

# Technology Survey (Student) 2020

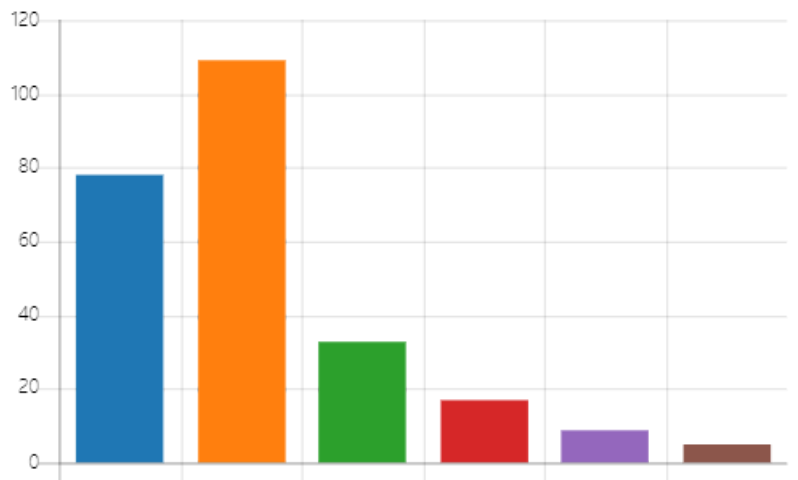
**251**  
Responses

**07:39**  
Average time to complete

**Active**  
Status

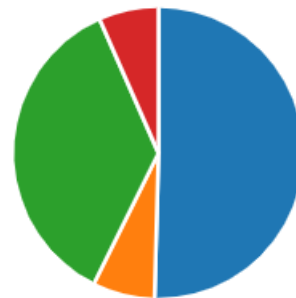
## 1. What is your age?

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?

<span style="color: blue;">●</span> Yes	241
<span style="color: orange;">●</span> No	10



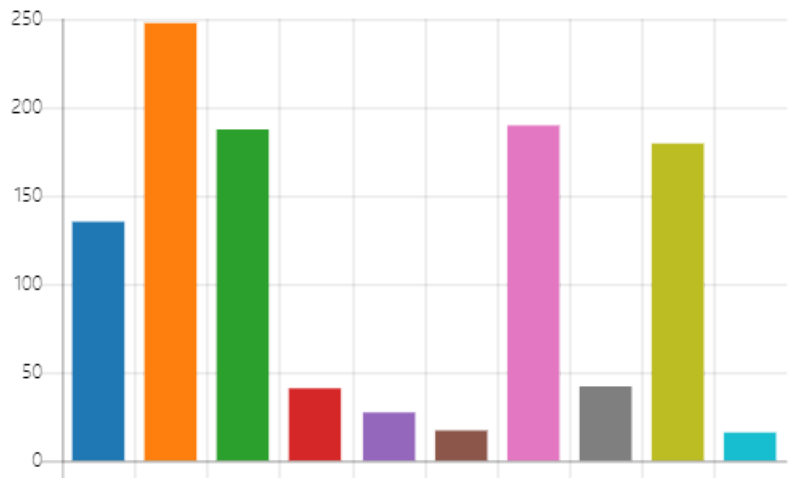
8. If you answered No to Question 7, what was the reason?

<span style="color: blue;">●</span> I can't afford WiFi	7
<span style="color: orange;">●</span> I didn't know about the free of...	10
<span style="color: green;">●</span> I'm using something else (suc...	10



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

<span style="color: blue;">●</span> Online Library database (e-bo...	135
<span style="color: orange;">●</span> Canvas	248
<span style="color: green;">●</span> Application suites (such as Mi...	187
<span style="color: red;">●</span> Class-related software (Photos...	41
<span style="color: purple;">●</span> LinkedIn Learning (formerly Ly...	27
<span style="color: brown;">●</span> Net Tutor	17
<span style="color: pink;">●</span> Internet	190
<span style="color: grey;">●</span> Teacher website	42
<span style="color: olive;">●</span> Norco College website	180
<span style="color: cyan;">●</span> Other	16



10. Are you using the Office 365 online apps?

<span style="color: blue;">●</span> Yes	167
<span style="color: orange;">●</span> No	84



