# Student Technology Survey

Information Technology

November 2024
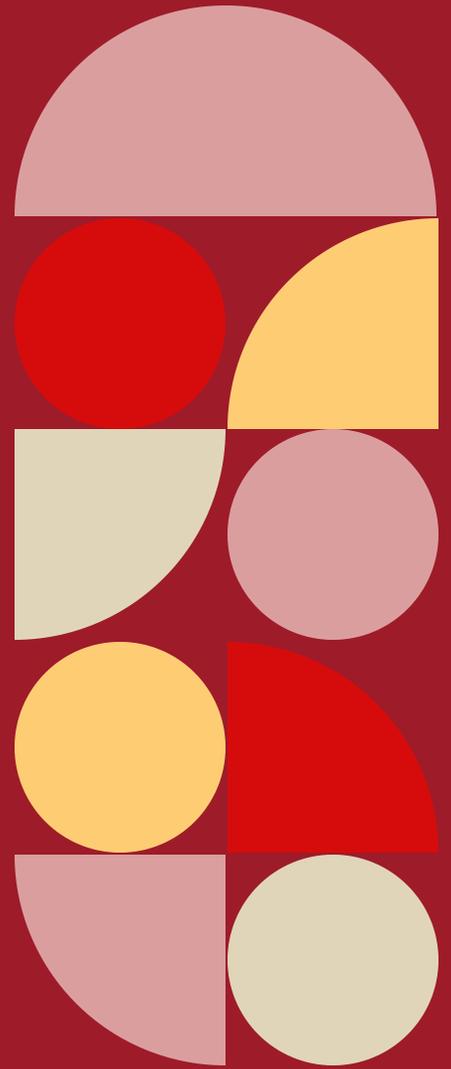
# Mt. SAC Student Technology Survey

## Satisfaction Highlights

| Category | % |
|---|---|
| Availability of Tech On Campus | 96% |
| Assistance with Canvas | 95% |
| Ability to Contact IT for Support | 95% |
| Classroom Technology | 95% |
| Help Desk and Daily Support | 94% |
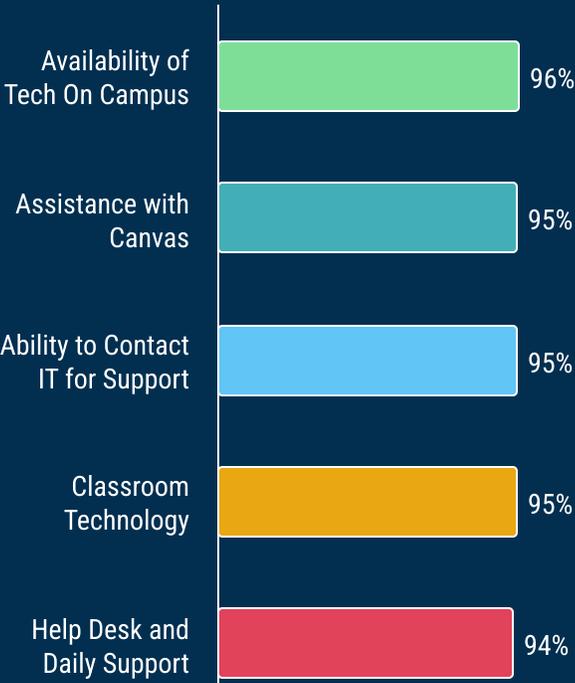
# 97%
**Satisfied or Extremely Satisfied with the Overall Quality of Services from IT**

