

# Distance Education Committee

## DE Faculty Survey - Student Technical Support ( )

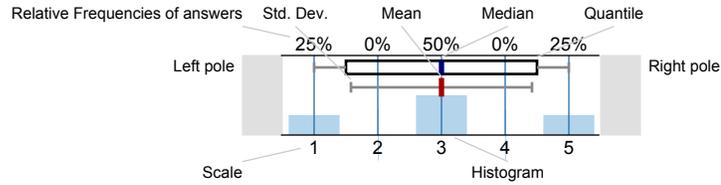
No. of responses = 98



### Survey Results

#### Legend

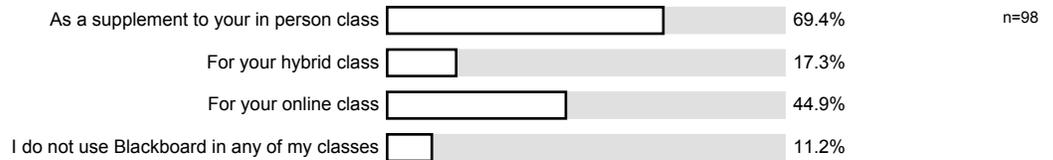
Question text



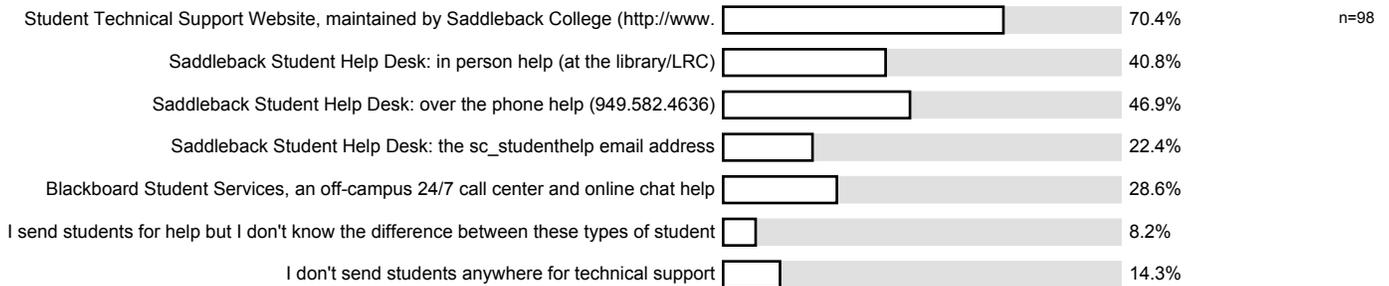
n=Amount  
av.=Mean  
md=Median  
dev.=Std. Dev.  
ab.=Abstention

#### 1. Student Technical Support at Saddleback College

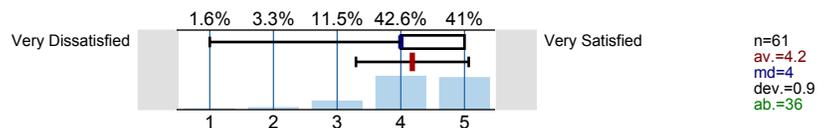
1.1) Do you use Blackboard (mark all that apply):



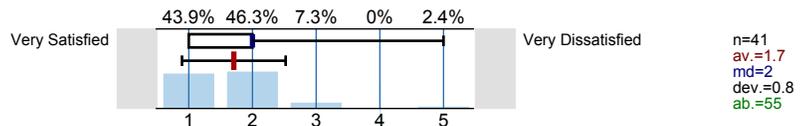
1.2) At Saddleback, we have a few options for student technical help with Blackboard. Which have you referred students to use? (mark all that apply)



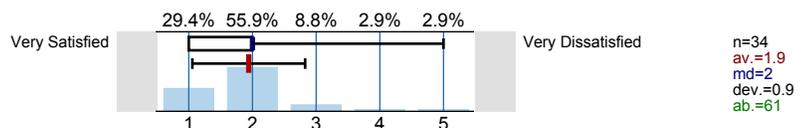
1.4) Student Technical Support Website, maintained by Saddleback College (<http://www.saddleback.edu/de/student-technical-support/>)