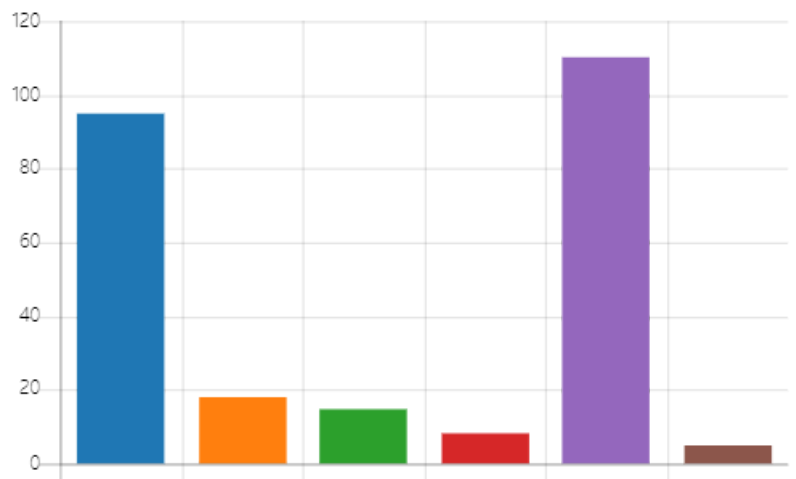
11. If you answered No to Question 10, what was the reason?

<span style="color: blue;">●</span> I didn't know about Office 365	30
<span style="color: orange;">●</span> I don't have a need to use Offi...	9
<span style="color: green;">●</span> I don't know how to access or ...	23
<span style="color: red;">●</span> I'm using something else (suc...	23



12. How do you store your assignments?

<span style="color: blue;">●</span> Cloud drive (i.e., Microsoft On...	95
<span style="color: orange;">●</span> External drive (i.e., flash drive, ...	18
<span style="color: green;">●</span> Email	15
<span style="color: red;">●</span> Smartphone/tablet	8
<span style="color: purple;">●</span> Laptop	110
<span style="color: brown;">●</span> Other	5



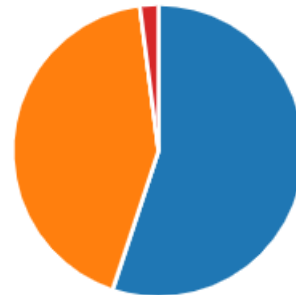
13. Have you used the online tutoring service available through the Learning Resource Center (LRC)?

<span style="color: blue;">●</span> Yes	38
<span style="color: orange;">●</span> 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)?

<span style="color: blue;">●</span> Very satisfied	27
<span style="color: orange;">●</span> Satisfied	21
<span style="color: green;">●</span> Dissatisfied	0
<span style="color: red;">●</span> 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?

<span style="color: blue;">●</span> I didn't know that online tutori...	68
<span style="color: orange;">●</span> I'm using online tutoring avail...	10
<span style="color: green;">●</span> 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



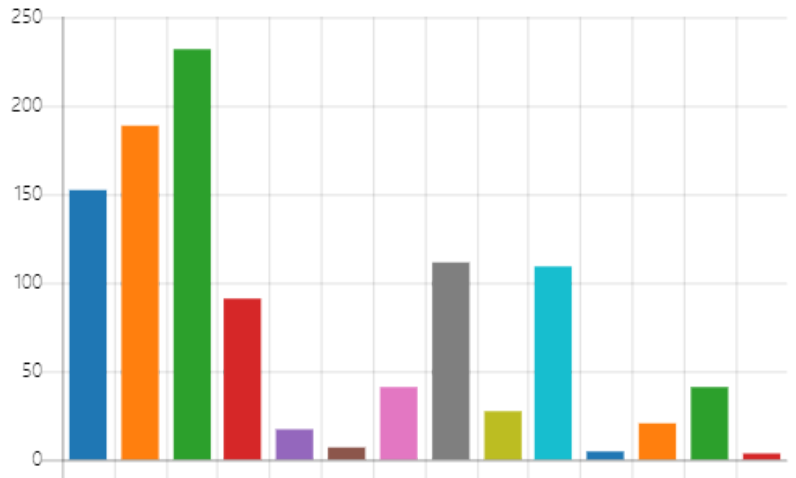
21. If you answered Dissatisfied or Very dissatisfied to Question 20, why were you dissatisfied?  
Please specify.

55  
Responses

Latest Responses

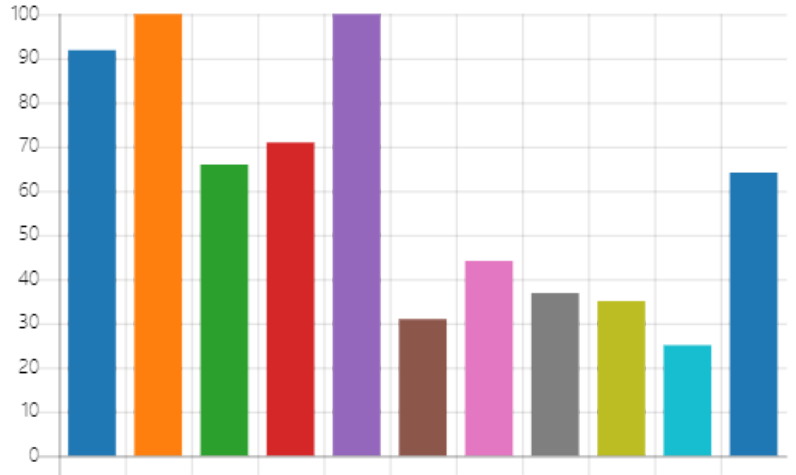
22. Which technology do you use to obtain information/news from Norco College?

