ETRAC Undergraduate Survey Results 2020

Comparative U of T:
All USAParticipants:
USA Doctoral/Research Schools

Marden Paul. March 2021
Educause Technology Research in the Academic Community

• Focus on Undergraduate and Faculty technology experiences
• Student survey has been run for 16 years / faculty for 4 years – this was a special COVID-19 abridged version
• Assesses:
  • Connectivity and device capabilities
  • Experiences learning with technology
  • Digital instructional resources
• Survey ran from 12 October through 14 December 2020
• REB approval granted for annual student and biennial faculty surveys
• https://www.educause.edu/research-and-publications/research/analytics-services
### ETRAC Fall Student Survey Participation

<table>
<thead>
<tr>
<th>Carnegie Class</th>
<th># Institutions</th>
<th># Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Associates Degree Schools</td>
<td>7</td>
<td>727</td>
</tr>
<tr>
<td>Bachelors Degree Schools</td>
<td>2</td>
<td>10</td>
</tr>
<tr>
<td>Masters Degree Schools</td>
<td>17</td>
<td>5,547</td>
</tr>
<tr>
<td>Doctoral/Research Intensive</td>
<td>19</td>
<td>4,347</td>
</tr>
<tr>
<td>Non-US</td>
<td>6</td>
<td>1,537</td>
</tr>
<tr>
<td>U of T</td>
<td>1</td>
<td>411</td>
</tr>
</tbody>
</table>
Connectivity & Devices
1.1a. Internet Access at Primary Residence

- **Yes**: High percentage across all regions (US, DR, UT)
- **No**: Low percentage across all regions

The chart shows the percentage of residents with internet access at their primary residence, with the majority having access.
1.1b. Reliable Internet Access

No

Yes

US

DR

UT
1.2a. Internet Connection Struggle Frequency

- **Always**: Very low frequency, with most respondents indicating less than 5% struggle.
- **Very often**: Slightly more frequent struggle, with around 10% reporting.
- **Sometimes**: Moderate struggle, with a significant portion indicating 25% struggle.
- **Rarely**: High frequency, with a substantial majority reporting 40% struggle.
- **Never**: Frequency varies by region, DR shows a higher percentage (35%) compared to US (25%) and UT (30%).
1.2b. Where to Find Good Internet Connection

- Home
- Public space on campus
- Commercial business
- Friend's house
- Family member's house
- Other

Bar chart showing the preferences for finding good internet connection in different locations for US, DR, and UT.
1.4 Access to Reliable Device / Type

- **Laptop**: 75% (US), 80% (DR), 85% (UT)
- **Desktop computer**: 20% (US), 25% (DR), 30% (UT)
- **Cellphone**: 5% (US), 10% (DR), 15% (UT)
- **Tablet**: 2% (US), 5% (DR), 10% (UT)
- **Other**: 0% (US), 0% (DR), 0% (UT)
- **No**: 0% (US), 0% (DR), 0% (UT)
1.5a. Tech Issues Experienced

- No issues
- Other device issue
- Device Malfunction
- Missed assignment Deadline - Device Access
- Device incapable of tasks
- No device to use (shared with others) No...

0% 10% 20% 30% 40% 50% 60% 70% 80%

US DR UT
1.6. Tech Support Approaches Taken

- **Try to resolve myself**: The most common approach taken across all regions.
- **Friend or family**: Slightly more popular than **Other** in all regions.
- **Other**: Least popular in all regions.
- **Manufacturer support**: Slightly more common in **DR** than in **US** and **UT**.
- **Institution support**: Slightly more popular in **US** than in **DR** and **UT**.

Legend:
- **US**: Red
- **DR**: Blue
- **UT**: Green
Responses in this section were based on the course a student felt was giving them their best learning experience.
2.1. In what type of learning environment is this course being taught?
2.2. Course Modality

- **Synchronous**:
  - US: 40%
  - DR: 35%
  - UT: 45%

- **Partially asynchronous**: 45%

- **Asynchronous**: 25%

- **Student chooses**: 15%

- **Other**: 5%
2.3 Please tell us how much you agree or disagree with the following statements about your instructor for the course in which you are having your best learning experience:
2.3.a. Instructor Easy to Contact: Course Related Help

![Chart Title]