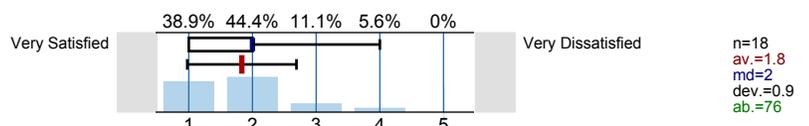
1.5) Saddleback Student Help Desk: in person help (at the library/LRC)



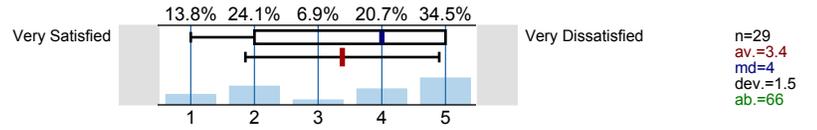
1.6) Saddleback Student Help Desk: over the phone help (949.582.4363)



1.7) Saddleback Student Help Desk: the sc\_studenthelp email address

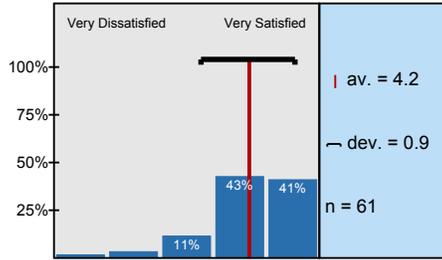


1.8) Blackboard Student Services, an off-campus 24/7 call center and online chat help (866-940-8991)

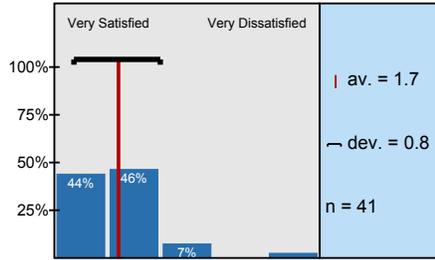


## Histogram for scaled questions

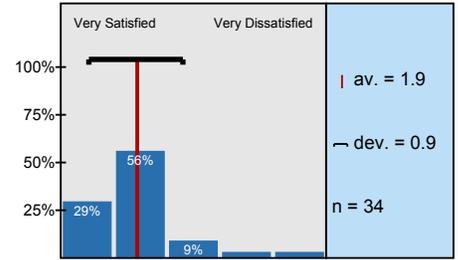
Student Technical Support Website, maintained by Saddleback College (<http://www.saddleback.edu/de/>)



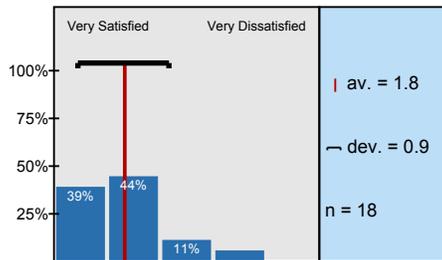
Saddleback Student Help Desk: in person help (at the library/LRC)



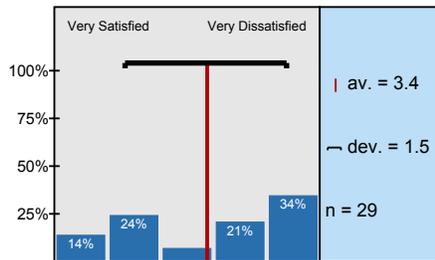
Saddleback Student Help Desk: over the phone help (949.582.4363)



