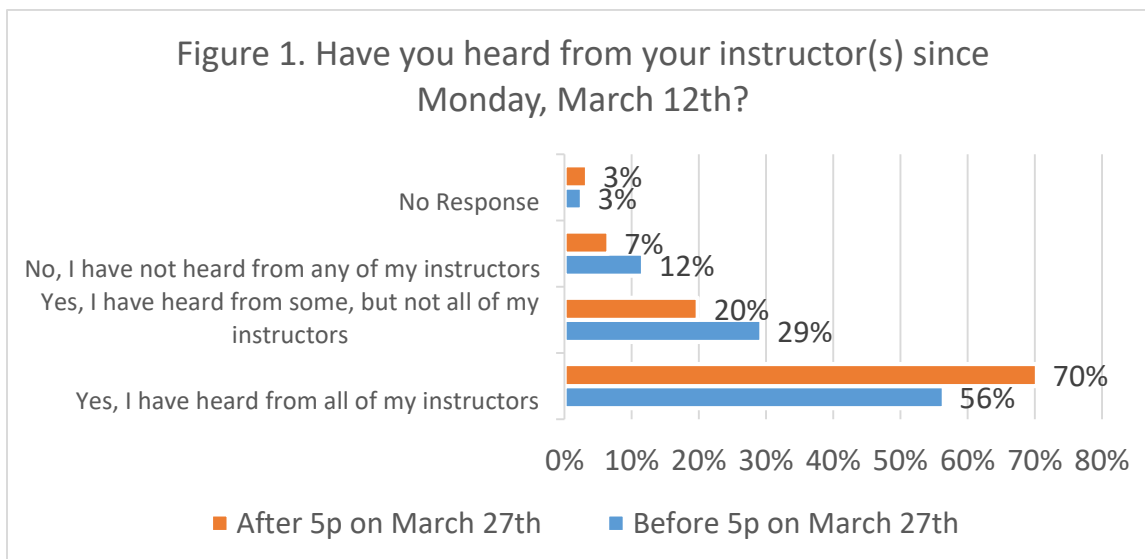
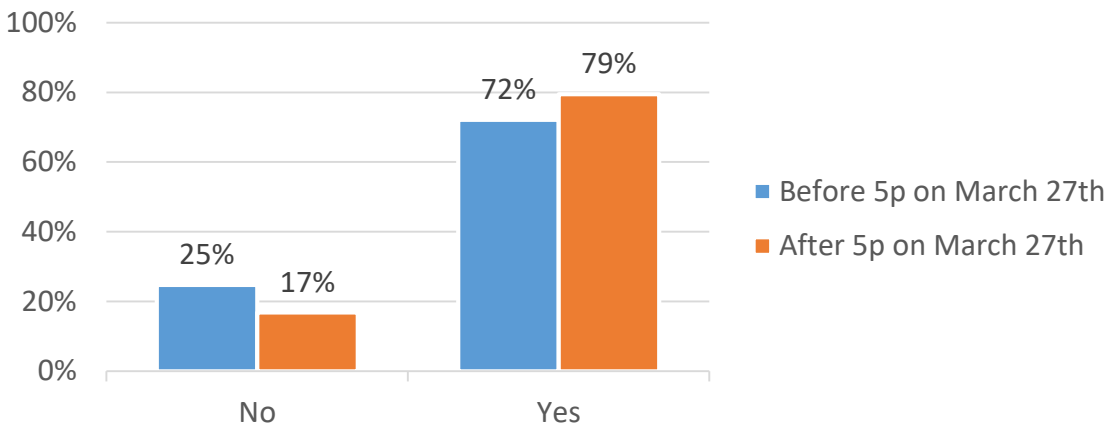


Table 3.1 Crosstab of Faculty Communication and Awareness of Class Status					
Before 5p on March 27 th Group	Yes, I know the status for all of my courses.	Yes, I know the status for some of my courses.	No, I do not know the status for any of my courses.	No Response	Row Total
Yes, I have heard from all 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%

Table 3.2 Crosstab of Faculty Communication and Awareness of Class Status					
After 5p on March 27 th 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%

