

Fall 2020 Student Survey

Board of Trustees Meeting
October 21, 2020

Dr. MaryAnn Janosik, Provost
Darlene Schlenbecker, Vice President, Planning, Research and
Institutional Effectiveness

Fall 2020 Student Survey

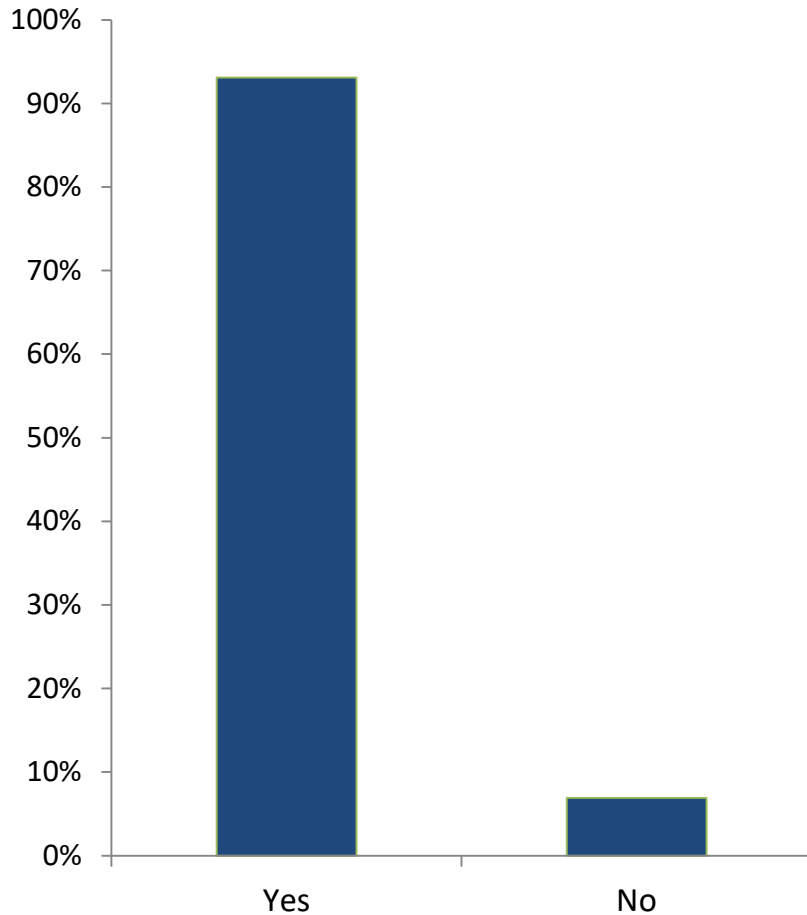


Purpose: To assess **student technology needs** and student comfort with the **return to campus**.