Saddleback Student Help Desk: the sc\_studenthelp email address

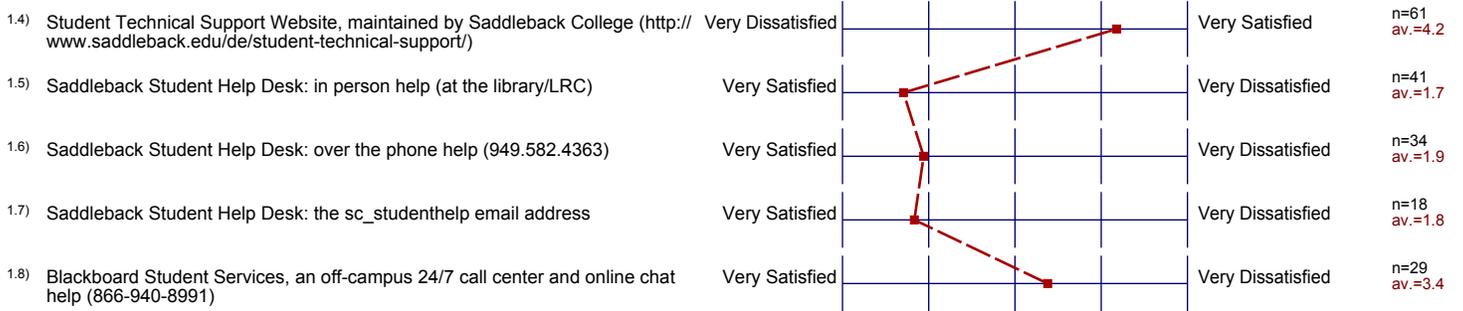


Blackboard Student Services, an off-campus 24/7 call center and online chat help (866-940-8991)



# Profile

Subunit: Research Department  
 Name of the instructor: Distance Education Committee  
 Name of the course: DE Faculty Survey - Student Technical Support  
 (Name of the survey)



1. Student Technical Support at Saddleback College

<sup>1.3)</sup> If you do not refer your students to one of the student help service options, why not?

- CS is less than knowledgeable and the wait time is insane!
- Did not know about the 24/7 service until now!
- I did not know about them.
- I didn;t know there was a help desk. In the library or over the phone.
- I do not send students Blackboard for help because it is not as effective and the response time is very long.
- I do not use Blackboard
- I do not use blackboard, but have referred students how mention they have trouble with blackboard to the Library.
- I don't use it.
- I don't refer students to Blackboard Student Services as I regularly receive complaints from students that the problem won't be resolved for 48 hours.
- I haven't used Blackboard yet and I'm not familiar enuf with it
- I no longer send students to the off-campus 24/7 call center.
- I teach entry level math courses which require computation without electronics.
- I use Jupiter Grades instead of Blackboard in order to post grades and upload course documents.
- I usually try to explain the site based on my knowledge of it, but i am a part-time faculty member and do not even know where to go for help when I need it.
- I'm not using Blackboard.
- If students have problems with blackboard, it is usually a file or a link I have uploaded that is the problem. I end up trouble shooting the problem with the student instead of sending them to Saddleback's technical support
- My use of blackboard is very limited, so I can provide theneeded technical support for my classes.
- Since the help opportunities are all summarized in the Student Technical Support Website, I believe it is better to send people to one location for help. The Telephone is a substitute in case their internet access is down.
- Students have not received timely or accurate help from the off campus 24/7 call center.
- There has never been a need to.
- They have yet to need it or ask for it.
- We haven't fully incorporated Blackboard yet and have not had problems so far
- When students have questions, we usually figure out the problem in class by asking other students.
- not aware of it

<sup>1.9)</sup> How important is student technical support? Why?

- EXTREMELY IMPORTANT because our society relies on computers. Not all students are computer experts, and there needs to be a resource available for them.
- Essential for students to understand how to access e-mail and use BB.
- Essential to their success if they can't access the information quickly and easily they might just get frustrated and quit.
- Extremely important because a lot of these kids are clueless when they start off at Saddleback.
- Extremely important because you want all students to enhance their skills in this area

