Technology Survey
Student Results

El Camino College

Fall 2012

a joint project of
the Academic Technology Committee and
Institutional Research & Planning

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Why survey students about technology?

1. Plan for technology needs

2. Inform educational practice

3. Inform delivery of College services

4. Provide a foundation for Spring 2013 faculty technology survey

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Survey details

- Random sample of Fall 2012 students stratified by day, evening, and online sections
- In-Class Technology Survey (Versions A, B, C)
- Smartphone Survey (Online) linked from the in-class survey or through online classes
- Response counts:

Survey	Count	Resp. Rate	Margin of Error
A	352	60%	±5.2%
B	275	47%	±5.9%
C	330	57%	±5.4%
Online	338	24%	±5.0%

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What we wanted to know

1. What is the magnitude of the digital divide?
2. Which tools do students already use?
3. How do students like to communicate?
4. How do students use technology on campus?
5. How comfortable & knowledgeable are students with technology?
6. What do students think about technology at ECC?
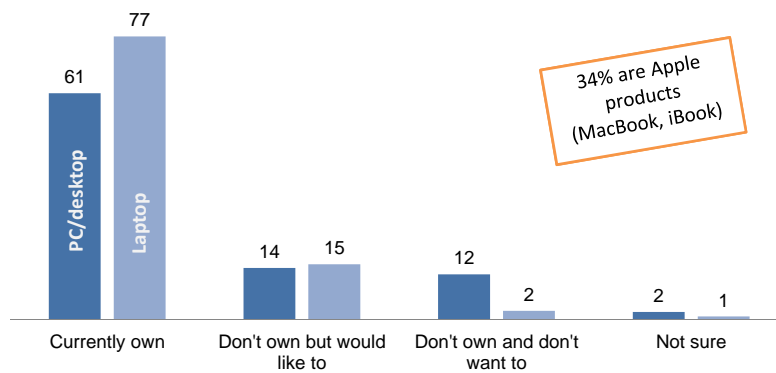
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El Camino College wanted to know…

WHAT IS THE MAGNITUDE OF THE DIGITAL DIVIDE AT ECC?
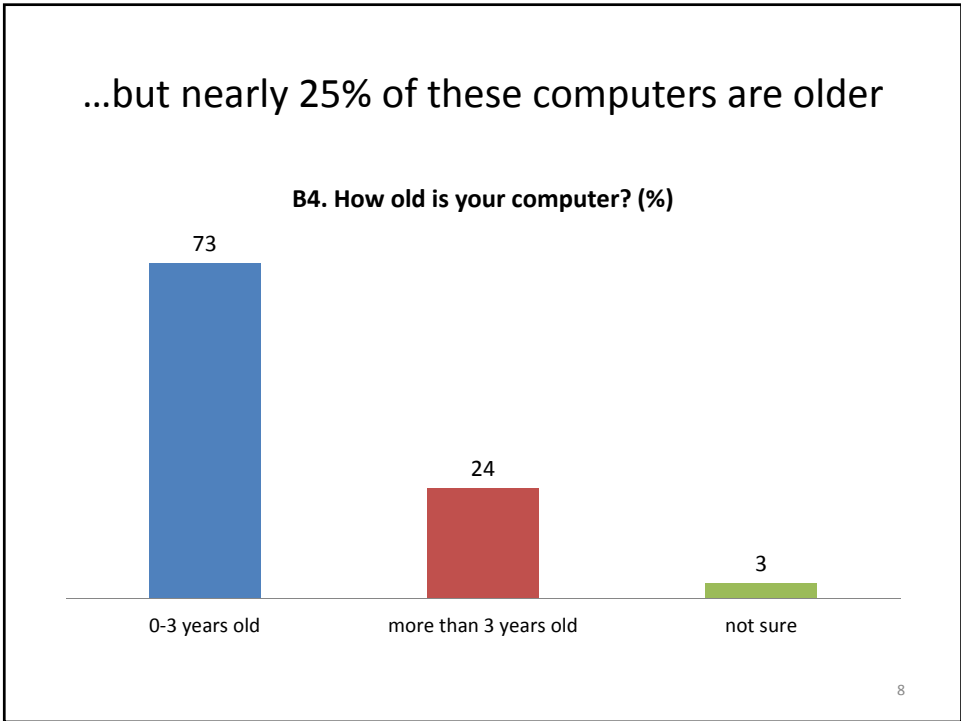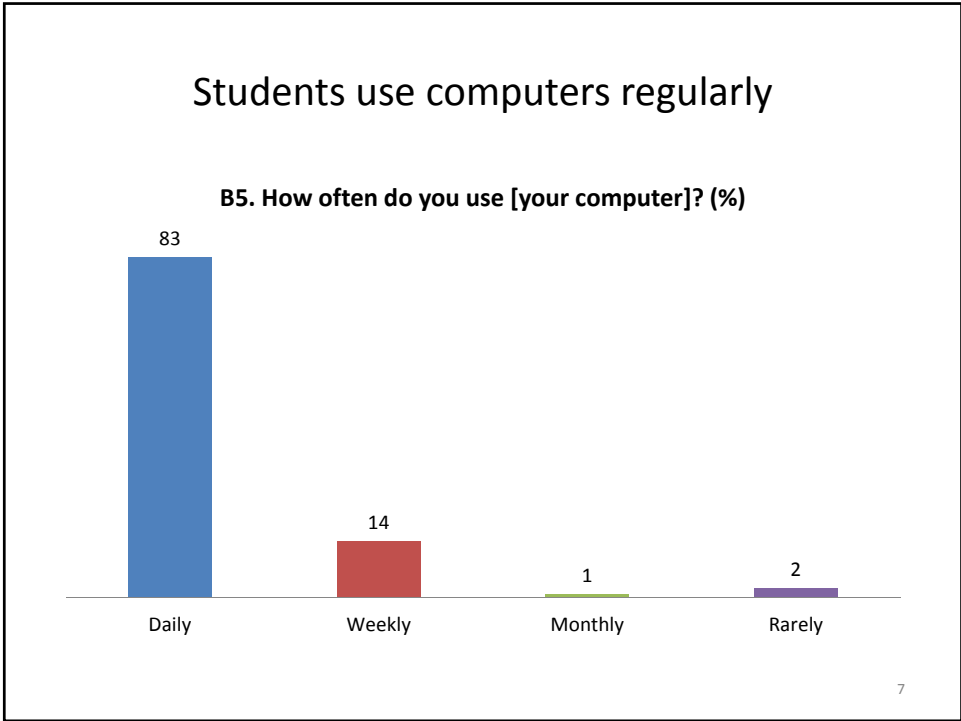
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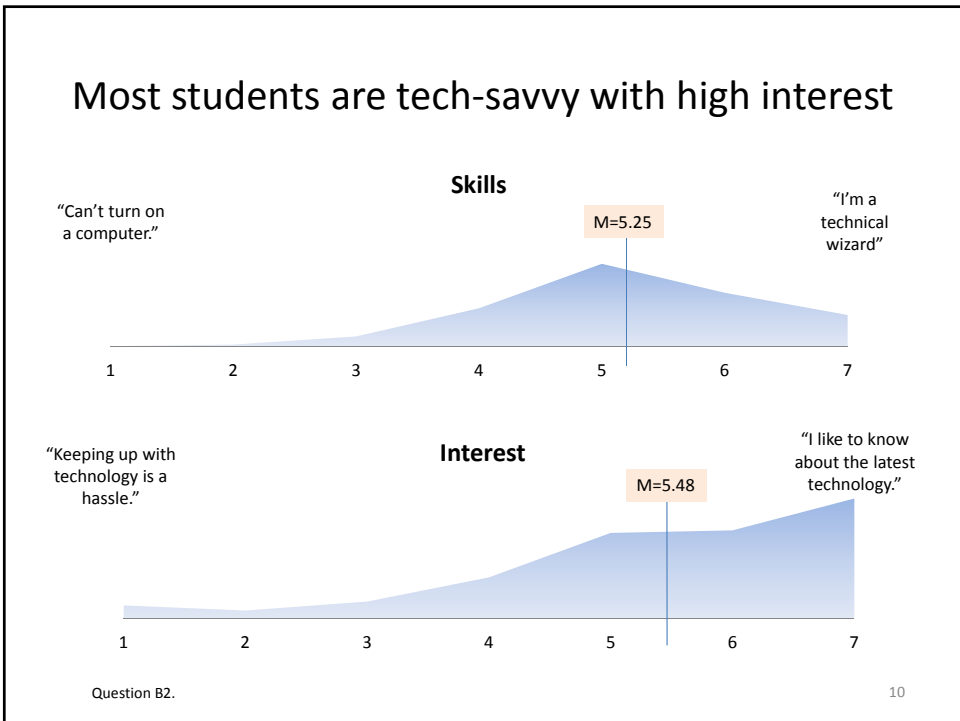## 94% own a laptop or desktop computer*