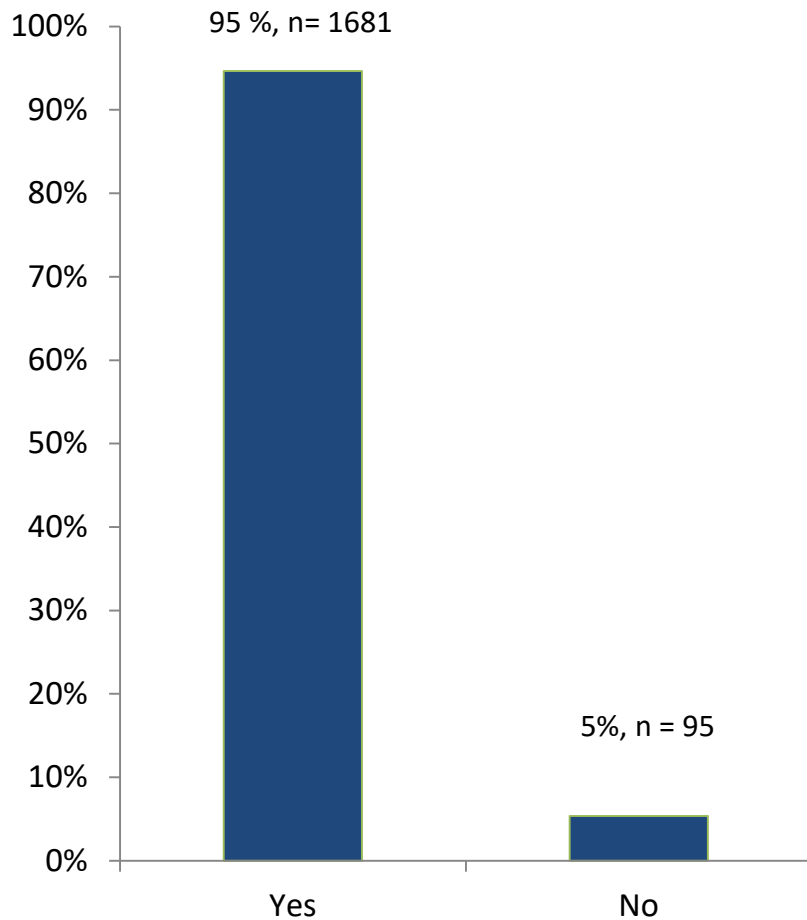
Survey was administered in early September with 1,781 student responses.

WiFi/Internet Connection



93% (1,654/1,778)
indicated they have
reliable WiFi/Internet

Dedicated Computer



95% (1,681/1,776)
indicated they have a
dedicated computer/
laptop/Chromebook for
their coursework