● 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



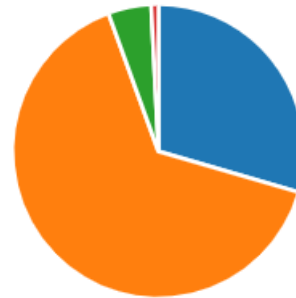
23. Which technology webinars would you be interested in attending?

● Adobe Creative Cloud (include...	92
● Office 365 (includes Excel, Wo...	100
● EduNav	66
● Zoom	71
● Canvas	100
● LinkedIn Learning	31
● Programming	44
● Web Development	37
● Game Development	35
● Music Industry Studies	25
● STEM	64



24. How satisfied are you with the Norco College website?

● Very satisfied	74
● Satisfied	163
● Dissatisfied	12
● Very dissatisfied	2





25. If you answered Dissatisfied or Very dissatisfied to Question 24, why were you dissatisfied? Please specify.

## 13

### Responses

1. Old website was better to navigate.
2. It's incredibly difficult to navigate. The level at which that website obfuscates information is almost impressive.
3. In my CHE-1A class we have to manually access lab reports instructions, lab procedures, and lab practices because the instructor and student cannot access any of the documents through the norco college website. EVEN THOUGH IT IS PART OF NORCO COLLEGE. The link is.....  
<https://websites.norcocollege.edu/tyler/chem-1a/>
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

1. Update numbers, I did try to email some people and I'm administration but it said email was no longer in service
2. Have easy links to everything so that students don't have to go on a full on search for one small thing they are looking for
3. Make service more reliable on campus for when I'm using my phone to access a document or email on campus
4. The old one was much easier to use.
5. Allow access to teachers websites
6. I wouldn't really want it to change. It's perfect the way how it is.
7. Reliability
8. Extend the automatic log off time.
9. I would like make it easier for new students and who new and don't know English well.
10. None
11. Make an app for the norco college website.
12. highlight a-z tab because its a useful resource to finding anything you want to know
13. Easier access to links, better organization, more help from the live chat feature
14. List the type of degrees people can get from this college. (For example a degree that specializes in music studio recording, a degree that specializes in physics, etc.)
15. None
16. None its easy to follow
17. More user friendly
18. Info for people who are interested in seeking a job on campus.
19. It looks good
20. nothing

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

21. Keep the way it was or train students

22. Easier access to class schedules, maybe on the front page, or a, "Breaking News," section on the homepage with very important information for students.

23. EduNave is pretty confusing needs to be simpler

24. put more frequently used links on homepage so we dont have to waste time trying to find them

25. Make it easier to find things. I always go on there for the semester schedule calendars and it's always so hard for me to find.

26. Information about priority registration dates, deadlines, and updated information.

27. The links provide must be working,

28. Keep it up to date and check for broken links.

29. I was unable to figure out how to make an appointment/drop in to counseling.

30. N/A

31. None. I can find everything very easily.

32. Improve the type in search feature

33. Nothing, Thank you

34. I haven't use it much so I could not really tell what it needs to be improve. So far it have been working just fine for me.

35. Make it easier to navigate. And having the office, especially during these times.

36. N/A

37. Easier to navigate

38. Nothing

39. Easier to find and log onto canvas and web advisor

40. Have a live chat to better reach counselors for more help

41. an easier way to search , gets confusing when you cant find exactly what youre looking for

42. Fix the broken links, please.

43. It's fine the way it is

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

44. better student service on the phone.
45. Make getting to the school calendar somewhat easier
46. Fix the glitches or make it more colorful and welcoming
47. At this time I would not change anything. It is very user friendly and I have never had a problem accessing it or finding anything I need.
48. More pages or links at the top that take you to specific information you could be looking for, or there could be a directory of topics.
49. Nothing right now
50. Easier options on menu and an active chat that allows quick questions
51. none everything is good at Norco College
52. None
53. Nothing
54. Make the resources for students easier to find
55. I know I've heard from others and personally experienced that the Norco College website can be awkward to navigate. I haven't noticed that so much in the last few months though, so maybe changes have been made, or I just haven't used the website as much. Ease of consistently finding information on the website is the main possible improvement that comes to mind for me, though.
56. Updating information on clubs, or programs could be more beneficial.
57. The layout is very hard to navigate at first
58. Its good
59. none
60. Updating any old links and making sure the website is always up to date and easy to access
61. N/A
62. I would say to due more new technology to help students find it's really easy.
63. make answers to common questions more visible and answer more questions
64. none
65. Create a more interactive website that delivers the information easier and more clear.