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- Extremely important. Especially 24/7 support. Usually, students will email me their questions to me but what would happen if I did not respond in time to assist with an assignment that they wanted to complete before I got back to them? In anticipation of their tendencies to wait until the last minute to complete assignments, I believe 24/7 access is critical.
  - Extremely important...if students get caught up in a technical problem they will frequently get so frustrated that they drop the class.
  - Extremely, all of my assignments are due through turnitin.com.
  - Highly important; students should be supported at all levels of their educational experience at Saddleback.
  - I believe it is very important, but I only use Blackboard sparingly.
  - I don't know anything about it.
  - I think it's very important as more and more classes integrate some sort of use of technology within the classroom. Both students and instructors rely on that technology to disseminate information at the very least along with posting essays and other documents.
  - I've not been informed by my students if they have used these services. Maybe a survey of the students themselves would be helpful.
  - In this day of everything electronic without expert help many of us are totally lost and I'm sure students feel the same way. Though not many, it's surprising that I do get a few people who are completely electronic illiterate. If I'm going to use technology for learning activities then there needs to be help available for the users.
  - It can be the difference between success and failure.
  - It is essential because students often encounter problems with their computer that I can't solve on my end, e.g. computer setting issues.
  - It is essential that students have access to support, as being able to access online materials is key to success in my F2F class. Most students are comfortable with Blackboard, but for those that need extra help, user friendly and easily accessible tech support is key.
  - It is extremely important. If students cannot log in or have challenges with Blackboard then they cannot fully participate and focus on the course content.
  - It is extremely important. Some of my students are new to college, and my class is their very first class.
  - It is extremely important as it takes the burden off of the faculty member; further, many problems cannot be resolved by the faculty member.
  - It is important as having this service allows me to have more time to focus on class contents, not technical support.
  - It should definitively help the students. It offers them an immediate way of getting support outside the classroom.
  - It's very important. Students need a place to go with the technical questions. In my class, I try to help students, but it's nice to have some place to refer students if I'm not able to help. As a counselor, I see students who are in other online courses or courses who use Blackboard and they come to me with questions and I'm able to refer them to the technical support on campus.
  - Many students are new to online learning, Blackboard. Some students have limited computer knowledge and/or ability. Good, quick student technical support with a prompt response time is essential to help these students be successful. Without a prompt response 1) students fall behind and/or drop out 2) the instructor spends a significant amount of time assisting with tech help instead of teaching the class.
  - Many students are new to technology and especially new to Blackboard and need additional supports to be successful in their classes!
  - Many students need help to access Blackboard.
  - My students have found the resources on their website very useful and I rarely get questions about managing their browser now that I refer them to that site the first week of class.
  - Really important, student should always have a location that can assist with trouble shooting the colleges Learning Management System (LMS).
  - Some students are new to the online environment of Blackboard. They need support to get started in the class and be successful.
  - Some students would not succeed in an online class without it.
  - Students are going to run into technical issues, so they need to have a support system to help them.
  - Super important. I wouldn't use Blackboard if it wasn't helping with my class. If students can't access Blackboard, they get behind in class.
  - Tech assistance helps then when I can't
  - Technical support is extremely important to help students access course materials online and reduce their frustration. I think it is key for student success.

- Technical support is necessary whenever you use features which don't work or the documentation is not clear. Students are using their iPhones and many electronic systems which are more complicated than BlackBoard, but have less ambiguities built into the system. Students can surely analyze what they need for BlackBoard without too much assistance.
- VERY important and I don't think there is enough. The biggest complaint that I get from my on-line students is that when they call the Blackboard off-campus 24/7 call center, they tell me they spend up to an hour on hold waiting to talk to someone.
- Very important as it is essential to provide students the technical resources and tools needed to get their school work completed.
- Very important as students cannot even begin the class without this knowledge.
- Very important because as an instructor I do not always know/have the solutions to problems they encounter on Blackboard.
- Very important for my 100% online courses. Obviously, I can't be there in person to help them with their computer problems and I am not a computer tech.
- Very important so student do not get frustrated with technology and can concentrate on their class content.
- Very important to retain students and to help them start the semester with fewer frustrations
- Very important, especitally for older students who have little computer experience.
- Very important. I have students in nearly every class who have some difficulty with Blackboard along the way. I can help out with basic issues, but I have to refer students out for anything else.
- Very important. I like the web site for the reason that it can "diagnose" if the student's computer has the correct settings for online classes.
- Very important. My students appreciate having this resource to get them going with Blackboard.
- Very important. Without it, students get frustrated. Instructors don't have sufficient time to help them one-on-one, and sometimes they don't know the answers anyhow.
- Very important...students need to feel the college is reinforcing the online learning experience and frustration can mount when a student cannot access a class or has other online issues to deal with.
- Very little. Students learning in the online environment should have the skills to resolve minor technical issues. If the students do not have the skills, then these students should be in a traditional classroom setting.
- Very! I teach online, so they have to be able to resolve their technical problems to complete the course.
- Very- as a teacher I can't always figure out why they can't see something I have posted or why they are locked out of their account. Support is key to maintaining continuous access to course materials.
- Very. (2 Counts)
- Very. Should be obvious!
- We offer so many online classes, but students don't have anyone to go to for help. And technical help doesn't just include Blackboard support, but also help with other aspects of online classes - email, accessing the internet, computer set up, etc.
- When needed its very important. I post all my assignments and documents to blackboard and if a student is unable to access them they are unable to do the work.
- While online instructors have improved in our ability troubleshoot most frequent problems in our orientation, students often find themselves needing help on the weekend or in the evening. Without access to help, they are unable to complete their work.
- extremely
- very important because students need it for most of their classes.
- very important. it seems like some of these methods of help are new?? can they be advertised more?

