Synopsis of the Student Survey for ISIT - 2019

Total responses to survey 777.

Overwhelmingly, students are not happy with wifi coverage, aren’t happy that they need to pay for print and aren’t happy that their instructors aren’t forced to use Canvas. Those are the common themes. Also, Students overwhelmingly addressed the need for improvements in the following areas, listed in order of highest priority:

* WiFi- range, speed, and consistency for access at the main campus, BCSW, and Delano
* Process and cost for printing
* CANVAS- utilization and inconsistency among faculty use, grades updates, understanding and navigating, etc.
* BC Website- log in, outdated interface, registration challenges
* Software upgrades and additional computers

Question 1: (100% response) Student respondents were primarily from the BC Main Campus, followed by the Delano campus.

Question 2: (100% response) All respondents were familiar with Canvas. Almost all were aware of the BC Portal and student email system, and were aware of the wifi situation.

Question 3: (100% response) 68% say Canvas is very effective, 56% don’t use the pay for print system out of all but 10 respondents. 90% do not know what the Plato or Aleks labs are, out of over 770 responses. Chief concern was wifi strength.

Question 4: (29% response) Problems with Canvas but solved easily… Wants more places on campus to charge electronics. There was a concern with a student having to change security settings to allow for a student e-mail that did not make them happy. Printing seems to be a huge concern for students and not having to pay for print.

Question 5: (36% response) Faster wifi, improved printing (at no cost), gaming theory for each discipline, update website, make Canvas mandatory for all instructors.

Question 6: (89% response) Responses to whom students reach out to when needing help with technology: More than half of the respondents reached out to peers, friends or family followed by their instructors while a distant third relied on an internet search. Most of the issues were with printing, there were some Canvas issues.

Question 7: (88% response) Assistive technology 690 responded – 87 skipped the question. 629 out of the 690 don’t use assistive technology. Of those who do and responded – they use Kurzweil/Firefly, Windows Magnifier or Dragon.