A1. Computer Ownership (%)

■ Desktop computer or PC   ■ Laptop or Netbook

34% are Apple products (MacBook, iBook)

*Percentage based on combined results

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Students use computers regularly

B5. How often do you use [your computer]? (%)

Daily	Weekly	Monthly	Rarely
83	14	1	2

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…but nearly 25% of these computers are older

B4. How old is your computer? (%)

0-3 years old	more than 3 years old	not sure
73	24	3

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Nearly all owners have Wi-Fi or home Internet

B8. Computer capabilities (%)

	93	86	92
	Wi-Fi	Webcam	Home Internet

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Most students are tech-savvy with high interest

Skills

"Can't turn on a computer."   M=5.25   "I'm a technical wizard"

1 2 3 4 5 6 7

Interest

"Keeping up with technology is a hassle."   M=5.48   "I like to know about the latest technology."

1 2 3 4 5 6 7

Question B2.

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80% own a smartphone*

S1a. Smartphone Ownership (%)

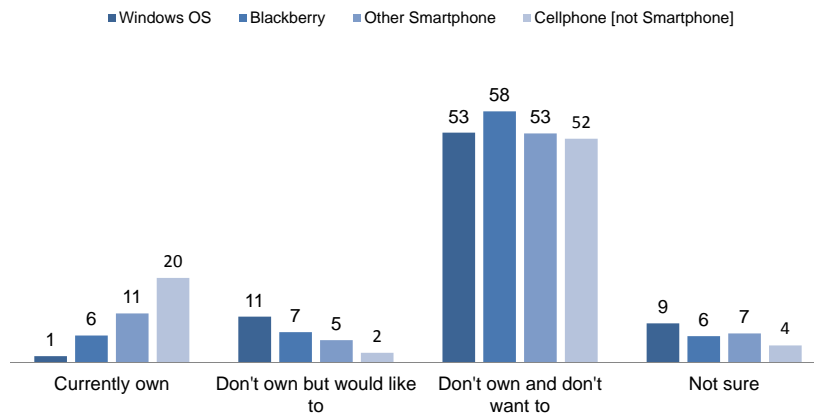■iPhone ■Android phone ■Other (Max)
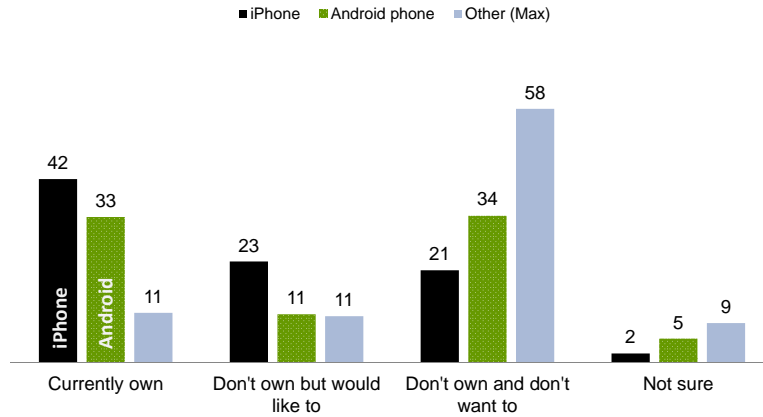
*Percentage based on combined results (all types of smartphone)

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...but most prefer iPhones or Androids
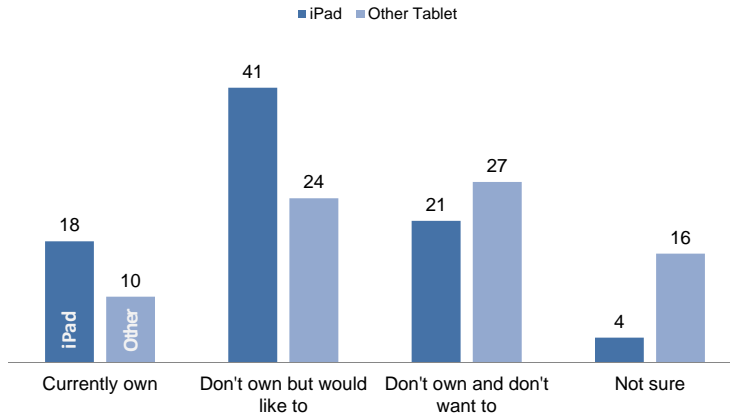
S1b. Other Kinds of Phone Ownership* (%)

