



Student Success

UNIVERSITY *of* WASHINGTON | TACOMA

Student Technology Needs Survey
November 19, 2020

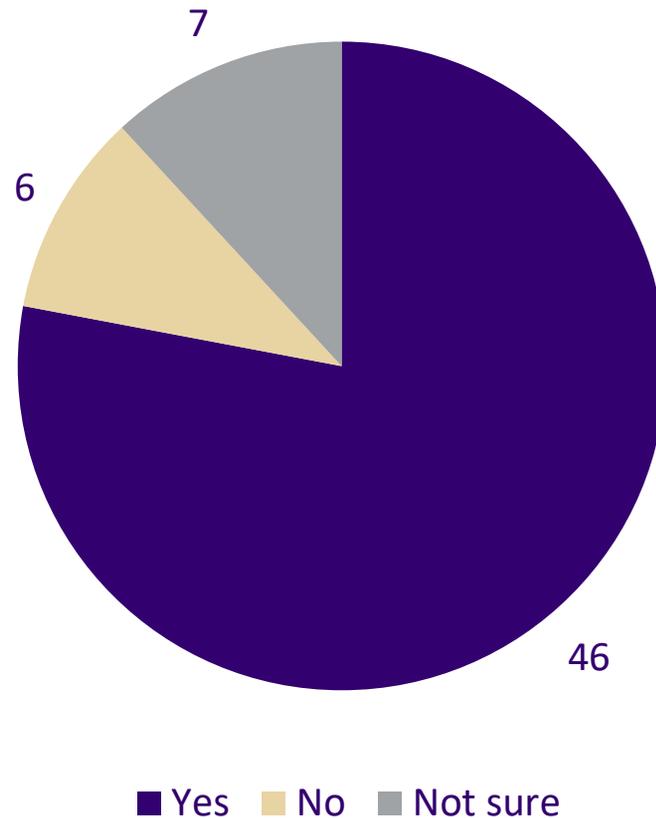
<https://www.tacoma.uw.edu/student-success>
https://www.instagram.com/uwt_success/

ABOUT THE SURVEY

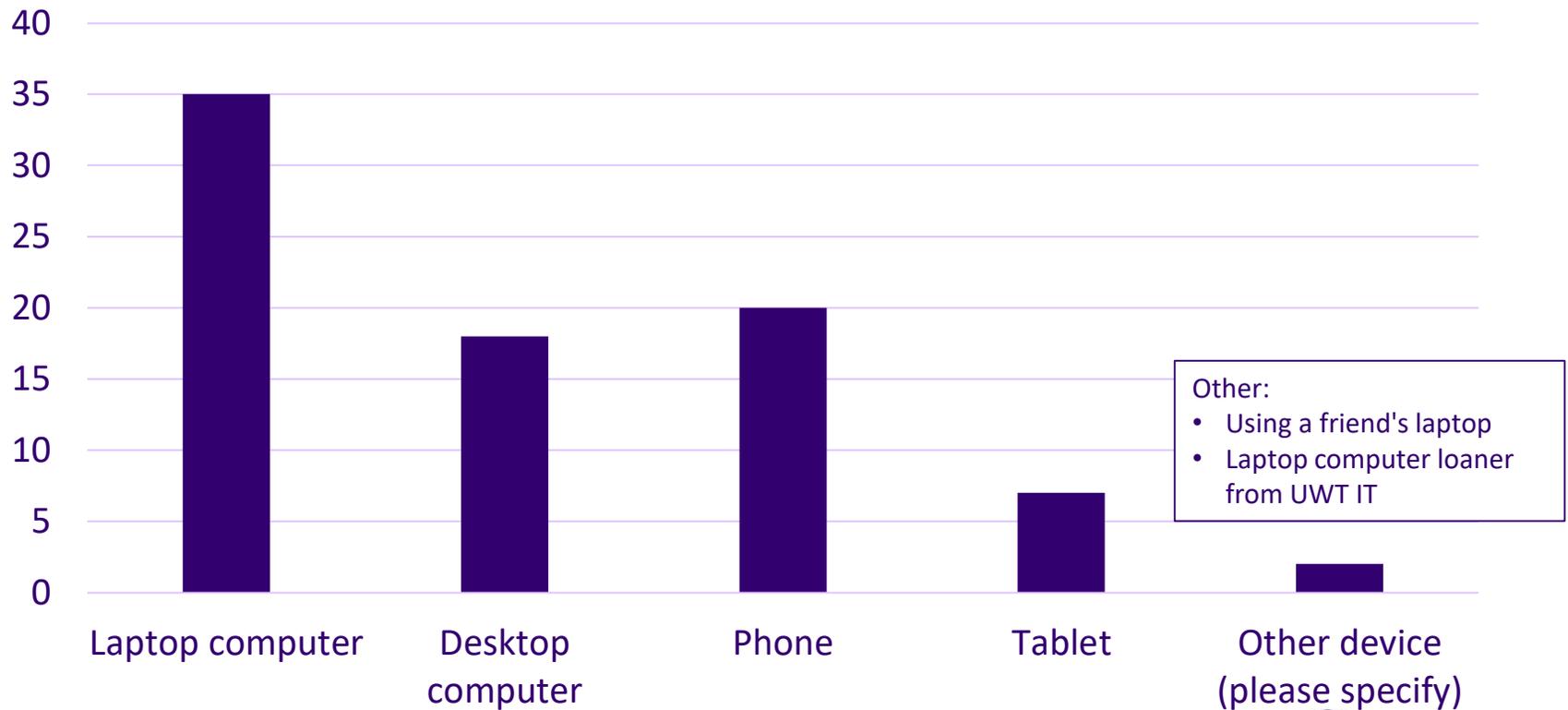
- > Designed by Student Success with support from IT (Patrick Pow, Chris Fuentes), Library (Justin Wadland, Tim Bostelle, faculty consultant (Randy Nichols)
- > Available 11/9-16/2020 through Qualtrics
- > 1007 Email invitations sent
 - A random sample of ALL students except returning students (they will be getting a different survey this quarter)
- > Low response rate
 - 59 responses (6%)
 - Launched at the same time as NSSE for undergraduates