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

66. A little easier to navigate to look at college courses or to look at college class catalog

67. a few minor graphic design choices, but even then not much at all as it is pretty good.

68. I have done all my studies ONLINE since I have enrolled in this college. The college website can be a bit tedious to navigate through and I can say, I am internet savvy.

69. None. I think it is great and is easy to access and very user friendly.

70. some links are hidden within paragraphs. i would make the more used links more easily visible or at the top of lists

71. None.

72. More fluid

73. None

74. Posting upcoming events on the website. Making it easier for students to access the Norco College Library website, and the Book Store website.

75. To info more on student email about the chance and changes do to cov-.19

76. there really is not anything i would like to change

77. Nothing it works perfectly!

78. Clearly add announcements and a visual map of Norco college buildings

79. I just want to attend in class lecture.

80. I have seen a lots of improvement on the Norco College website? I like the improvement and have no suggestion for now.

81. Didn't know I had to make a different appointment if I'm STEM

82. put the email heading back, I noticed it was removed but I want it back

83. Add easier to access maps. Put the most commonly used links on big buttons on the student page.

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

45

Responses

1. Maybe if we were allowed to borrow secondary monitors on campus? I like using my own laptop for things and a secondary display would be amazing
2. yes please I need to brow a laptop from Norco college please do more announced when you have access to give laptops to the student also we need the teacher to be easier in the midterm exam and the final because of the stations that all class are online some class is hard to take it online thank you.
3. Help with remote job placement for all students, young and older adults.
4. How does the LRC work ?
5. Will we be having any bio classes open up for summer?
6. I am impressed with the hard work Norco College has done for their students.
7. Not at this time
8. For question 5 and 6 i had a laptop already available to me.
9. No
10. no
11. The students are priority not the workers. Workers should not be laughing at students in need of help. Especially when it's been stated they are part of DRC. No one did anything either. Still unresolved.
12. train your faculty how to use canvas properly, especially the older ones
13. I am looking forward to the classes being offered in person instead of online since I learn best in person.
14. Nope, its really good so far. Thank you.
15. N/A
16. Library access and resource; perhaps more scholarly papers available for us
17. N/A
18. Please make the norco college website easier to navigate
19. None

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

20. n/a

21. I will not be returnin to Norco College until in-person lectures resume. I have been deeply dissatisfied with the quality of my education since classes have moved online, despite knowledgable professors.

22. Not at this time.

23. Question 6 should have no answer.

24. No

25. It's easier to communicate via student email and any other website for homework besides canvas is too complicated and not everyone can access it. Especially the classes that require codes that cost \$60+

26. None

27. No

28. Borrowing a laptop from the Norco Library has helped out a lot from this transition from real life to online. Thanks for your services!

29. The reason why I said no to not getting a laptop from Norco College is because I already have one so I have no need to get one.

30. Please take into consideration how difficult online classes are. Students like me aren't able to keep up with online classes, and unfortunately our academic record is taking the hit for it.

31. None

32. I already sent an email about this a few months ago, but I may not have contacted a relevant one, since I'm not exactly sure where I should go for that. Either way, I want to request a name change on my public profile, if possible. I am a young transwoman, go by Crystal, and hate hearing my deadname, which I'm guessing you will see attached to this response. While I do understand the need to keep my legal name, I'd much appreciate having my online profiles reflect my preferred name, only showing my legal name where necessary, especially since the internet is really our only form of communication right now. Thank you in advance.

33. N/A

34. They are very good research websites.

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

35. I've heard that there are professors using a website called "Cengage" and that website charges students additional fees besides what the class unit actually costs and some students don't really have the money to pay extra on that class. My Requisition for this technology resource is that if possible, lower the charges from this website or make this website free for students who payed a small "school fee" like the RTA fee or similar to the health service fee or something like that. If cengage gets fixed some how I think that there will be more students attending the class and there will be less dropouts.

36. nope

37. I do not attend classes on campus, therefore many of the computer questions did not pertain to me.

38. online learning has been extremely challenging and irritating. i would ask that teachers be advised to go easier on students during these trying times

39. I would like to see tutor for the game side like the maya software

40. Edunav is not easy to use

41. no

42. Tutorials on canvas and office 375

43. Please open up.

44. I had alot of issues with Canvas displaying my grades.

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