■Windows OS ■Blackberry ■Other Smartphone ■Cellphone [not Smartphone]

*Non-iPhone, non-Android

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Only 28% own a Tablet, but 53% would like one*

S2. Tablet Ownership (%)

■ iPad ■ Other Tablet

Currently own: iPad 18, Other 10
Don't own but would like to: 41, 24
Don't own and don't want to: 21, 27
Not sure: 4, 16

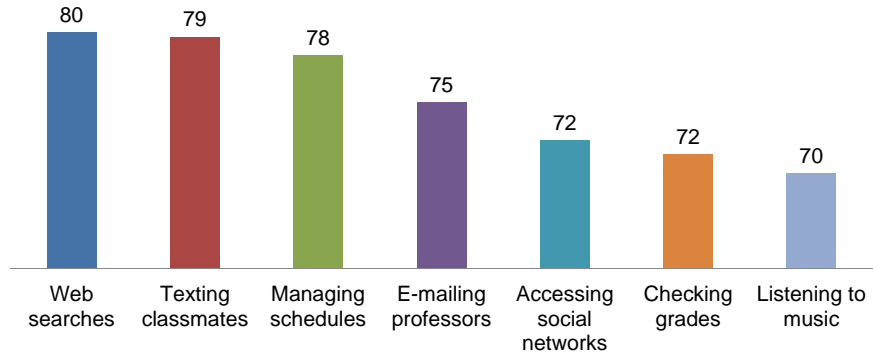*Percentages based on combined Tablet results (iPad+Other)

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El Camino College wanted to know...

WHICH TOOLS/SITES DO STUDENTS ALREADY USE?

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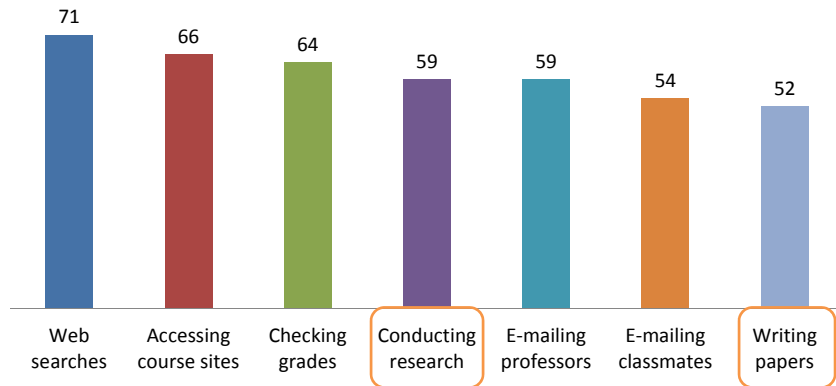# Students use smartphones in mostly basic ways for academic purposes

S3a. How do you use your Smartphone for Classwork and Related Activities - Top Responses (%)

Web searches	Texting classmates	Managing schedules	E-mailing professors	Accessing social networks	Checking grades	Listening to music
80	79	78	75	72	72	70

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Tablet users more likely to use their device for writing and research

S3b. How do you use your Tablet for Classwork and Related Activities - Top 5 (%)

Web searches	Accessing course sites	Checking grades	Conducting research	E-mailing professors	E-mailing classmates	Writing papers
71	66	64	59	59	54	52

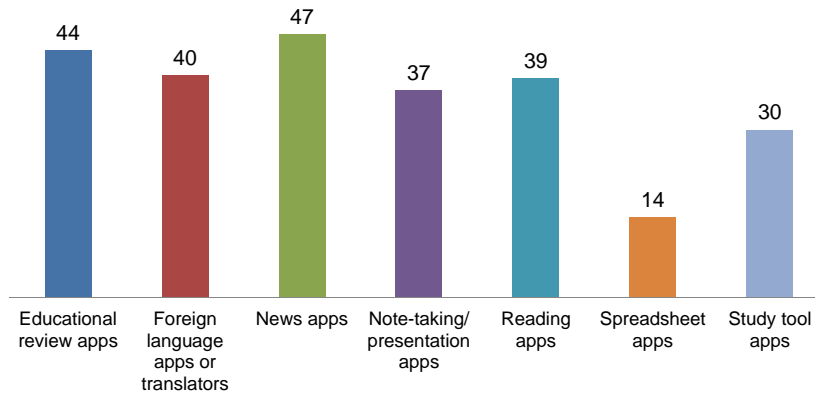16

Common Smartphone Apps

4a. Smartphone Apps used for Coursework or other College-related Activities - Top 5 (%)
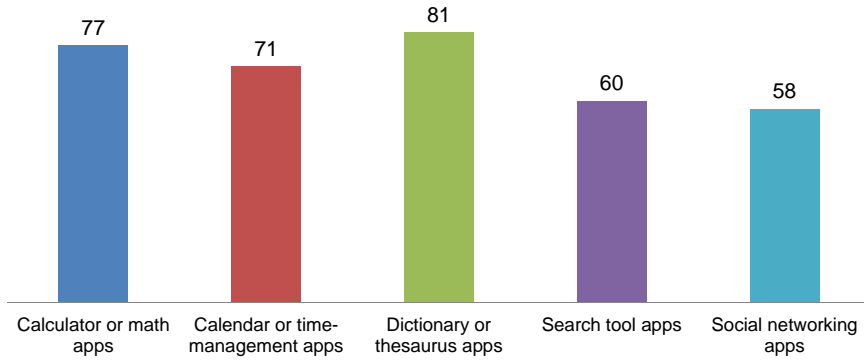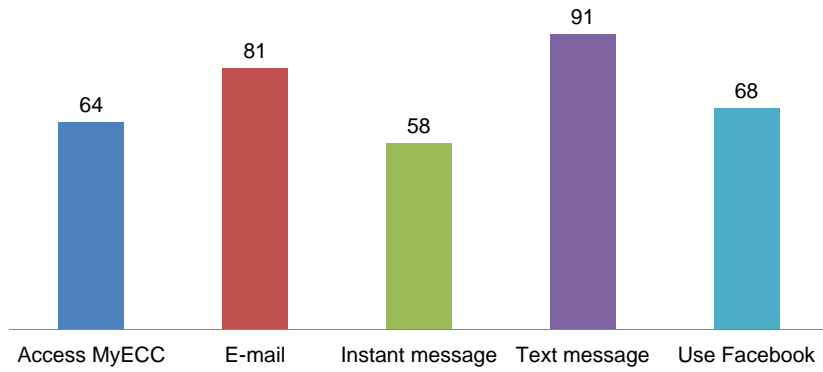

