

Technology Survey (Student) 2020

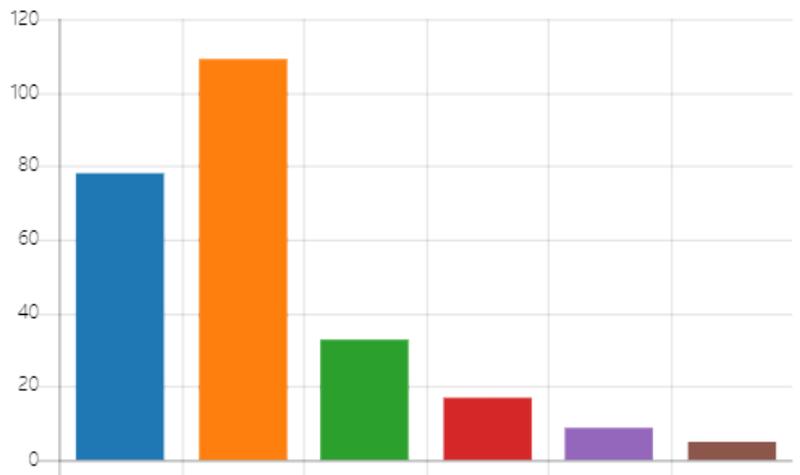
251
Responses

07:39
Average time to complete

Active
Status

1. What is your age?

Under 20	78
20 - 29	109
30 - 39	33
40 - 49	17
50 - 59	9
60 +	5



2. What is your program of study?

Transfer	175
Certificate	24
Associate Degree	125
Personal enrichment	23



3. Are you a full-time (enrolled in 12 or more units) student?

● Yes	131
● No	120



4. What is your access to a computer at home?

● Own a computer	191
● Share a computer	29
● Borrowing a computer	21
● Use another technology devic...	7
● Do not have access to a comp...	3



5. Did you get a laptop from Norco College during the current online transition?

● Yes	21
● No	230



6. If you answered No to Question 5, what was the reason?

● I didn't know that laptops wer...	64
● I was unable to get to campus...	64
● I didn't know where to go to g...	21



7. Do you have WiFi (wireless internet access) at home?

● Yes	241
● No	10



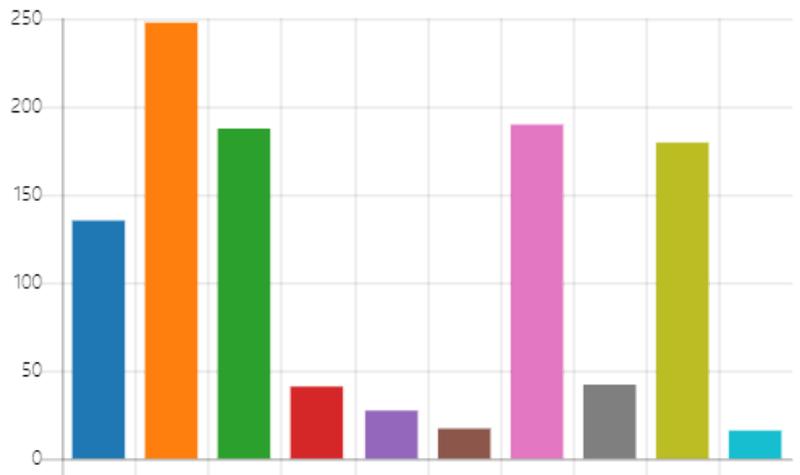
8. If you answered No to Question 7, what was the reason?

● I can't afford WiFi	7
● I didn't know about the free of...	10
● I'm using something else (suc...	10



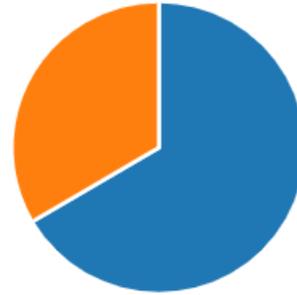
9. What technology do you use or have you used?

● Online Library database (e-bo...	135
● Canvas	248
● Application suites (such as Mi...	187
● Class-related software (Photos...	41
● LinkedIn Learning (formerly Ly...	27
● Net Tutor	17
● Internet	190
● Teacher website	42
● Norco College website	180
● Other	16



10. Are you using the Office 365 online apps?

● Yes	167
● No	84



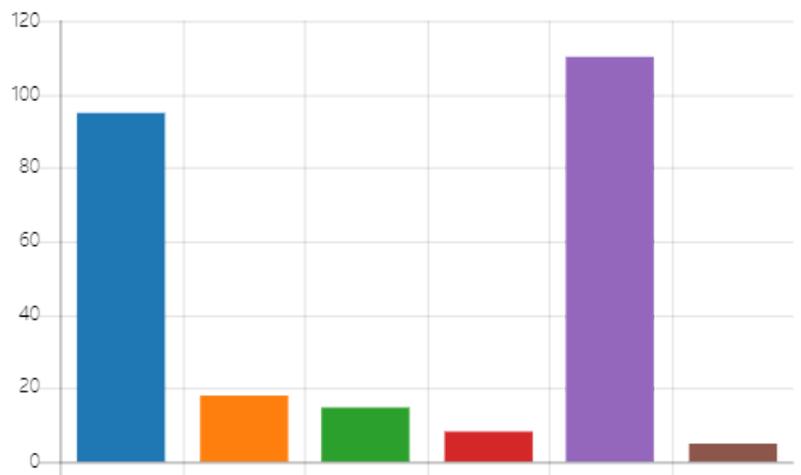
11. If you answered No to Question 10, what was the reason?