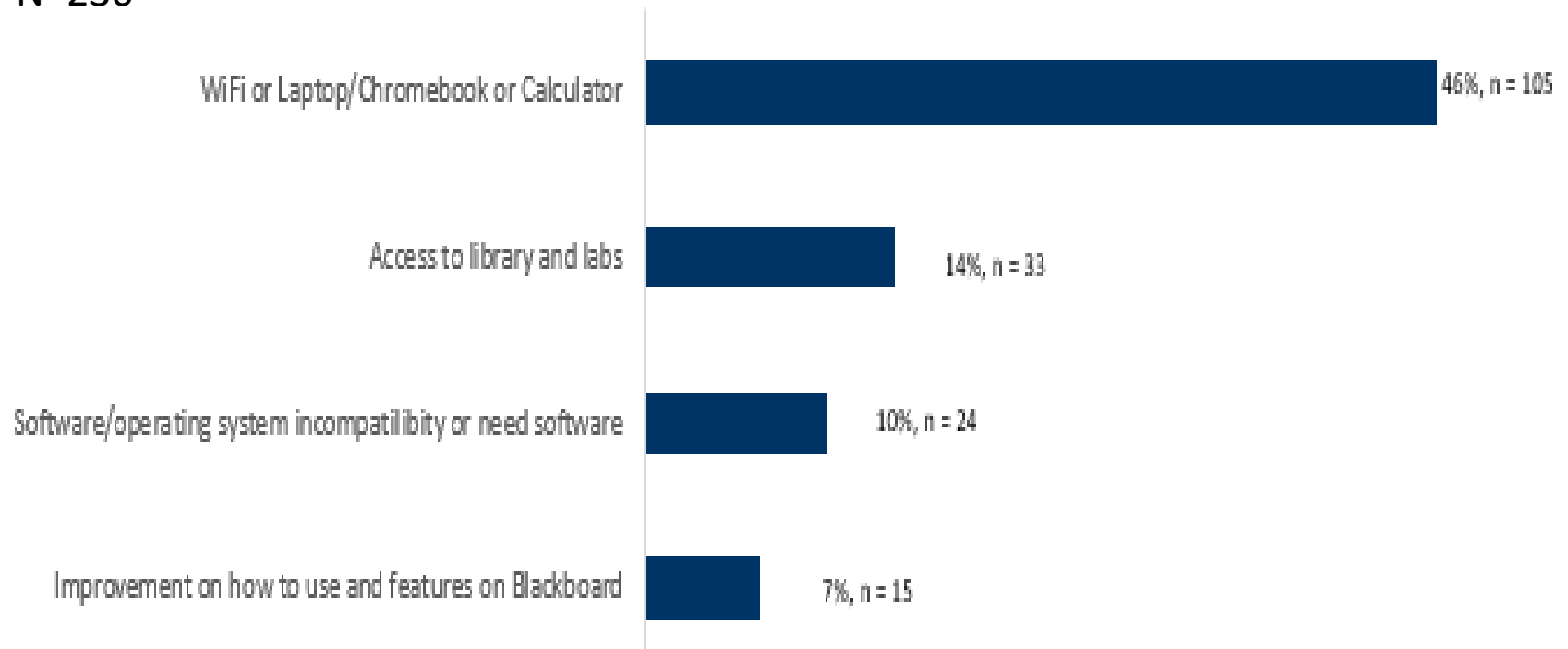
Graphing Calculator

	Yes	No	Not applicable
If required for your coursework, do you have a graphing calculator?	56.92%	25.49%	17.58%

453 students indicated that they do not have a graphing calculator

How can Harper support your technology needs?

N=230



"My laptop is not working the best right now if I could borrow an iPad or laptop."

"I need a little bit of help now and then with the Blackboard and some of the tech. I am new to online school."

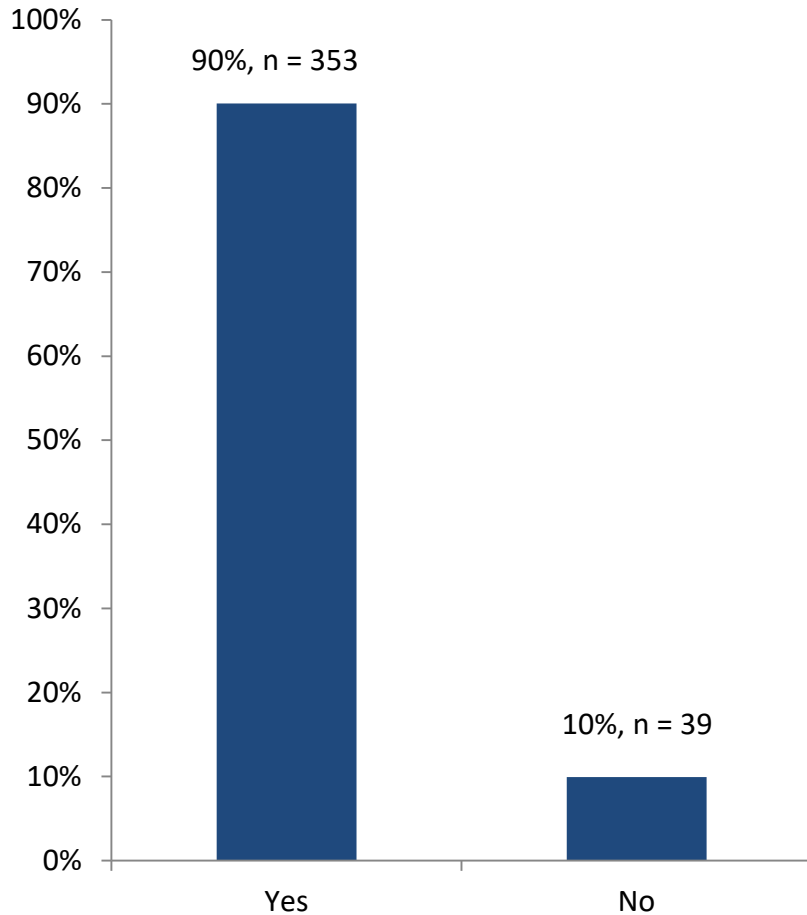
"I do not have a working printer at home, but it's required for a class of mine that meets in person. Due to restrictions I am not sure if I even have a printer on campus."

"...A standardized software would be a great help, so it wasn't opening multiple programs to take classes."