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Common Tablet Apps

4b. Tablet Apps used for Coursework or other College-related Activities with <50% usage

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Frequent tasks conducted by students*

S5a. Frequent Activities (% using at least once/day)

Access MyECC	E-mail	Instant message	Text message	Use Facebook
64	81	58	91	68

* With any device

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Other common activities

S5b. Other Activities (% using at any level)

Download or stream videos	Download or stream music	Skype / Facetime	Use MyEdu	Read Wikis	Read blogs
85	82	73	63	78	67
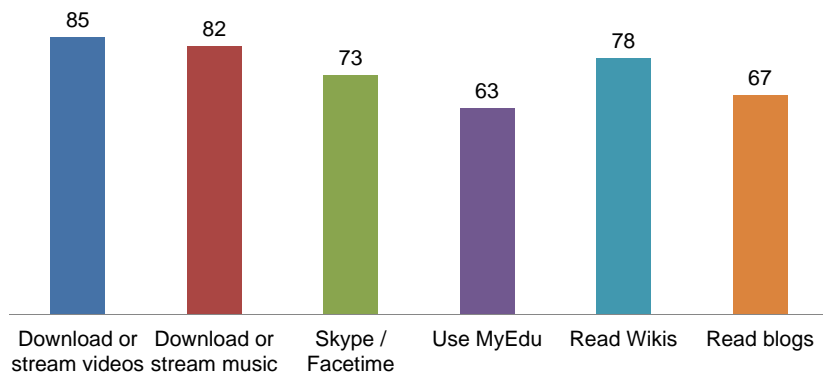
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At least 60% were NOT participating in these…

S5c. Percent (%) of Students NOT using…

LinkedIn	Social studying sites	Internet content via TV	Video posting	Online chats/ chat events	Wikis contributing	Twitter	Blog contributing
78	73	68	65	65	64	61	60
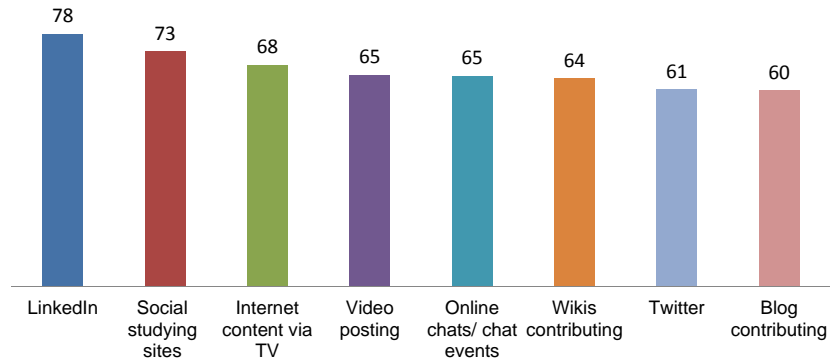
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El Camino College wanted to know…

HOW DO STUDENTS LIKE TO COMMUNICATE?

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73% use Gmail or Yahoo

A2. Which email do you use most? (%)

23

Friends communicate most often via F2F & txt

C2. How do you communicate with FRIENDS? (%)

■ Frequently ■ Sometimes ■ Rarely ■ Never

24

12
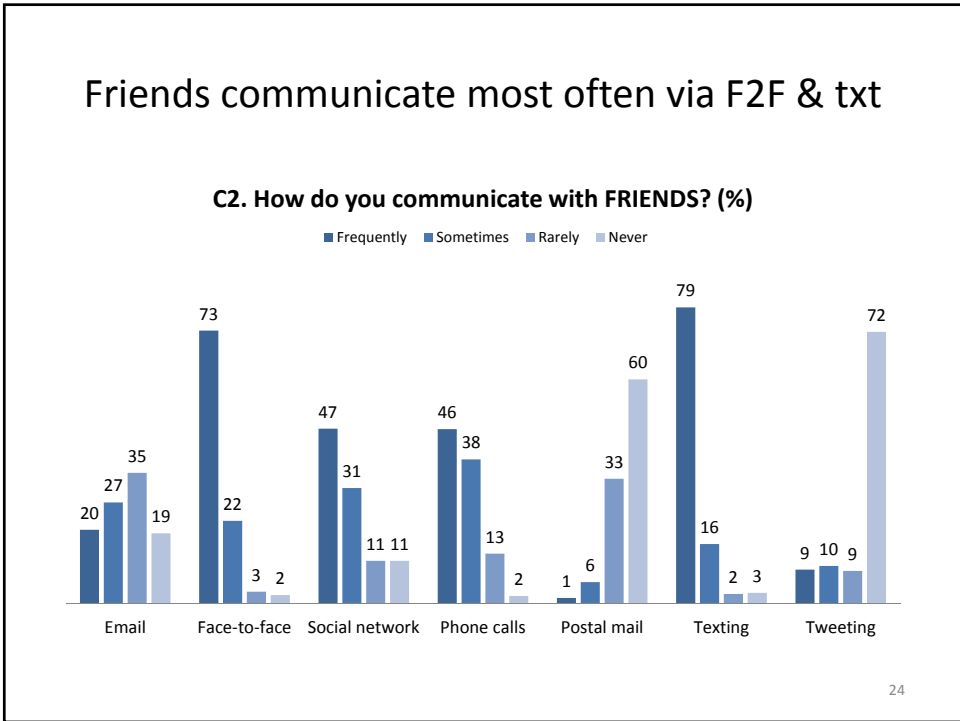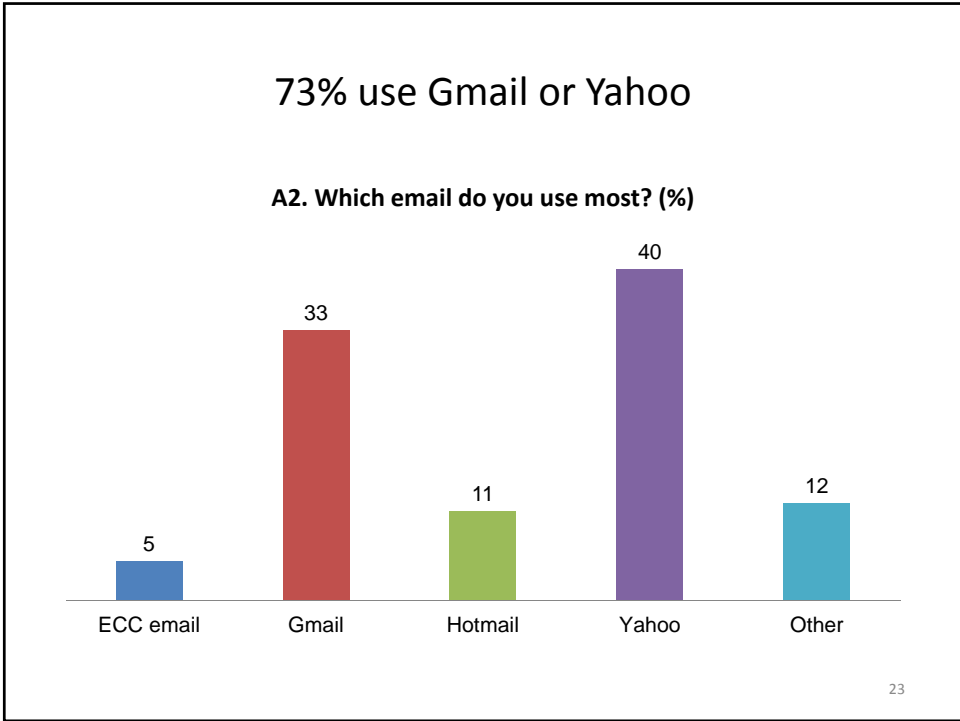
Students more likely to use MyECC, Email, or F2F visits to communication with the College