## Survey Takers
### How long have you been a student at Mt. SAC?

- 28%
- 10%
- 22%
- 17%
- 24%
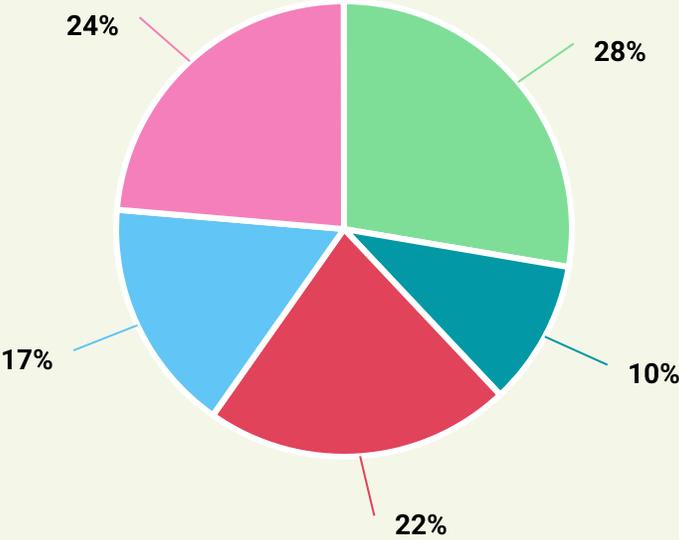
**Legend:**
- 🟢 Started Fall 2024
- 🟦 Started Summer 2024
- 🔴 Since 2023
- 🔵 Since 2022
- 🟣 More than 3 Years

## Satisfaction with Online Processes

| Process | % |
|---|---|
| Zoom | 93% |
| Online Registration | 91% |
| Student Portal Access | 90% |
| Buying Parking Permits Online | 90% |
| Online Bookstore Ordering | 90% |
| Mt. SAC Mobile Website | 82% |
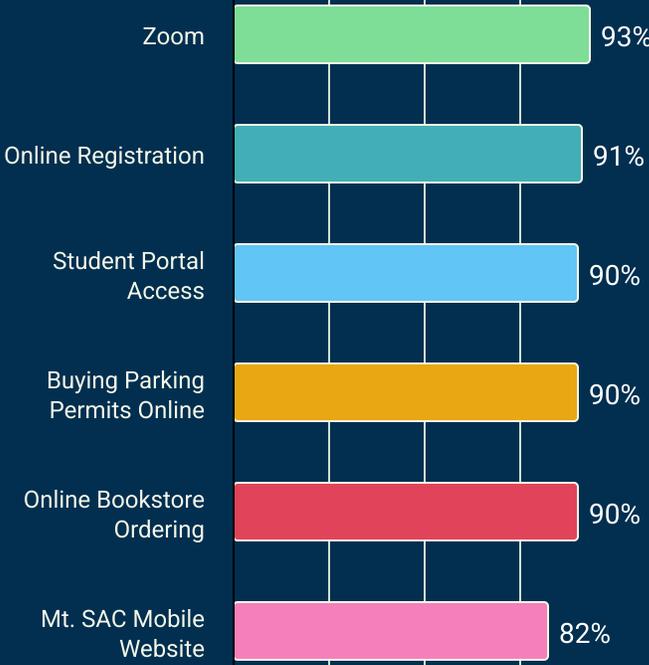
# Mt. SAC Student Technology Survey