● I didn't know about Office 365	30
● I don't have a need to use Offi...	9
● I don't know how to access or ...	23
● I'm using something else (suc...	23



12. How do you store your assignments?

● Cloud drive (i.e., Microsoft On...	95
● External drive (i.e., flash drive, ...	18
● Email	15
● Smartphone/tablet	8
● Laptop	110
● Other	5



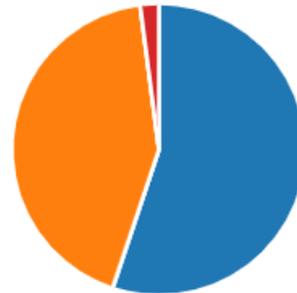
13. Have you used the online tutoring service available through the Learning Resource Center (LRC)?

● Yes	38
● No	213



14. If you answered Yes to Question 13, how satisfied were you with the online tutoring service available through the Learning Resource Center (LRC)?

● Very satisfied	27
● Satisfied	21
● Dissatisfied	0
● Very dissatisfied	1



15. If you answered Dissatisfied or Very dissatisfied to Question 14, why were you dissatisfied? Please specify.

4

Responses

Latest Responses

16. If you answered No to Question 13, why have you not used the online tutoring service available through the LRC?

● I didn't know that online tutori...	68
● I'm using online tutoring avail...	10
● I don't have a need for online ...	118



17. When you were on campus, how satisfied were you with access to a computer at Norco College?

● Very satisfied	115
● Satisfied	131
● Dissatisfied	4
● Very dissatisfied	1



18. If you answered Dissatisfied or Very dissatisfied to Question 17, why were you dissatisfied? Please specify.

9
Responses

Latest Responses

19. When you were on campus, how often did you use a college computer in one of the student areas?

● Often	80
● Sometimes	67
● Rarely	49
● Never	55



20. When you were on campus, how satisfied were you with the speed/access to the College WiFi network?

● Very satisfied	63
● Satisfied	134
● Dissatisfied	44
● Very dissatisfied	10



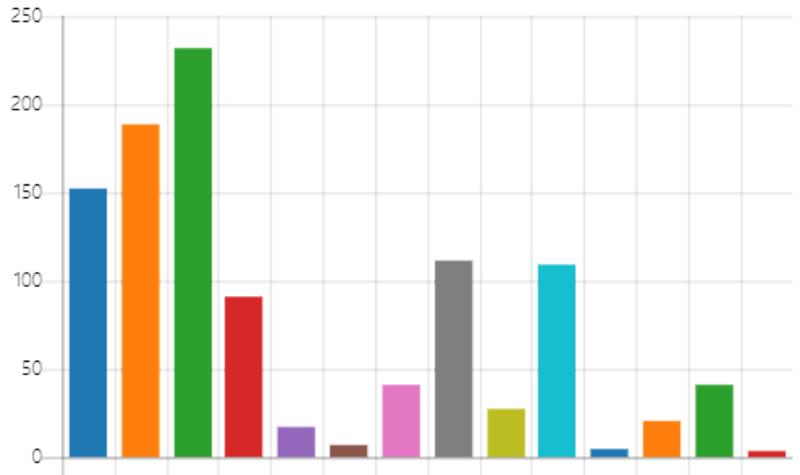
21. If you answered Dissatisfied or Very dissatisfied to Question 20, why were you dissatisfied?
Please specify.

55
Responses

Latest Responses

22. Which technology do you use to obtain information/news from Norco College?

● Norco College website	152
● Canvas	189
● Student email	232
● Personal email	91
● Facebook	17
● Twitter	7
● Instagram	41
● WebAdvisor	111
● GradGuru	27
● Text message	109
● Digital signage	5
● Posters/flyers	21
● Zoom	41
● Other	3



4. It's too confusing to navigate.
5. Confusing
6. Frequently used links are buried in website and not easy to find. example: academic calendar
7. Out of date, broken links.
8. Slow, poorly designed
9. Far too many links are broken.
10. It is hard to navigate and find direct answers as when you search something it pops up a bunch of website.
11. It's difficult to navigate
12. The Norco College website has a nice, and up-to-date interface that works.
13. i am satisfied about the college website

26. What changes would you make to enhance the Norco College website?

83

Responses

Latest Responses

"Add easier to access maps. Put the most commonly used links on big ..."

27. Any additional comments/questions about technology resources at Norco College?

45

Responses

Latest Responses

"Show students about 2FA, explain the free resources."