C3. What is your preferred way to communicate with ECC? (%)*

*Multiple responses permitted on this question.

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El Camino College wanted to know…

HOW DO STUDENTS USE TECHNOLOGY ON CAMPUS?

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Over 50% do tech-based coursework on campus
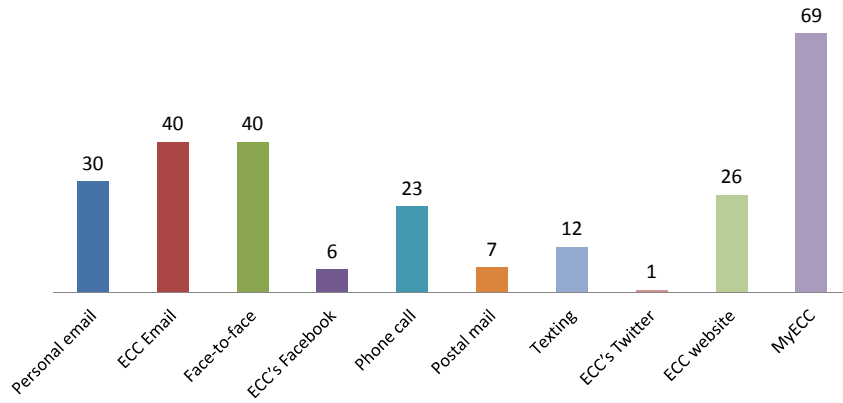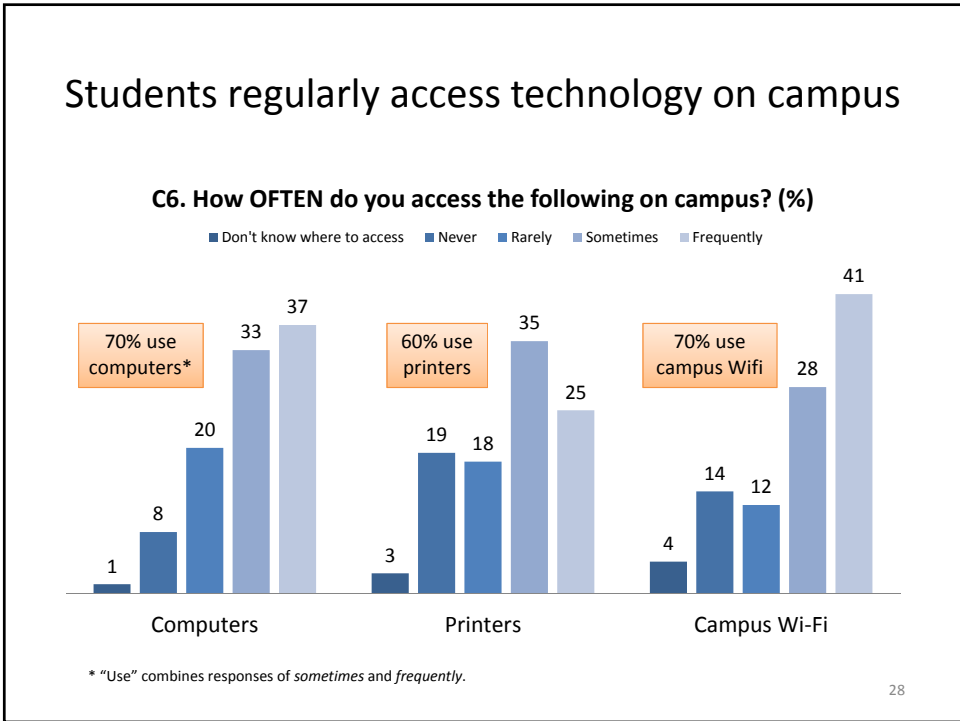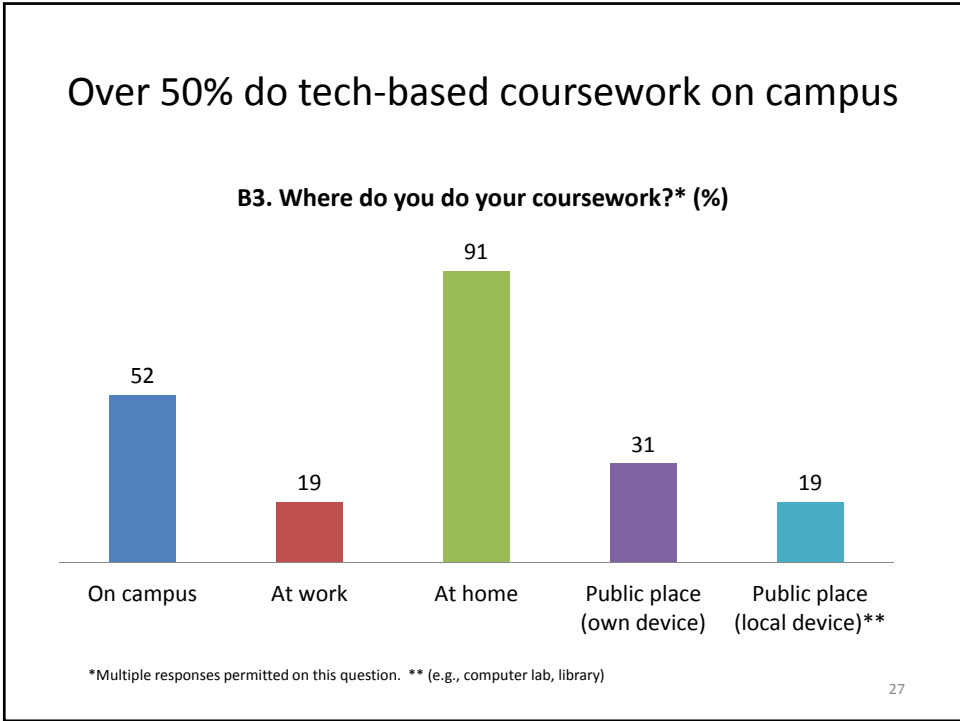
B3. Where do you do your coursework?* (%)