Do you have the access to the technology needed to learn and engage at UW Tacoma?



What technology are you using at home to learn and engage with UW Tacoma? (select all that apply)

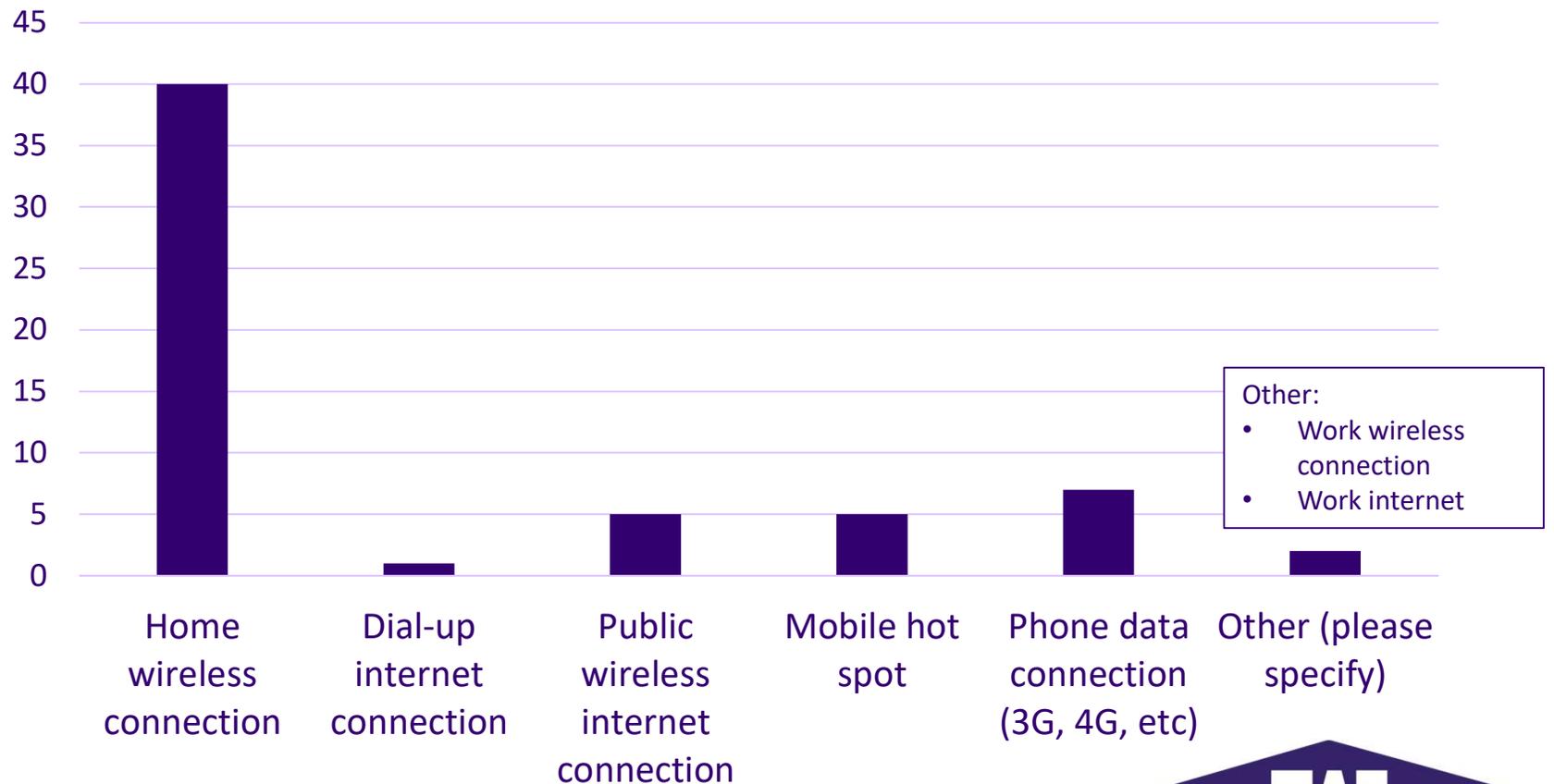


4% of students using only a phone or a tablet

- > Out of 46 respondents who answered this question
 - 1 has only a phone
 - 1 has only a laptop
 - 1 has only a phone and a loaner laptop from UWT IT
 - 1 has only a phone and a loaner laptop from a friend



