Question 1: Where do you access BC Technology.
Of the 15 responses to “Other location” the top answers included:
Home
Work
CTEC
Office
Online

Question 2: In the past year, to what extend have you used…
There were no real themes to be pulled from the “Other” responses. A couple of standout replies included:

- “Can’t use what is not accessible.”
- Conflicting opinions about the chatbot. One said it was helpful while another response said it was useless.
- The Tutoring Center was also mentioned.

Question 3: Rate the effectiveness of…
One common theme could be distinguished from the “Other” replies to this question.

1. BC’s open wi-fi blocks VPNs and its security isn’t trusted.
Additionally, the comment was once again made that stated “can’t use what is not accessible.”

Also, the chatbot wasn’t really helpful.

Question 7: Tell us what assistive technology you’ve used in your classroom or lab?
Two common themes emerged from the students' responses.

1. None
2. I don’t know

However, It should be mentioned that two replies indicated the use of Natural Text Reader, Speechify, Mac Text to Speech, and Canvas Immersive reader. Indicating Text-to-Speech tools are being used.
Student Technology Survey – Question 4 Summary of Responses (Kirk Russell)

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).

Themes:

1. Wifi is still the number one complaint – slow wifi, wifi disconnecting, difficulty knowing how to connect devices to wifi. And it seems most complaints were for wifi inside buildings, not exterior areas. (15 complaints)
2. BC Website – outdated, difficult to find information, information not updated regularly. (6 complaints)
3. Pay for print – difficult to use, doesn’t always work (3 complaints)
4. Canvas – many comments were more specific to a certain course or instructor, but some complained about difficulty using Canvas (3 complaints)
5. Banner – add/drop, register processes are not intuitive and difficult to navigate (2 complaints)
6. Each of the following had at least one complaint:
   a. Starfish – not user friendly, difficult to use
   b. SID/Virtual Lobby – difficult to get a real person, got dropped to just a black screen
   c. Chatbot doesn’t provide any useful information
   d. Would like to see Adobe Illustrator and Photoshop on Commons computers
Tell us what Bakersfield College can do with technology to better support your academic success.

55 responses all is good
17 Increase Wi-Fi on campus both in available locations and better service in areas that already have wireless
11 Information of available technical resources are not being received by all students, have better channels and processes to get this information delivered.
14 Have better tech on campus, some projectors are not working, update computers, webcams for zoom.
9 Provide Wi-Fi or internet for students off campus for those without access.
7 Add more online classes.
6 Covid related, ease mask and vaccination requirements.
6 Instructors be better at teaching online.
4 Provide free printing.
4 Starfish comments, degree planner is missing.
6 More face to face classes, in person counseling available.
3 Provide laptops.
2 Update BC website

Other miscellaneous answers, instructors allow use of technology, remove pin requirements when adding email to phone, more classes available in the evening.
Student Technology Survey – Question 6 Summary of Responses (Kalina Hill)

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

Here is the second part of question #6 Summary.

368 or 87% responded to the first part of the question. From the 368, 91 (25%) responded to the second part of the question: What was the technology or technologies the student needed the most help with.

About 18% reported that they did not need help with technology.

From those who needed help- 25% (the majority) reported problems with Canvas- navigating and accessing it. Next on the list were hardware (7%), Zoom and WiFi (5% each), a close third were Proctorio, Inside BC, Library, Website (3% each), and access to counseling and registering for classes.

Approximately 14% of the students reported various challenges with printing, projector's inoperability delays, and specific software e.g. Studio 500, Adobe, Mastering Chemistry, or courses-specific.

There were few responses not related to the question.