Category	Value
On campus	52
At work	19
At home	91
Public place (own device)	31
Public place (local device)**	19

*Multiple responses permitted on this question. ** (e.g., computer lab, library)

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Students regularly access technology on campus

C6. How OFTEN do you access the following on campus? (%)

Legend: ■ Don't know where to access ■ Never ■ Rarely ■ Sometimes ■ Frequently

Computers — 70% use computers*
Don't know	Never	Rarely	Sometimes	Frequently
1	8	20	33	37

Printers — 60% use printers
Don't know	Never	Rarely	Sometimes	Frequently
3	19	18	35	25

Campus Wi-Fi — 70% use campus Wifi
Don't know	Never	Rarely	Sometimes	Frequently
4	14	12	28	41

* "Use" combines responses of *sometimes* and *frequently*.

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Access is important to nearly all students

C7. How IMPORTANT is access to the following on campus?
(%)

■ Not Sure ■ Not Important ■ Somewhat Important ■ Very Important

*Over 90% importance for each**

Computers: 2, 2, 22, 74
Printers: 2, 5, 24, 69
Campus Wi-Fi: 3, 6, 23, 68
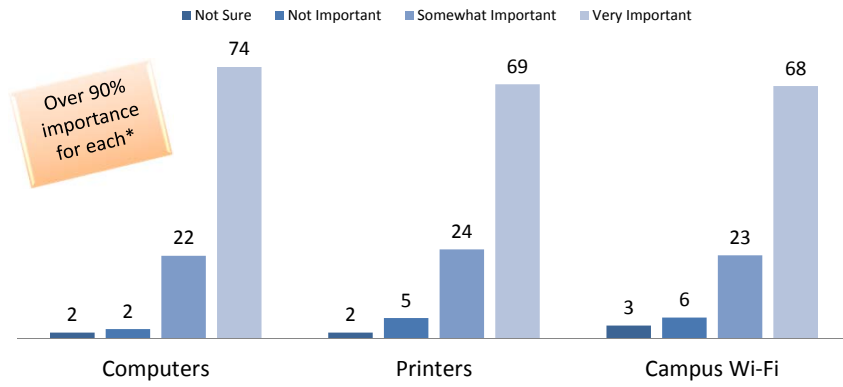
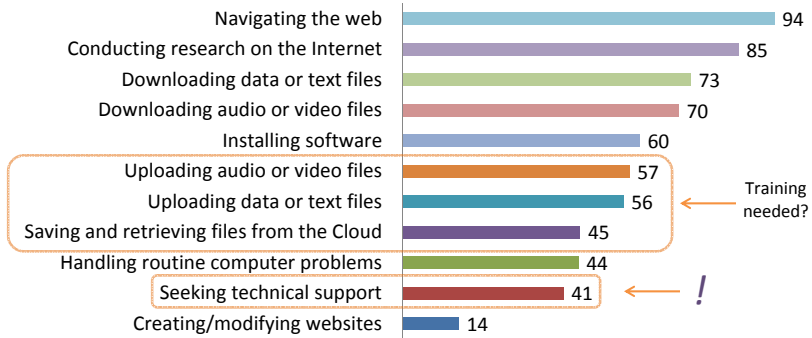* *Somewhat* and *Very Important* combined

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El Camino College wanted to know…

HOW COMFORTABLE ARE STUDENTS WITH TECHNOLOGY?

30

Most students are comfortable with handling web basics (but not with asking for help!)

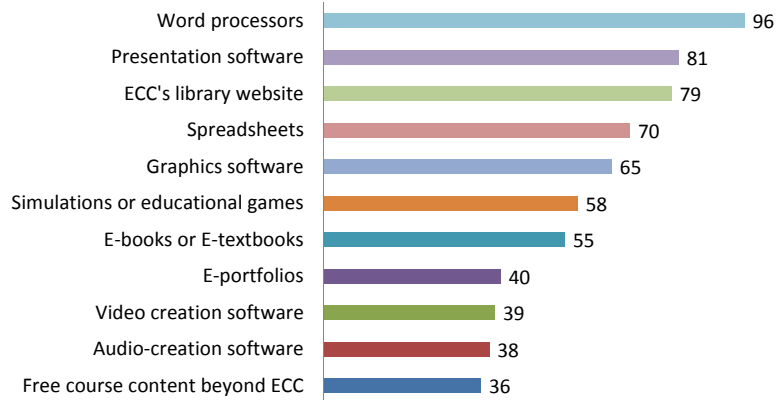**B9. Which of the following do you feel comfortable doing on your own? (%)**

Activity	%
Navigating the web	94
Conducting research on the Internet	85
Downloading data or text files	73
Downloading audio or video files	70
Installing software	60
Uploading audio or video files	57
Uploading data or text files	56
Saving and retrieving files from the Cloud	45
Handling routine computer problems	44
Seeking technical support	41
Creating/modifying websites	14

Training needed?

!