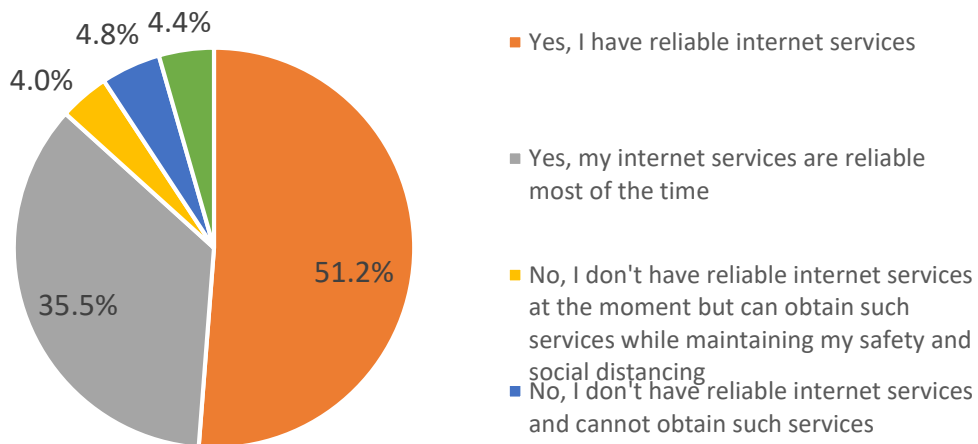
Figure 3. Have you been able to get timely information about the status of the school and classes?



Connectivity

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

Figure 4. Do you have reliable internet services to complete your courses remotely?



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.

	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%

Figure 5. How comfortable are you with accessing instruction in a virtual environment?



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%

Figure 6. Do you know who to contact if you experience technical issues with remote instruction?

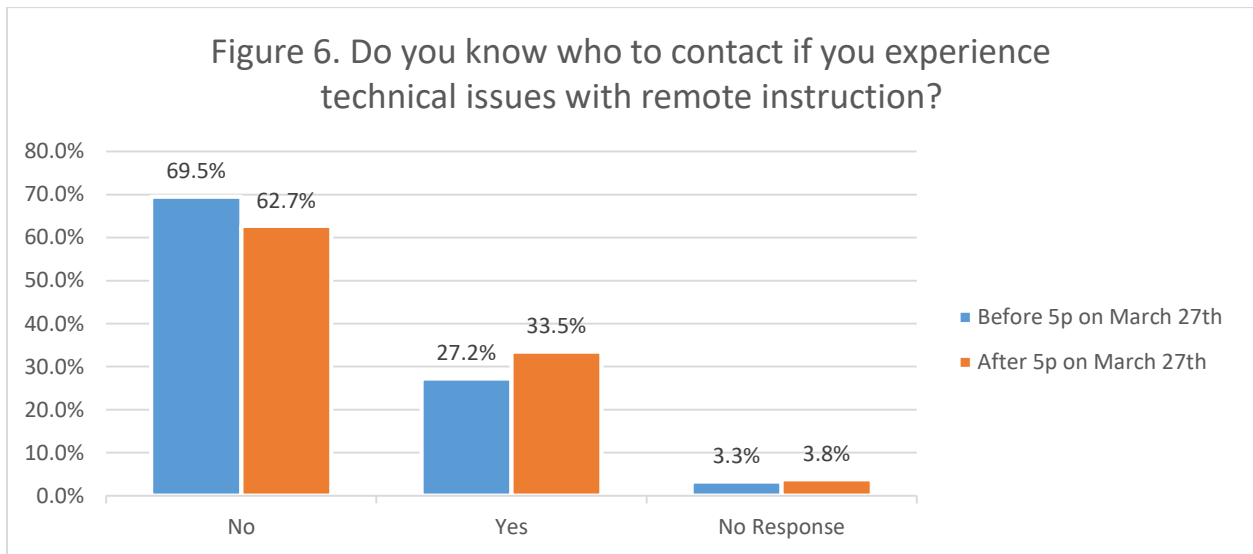


Table 6. If the college loaned you a laptop would this assist you?	
Student Groups	Yes
CalWorks	77.5%
Foster Youth	75.0%
CAFYES	69.2%
Umojia	64.6%
Athletes	60.0%
EOPS	59.9%
BOG Recipient	49.3%
Pell Recipient	48.4%
New Matric.	44.7%
DSPS	43.2%
Oakland Promise	42.9%
Full-time	42.0%
FY EXP	41.7%
Puente	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%).

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%