## Satisfaction with Technology

| Category | Percentage |
|---|---|
| Tech in Computer/Tutoring Labs | 95% |
| Laptop Loan and Mifi Access | 92% |
| Campus Map/Wayfinding Mobile App | 89% |
| Wireless Availability | 86% |
| Student Print Services | 85% |
| Mt. SAC Website (Ease of Use) | 84% |
| Mt. SAC Portal | 81% |
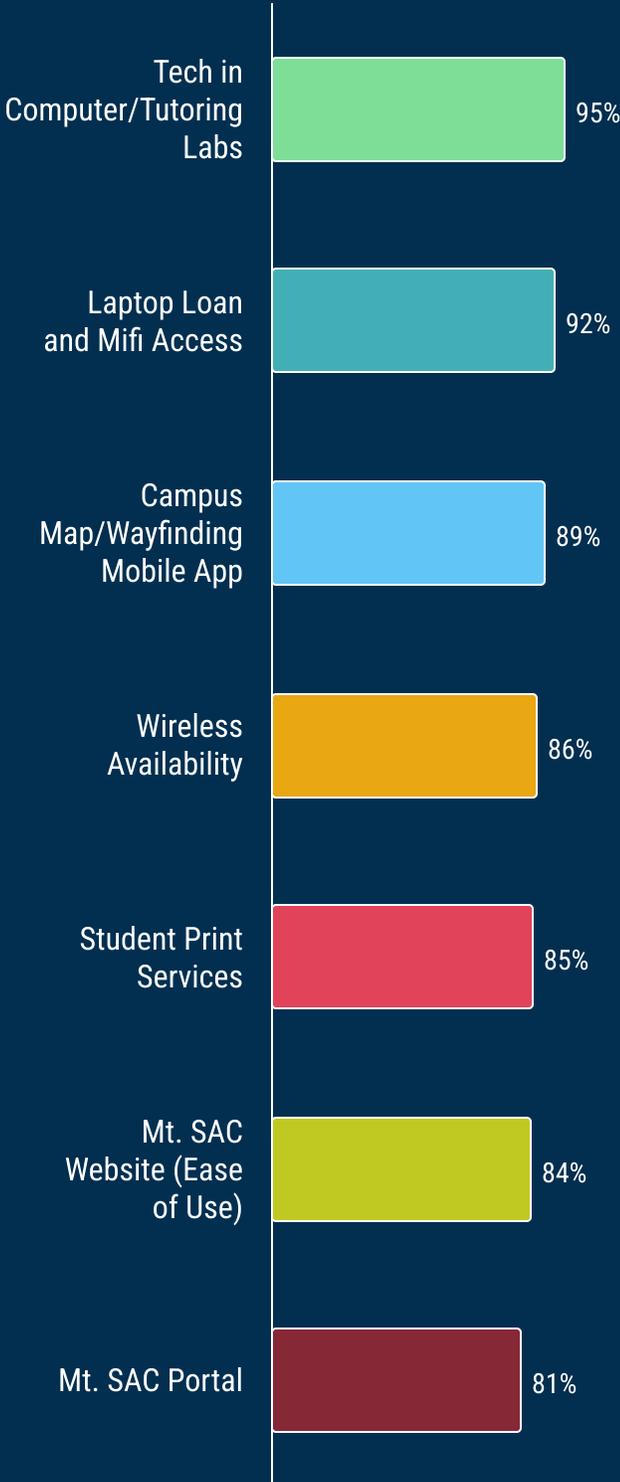
## What is your level of understanding of cybersecurity?

None to Little
# 28%

Moderate
# 34%
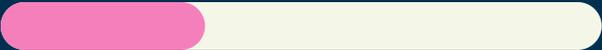
Good
# 31%
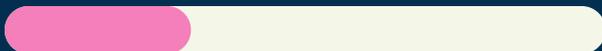
Expert
# 7%

# Mt. SAC Student Technology Survey

## How can IT services be improved?
### Responses were summarized.

✓ Students appreciate having access to campus Wi-Fi but noted occasional connectivity challenges in certain areas, such as older buildings. Expanding coverage, optimizing network performance, and conducting regular assessments will ensure a more reliable online experience for students.

✓ Students value IT support but expressed a need for quicker response times and more flexible availability. Expanding helpdesk hours, offering evening and weekend support will make IT resources accessible when they're needed most.

✓ A well-organized and user-friendly student portal and mobile app are essential for student success. Enhancing navigation, streamlining key functions, and ensuring smooth performance will create a more intuitive and efficient experience for students.

✓ Access to reliable technology is crucial for academic achievement. Expanding the availability of loaner laptops, hotspots, and tablets, upgrading devices as needed, and ensuring students have clear information on how to access these resources will support their learning and success.

✓ Many students were unaware of the full range of IT services available to them. Strengthening communication efforts through social media and student orientation materials will ensure more students can access resources.

# Mt. SAC Student Technology Survey

## What technology-related changes would you like to see implemented that would support your success?

"Mtsac is a very big campus. Yet new and old students still tend to get confused where will they go. I suggest making some digital map (like in malls), one per building perhaps."

"Building and Testing Artificial Intelligence platforms from field-experienced professionals. Most importantly, creating our own Artificial Intelligence to test complex environments that will benefit the school as a whole."

"Better awareness and access of resources."

"I would like to see more improved quality technology devices on campus that students can use for drawing, or note-taking if they can't afford an iPad or tablet (one they can borrow)."

"Adding real-time chat support in the IT Help Desk would be valuable for quicker assistance with technical issues."