* Multiple responses permitted on this item

31

Most students use office software & library website

A3. How often do you use ...?*

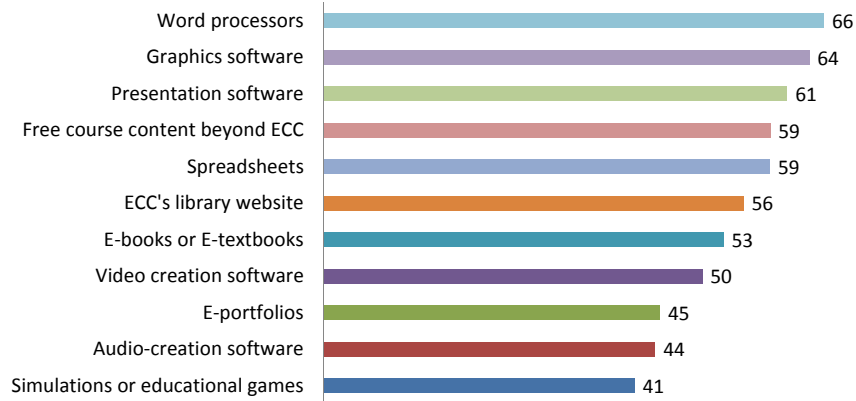| Activity	%
Word processors	96
Presentation software	81
ECC's library website	79
Spreadsheets	70
Graphics software	65
Simulations or educational games	58
E-books or E-textbooks	55
E-portfolios	40
Video creation software	39
Audio-creation software	38
Free course content beyond ECC	36

* Multiple responses permitted on this item

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…and these showed the highest interest for skill development.

A4. How likely would you seek instruction for…?*

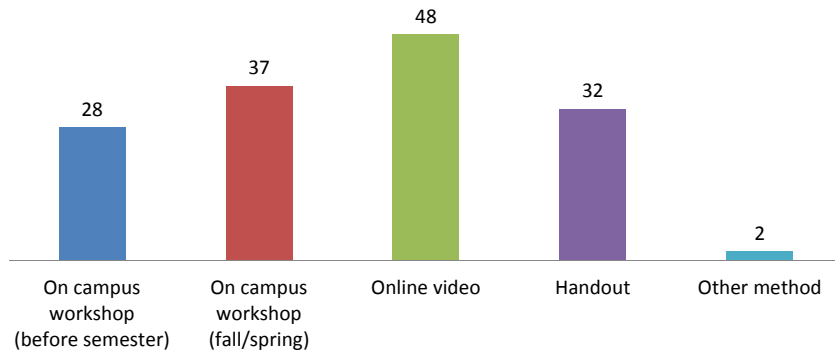|	
Word processors	66
Graphics software	64
Presentation software	61
Free course content beyond ECC	59
Spreadsheets	59
ECC's library website	56
E-books or E-textbooks	53
Video creation software	50
E-portfolios	45
Audio-creation software	44
Simulations or educational games	41

* Multiple responses permitted on this item

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Desired mode of skill development varied

**A5. Method of instructional delivery desired
(for tech skill development)***

On campus workshop (before semester)	On campus workshop (fall/spring)	Online video	Handout	Other method
28	37	48	32	2

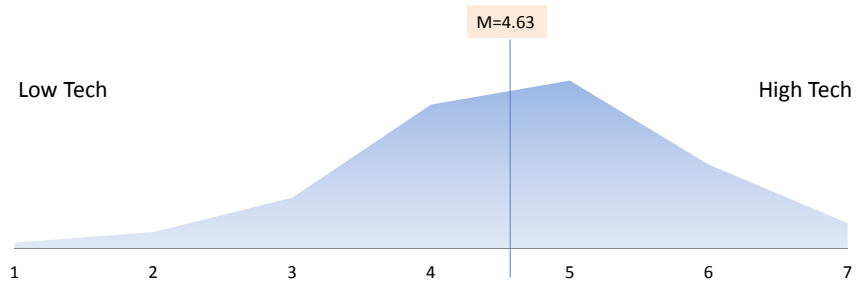*Multiple responses permitted on this question.

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El Camino College wanted to know...

WHAT DO STUDENTS THINK OF CAMPUS TECHNOLOGY?

35

ECC is somewhat more high tech than low tech

A8. How does El Camino College rate on the following scale?

M=4.63

Low Tech

High Tech

| 1 | 2 | 3 | 4 | 5 | 6 | 7 |

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MyECC – Best Things

1. Convenience of Online Services (31%)
   – Registration, Payments, Grades, Reminders

2. Easy to Navigate/Use/Access (22%)

3. Information and Resources (12%)

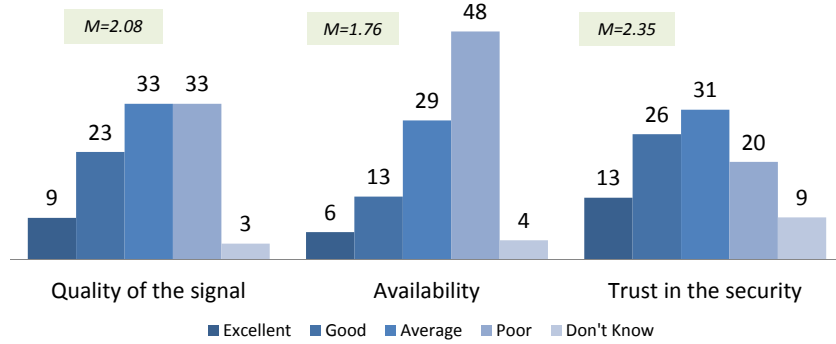4. Team Sites and Communicating with Faculty (12%)

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MyECC – Worst Things

1. Downtimes (25%)

2. Slowness/loading times (22%)

3. Unappealing interface (10%)

4. Some parts cumbersome or confusing (7%)
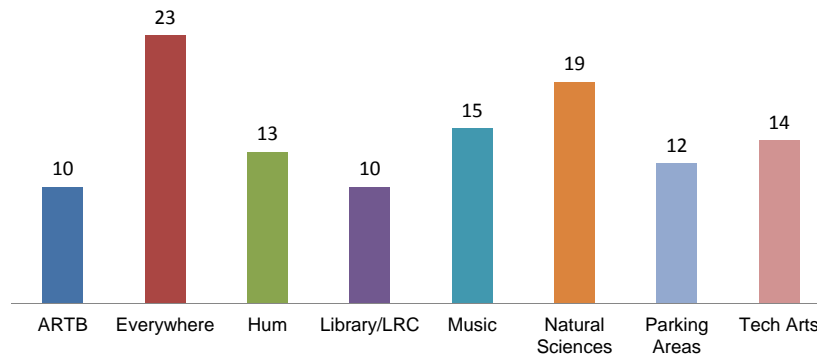
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Wi-Fi needs improvement

S9. Ratings of Campus Wi-Fi (%)
(mean ratings out of 4.0)