- Don't know
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Legend: US, DR, UT
2.3.b. Reasonable Accommodations for Assignment Submissions

Don't know

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

US  DR  UT

0%  5%  10%  15%  20%  25%  30%  35%  40%  45%  50%
2.3c. Provides Timely Performance Feedback

- Strongly agree: US (45%), DR (40%), UT (35%)
- Agree: US (30%), DR (35%), UT (35%)
- Neutral: US (15%), DR (20%), UT (25%)
- Disagree: US (5%), DR (10%), UT (5%)
- Strongly disagree: US (0%), DR (0%), UT (0%)
2.3d. Responds to questions and comments timely manner.
2.3e. Accessibility Technology Response

![Accessibility Technology Response Chart]

- Don't know
- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly disagree

Survey responses across different regions:
- US
- DR
- UT
2.3f. Effective Technology Use in Course

Don't know

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

0% 5% 10% 15% 20% 25% 30% 35% 40% 45% 50%

US DR UT
2.3g. Helpful Info to Tech Support Resources

Don't know
- US
- DR
- UT

Strongly agree
- US
- DR
- UT

Agree
- US
- DR
- UT

Neutral
- US
- DR
- UT

Disagree
- US
- DR
- UT

Strongly disagree
- US
- DR
- UT
2.4 Please tell us how much you agree or disagree with the following statements about the organizational and design features of the course in which you are having your best learning experience: : 
2.4a. Opportunities to interact and communicate with other students.

Don't know

Strongly agree

Agree

Neutral

Disagree

Strongly disagree

US  DR  UT
2.4b. Opportunity for **formal** interaction with instructor
2.4c. Opportunity for **Informal** interaction with instructor
2.4d. Classmates learning from each other
2.4e. Course well-organized with clear sequence of assignments.
2.4f. Encourages variety of interactions with course content
2.4g. course addresses/accommodates accessibility issues

Don't know
Strongly agree
Agree
Neutral
Disagree
Strongly disagree

0% 5% 10% 15% 20% 25% 30%

US
DR
UT
2.4h. Content and activities in this course are offered in formats that fit my needs as a learner.
2.4h. Content and activities in this course are offered in formats that fit my needs as a learner.
Digital Instructional Materials
3.1. What kinds of course materials do you use?

- Online Study Tools
- Courseware
- e-Textbooks
- Print Textbooks
3.1b. What features of courseware improve your learning?

- The interface is easy to navigate.
- The software sends me a message when I have a new assignment or grade.
- When I get an answer wrong the software automatically reviews the material with me.
- I can chat, message, and otherwise engage with my peers and instructors within the software.
- I can choose what content areas I want to focus more on.
- Frequent quizzes to make sure I'm learning.
3.1 Please tell us how much you agree or disagree with the following statements about the use of courseware in your classes:
3.1c.1. Courseware adapts to my unique needs.
3.1c.2. Using courseware improves my learning.
3.1c.3 Using courseware makes me feel more engaged in large classes (100+ students).
3.1c.4. Using courseware saves me money.
3.2. How do you typically access your course materials

- Provided to me through my course fees
- Download for free
- Borrow from the library or friends
- Rent
- Purchase used
- Purchase new

Graph shows percentage of students using different methods.

- US
- DR
- UT
3.3 How soon do you typically have access to your course materials after the start of the course?
3.4 Have you purchased a study aid or tool this term (e.g., Chegg, CourseHero)?

- No
- Yes
Key Takeaways

1. Make allowances for less than optimal remote learning experiences
2. Provide interaction and flexible learning options
3. Use fewer applications
4. Help students adjust to online learning
5. Clarify academic integrity expectations
6. Raise awareness of where to get IT help
Observations

- Your thoughts
- Good results
- Adaptive nature of students, faculty and staff quite amazing
- Equity is not equality
- Apply additional elements of compassion
- Filters may let a bit more through, but societal benefit exceed
- Tribute to all the collective work, patience, creativity, heroic efforts across the community
Thank you.

• Data and presentation materials are available to share
• Please contact me (marden.paul@utoronto.ca) if you’d like to spend more time on the results or share with your department
• Gearing up to do this survey annually
• There’s a Faculty survey too but Educause will not be running this year due to the pandemic