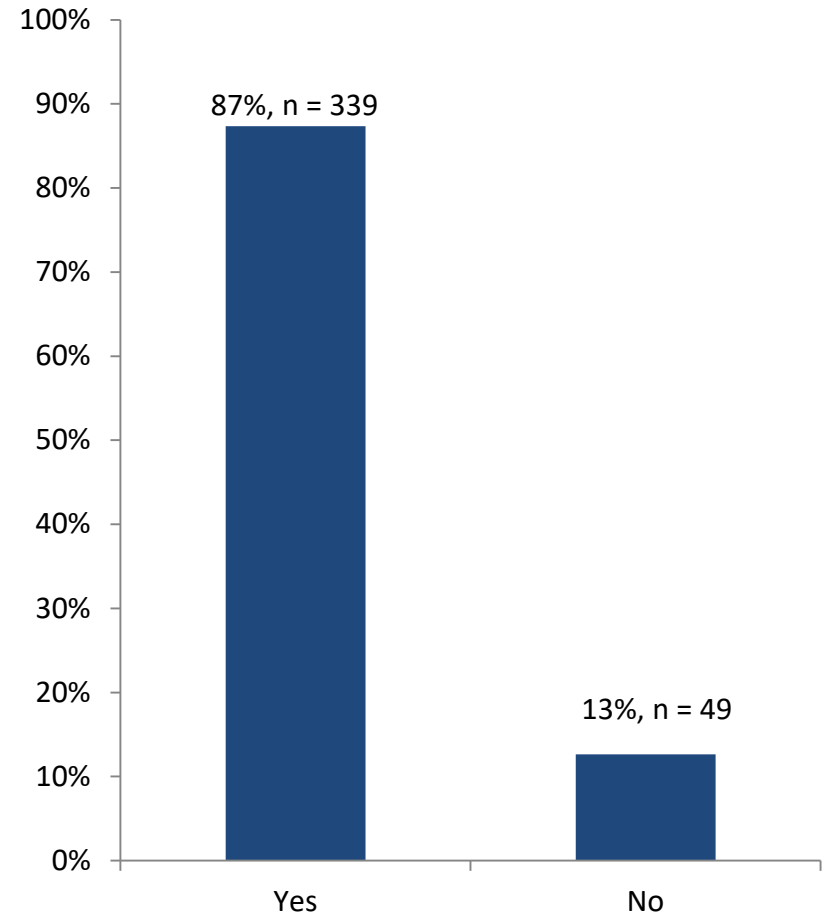
~400 students indicated having an on-campus course.

Comfort with:

Screening



Classroom



RESPONDING TO THE SURVEY RESULTS

UPDATED: WEEK OF OCTOBER 12, 2020

	Chromebooks	Hot Spots	Calculators
Total Inventory:	1340*	295	369**
Total checked out for Fall 2020:	428	165	182
Total outstanding from past semesters:	40	5	22
Remaining Inventory:	872	125	165
Wait list:	0	0	0

*150 Chromebooks belong to AED

**30 calculators belong to Math Department

ADDITIONAL FOLLOW-UPS

(Non-Technology Related)

34 students listed non-technology related feedback to their return to campus.

- ❖ All students received individual outreach from the Hawks Care Resource Center to coordinate specific follow-ups and connections to support:
- ❖ 11 students indicated the return "went well;" 8 indicated they had other concerns, which included:
 - ❖ Student ease using MyHarper portal or Blackboard
 - ❖ Questions about Library and lab access
 - ❖ Requests for more frequent and consistent communication from the College and their faculty.

All of these concerns are receiving /have received individual follow up.

INITIATIVES AND NEXT STEPS

- ❖ Continued outreach from Hawks Care staff (and counselors, advisors) to student needs
- ❖ Dedicated funds for "Basic Needs" (\$450K approved for Spring 21 – tuition relief, emergency and basic needs)
- ❖ Strategic initiative from Dean Bates to develop a long-term distance learning plan for Harper

Questions