What kind of connection are you using to learn and engage with UW Tacoma? (select all that apply)

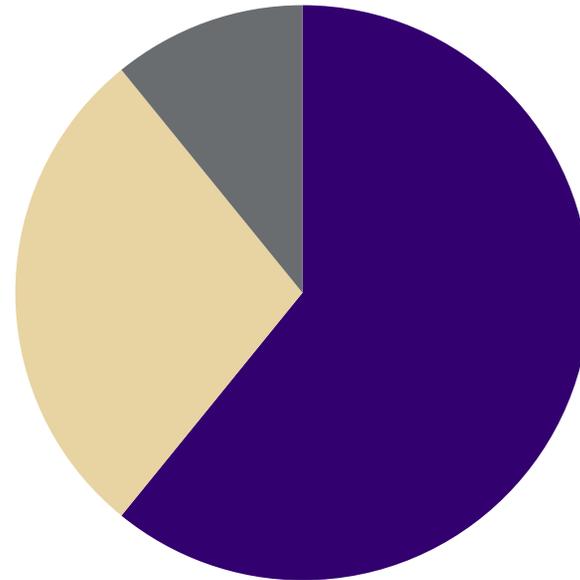


13% of students with more limited connectivity

- > Out of 46 respondents who answered this question
 - 2 (4%) only using a mobile hotspot
 - 2 (4%) only using public wireless internet connection
 - 1 (2%) only using phone data
 - 1 (2%) using phone data or public wireless internet connection
 - The 2 students who indicated they were using wireless at work both also had a home wireless connection.



Is your access to technology limited in terms of when you can use it?



- Never, I have regular access to technologies I need for school
- I sometimes am limited on when I have access to the technologies I need for school
- I have frequent limits on when I can access to the technologies I need for school



For each service, tell us which you are using.

Question	Used this quarter	Used in past quarters, but not this quarter	Never used, but plan to use in the future	Never used and do not plan to use	I do not know what this is
Wi-Fi access in Cragle parking lot	5%	5%	16%	53%	21%
Reservable study spaces on campus	0%	43%	29%	29%	0%
Spare laptop batteries delivered to your car in Cragle	0%	0%	11%	53%	37%
Laptop & Other Equipment Checkout	10%	19%	10%	62%	0%
Wi-Fi Hotspot Checkout	5%	5%	16%	58%	16%
Free Printing available in person and remotely	10%	38%	29%	19%	5%
In-Person Use of computer workstations in CP-005	5%	21%	21%	47%	5%
Accessing Campus Computer Remotely	33%	5%	14%	24%	24%
Virtual Drop-In Help for Media Production	0%	0%	26%	42%	32%
3-D printing	5%	0%	42%	53%	0%
Virtual technology support	30%	0%	15%	45%	10%



Can UWT help you with any technology needs?

- > I would like to use the on-campus printing service, but I am concerned about Covid.
- > Continued use of loaned laptop
- > No, I feel like you guys do a incredible job.
- > The systems don't work. Tried to print remotely many times and it has never once worked.
- > I can not get on campus to access these.
- > No UWT has not been able to help me.
- > 5 said No, I'm all set; 1 was unsure



Anything else you want to tell us?

- > I appreciate being able to access loaned laptop. This is my second quarter utilizing this resource. It would be helpful if I did not have to return after each quarter to then check out another/different laptop.
- > Seriously why is it so complicated?
- > Thank you for all of your hard work and support during this time
- > Thank you for providing laptop loaners, IT assistance, and finally free printing in CP-005. My Husky Card wouldn't open CP when I had a printing appointment. The student staff in CP-005 told me to inform Security so that my card could be fixed. Security told me that CP-005 staff is required to open the main CP door for students upon their arrive. This is a barrier for accessing free printing.
- > Thanks to all the tech people who answer the phones because they are kind and very patient with us older students who are not tech savvy.



Conclusions

- > Access to technology is a key equity issue for student success during remote learning. Although it is a small number, some of our students have technology limitations that can affect their learning.
- > A larger number of students have access to technology, but are limited in terms of *when* they can use the technology.
- > While the response rate was lower than usual, these percentages seem to align with our observations of student technology access.

Follow Up Actions

- > IT is following up to ensure easy access for on-campus printing (working with Campus Safety and Security).
- > IT creating a short video about how to print remotely.
- > One student requested a longer laptop checkout time. A full quarter is already an extended checkout time for COVID, and laptops need to be returned and re-checked out to be able to use this resource.
- > Messaging will be provided to faculty (with these results) to inform how they are delivering class, and with a more focused message about how to connect students with the technology they need.