M=2.08   M=1.76   M=2.35

Quality of the signal: 9, 23, 33, 33, 3

Availability: 6, 13, 29, 48, 4

Trust in the security: 13, 26, 31, 20, 9

■ Excellent ■ Good ■ Average ■ Poor ■ Don't Know

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Wi-Fi – places for the next hub

S10. Where to add a campus Wi-Fi Signal (Count)

ARTB: 10
Everywhere: 23
Hum: 13
Library/LRC: 10
Music: 15
Natural Sciences: 19
Parking Areas: 12
Tech Arts: 14

40

20

ECC should use more of…

S6a. Which should ECC use more often? (%)

My personal E-mail	E-books	Text message	Add'l free course content	Facebook
53	46	46	42	37
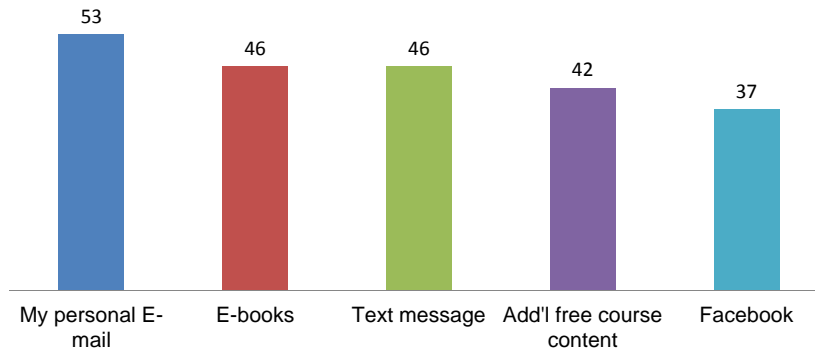
41

Little student interest in…

S6b. Which should ECC use more often? (%)

Twitter	Web-based citation tools	Wikis	Photo-sharing websites	LinkedIn
10	10	10	9	3
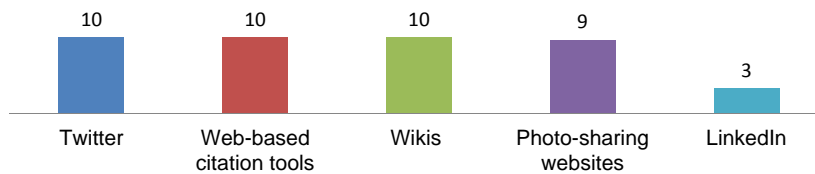
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How ECC can use tech better

1. Put lectures online (lecture capture, notes posted before class)
2. Text or email notifications (canceled class, deadlines, events)
3. Allow students to use their devices in class
4. Post (in-term) grade detail online
5. More resources online as an extension of lectures/textbook
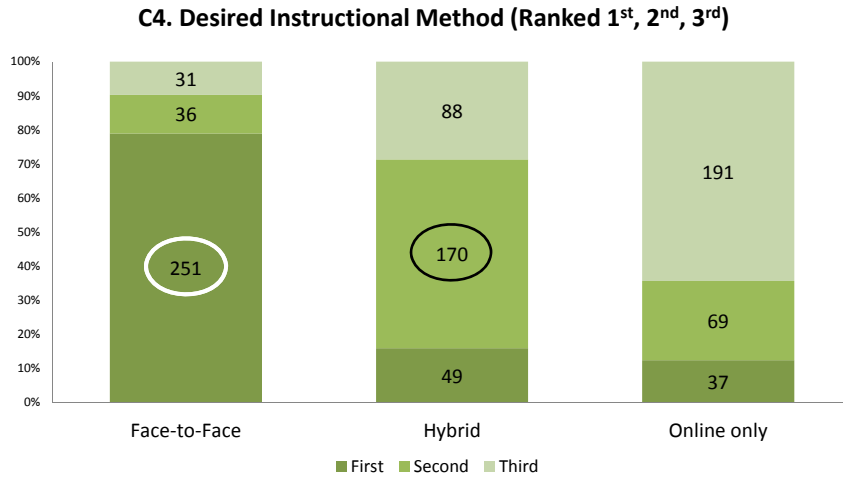
* Smartphone Survey, Q7

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How ECC can use tech better

6. Use video & other tech to convey concepts
7. Post homework & allow online submission of assignments
8. Use PowerPoint for lectures
9. Use Facebook and/or twitter
10. Chat or Skype during office hours or with other students
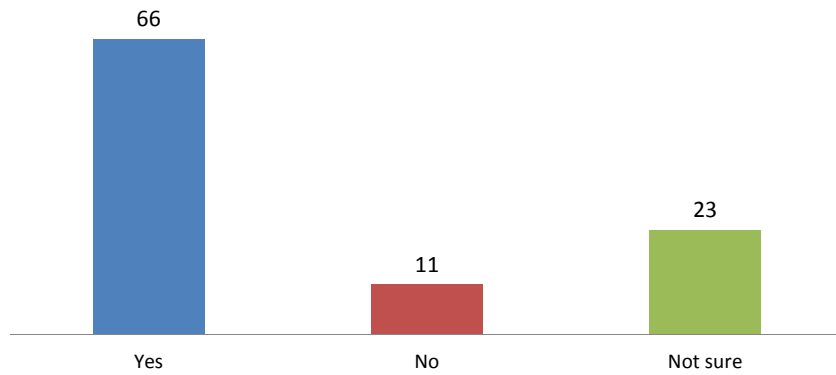
* Smartphone Survey, Q7

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55% like hybrid classes (but they rank 2nd to F2F)

C4. Desired Instructional Method (Ranked 1st, 2nd, 3rd)

Face-to-Face: 251 (First), 36 (Second), 31 (Third)
Hybrid: 49 (First), 170 (Second), 88 (Third)
Online only: 37 (First), 69 (Second), 191 (Third)

■ First ■ Second ■ Third

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Two-thirds think tech adds to engagement

C5. Does technology use in the classroom increase your engagement and interest in the subject matter? (%)

Yes: 66
No: 11
Not sure: 23

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El Camino College Student Technology Survey

CONCLUSION

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Major Findings

1. The digital divide is narrow at ECC, but training in basics may be needed.

2. Most students have Smartphones but use them in limited ways for college work.

3. Students text their friends, but use MyECC or email for the College.

4. Face-to-face classes are preferred but more technology integration in the classroom is desired.

5. Greater portal capacity & Wi-Fi access desired (in classrooms, study/social areas, & parking lots)

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Coming in Spring 2013…

Employee Technology Survey

To access this and other reports, visit:
http://www.elcamino.edu/administration/ir/surveys.asp

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