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?

- Yes: 46
- No: 6
- Not sure: 7

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

- Laptop computer
- Desktop computer
- Phone
- Tablet
- Other device (please specify)

Other:
- Using a friend's laptop
- Laptop computer loaner from UWT IT
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)

- Home wireless connection
- Dial-up internet connection
- Public wireless internet connection
- Mobile hot spot
- Phone data connection (3G, 4G, etc)
- Other (please specify)

Other:
- Work wireless connection
- Work internet
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.

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