1.10) What suggestions do you have to help improve student technical support?

- -more online video tutorials.
- 1.) Continue to promote and offer the workshop, How to Succeed in Online Classes.  
2.) Offer the workshop as an online video workshop for those who are unable to attend on campus.  
3.) Eliminate the off campus call center and use the funds to offer extended hours for the campus phone and email Student Help Desk
- Advertise it more.

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- Continue and increase the workshops on online learning success. Expand them or market them in a way that even students in "live" classes and hybrids know that they will benefit from attending!  
Send updates to instructors on available videos to help students with online instruction.
  - Each support service provided by Saddleback College satisfies unique requirements. In person help is valuable to students on campus during school hours. Blackboard Student Services is valuable to students in the evening, weekends, and holidays.  
  
I suggest a routine print and digital marketing campaign to advertise all of the support options to the campus community.
  - Get rid of offcampus BlackBoard Student Services support. My class and I had a problem with access to Blackboard during the summer of 2011 and it took Over 24 hours to to get an effective response and longer than that to deal with the issue.
  - Have a speaker from student technical support inform students as part of an online instructional orientation process at Saddleback.  
  
All comments were made by  
  
Dezzie A. Prewitt  
Associate Faculty, Economics
  - Have some ready to go instructions to help Mac users configure their computers to use Blackboard. Roughly 90% of my students that have issues accessing Bb are Mac users.
  - Have the same training across all services who help students (including A&R) so everyone is on the same page with solutions.
  - Have the support done only by Saddleback employees - increase hours and availability of Saddleback student help desk by dropping the costs of Blackboard Student Services.
  - Help teachers navigate the differences in the services offered, i.e; Blackboard support versus Help Desk support
  - Hire more CS representative to cut on the wait time. Better train the CS staff.
  - I get little feedback from students about this. More often than not, they ask me about their technical questions. I usually email CIDDE, however it is very frustrating when they ignore my emails (this occurs often). I think good communication with the faculty about common technical questions would be helpful. Perhaps a disucssion board could be created for the faculty & support staff. That way we can learn from our colleagues experiences and questions.
  - I think they are doing a great job, but it may be helpful to have more hours of availability.
  - I would like to see additional forms of support for our students. I think that because the majority of our online students are near campus, it is nice to offer them in person help to walk them through each of the steps of something. It is very similar to my in person classes where I can offer a student help after class, face to face.
  - I would like to see more audio and visual learning tutorials.
  - I would say offering a place where students could complete online work and they KNOW a tech support person is available at that location to remedy issues that might pop up. In other words, a lab space to work on the course with help near by in case a test issue or uploading issue occurs. Some of our students would love to know someone is right there if they need it and would change their schedule to be able to be in a lab space at that time.
  - I'm sorry but I don't have any.
  - Increase funding for more student help desks and workshops.
  - It seems that the in-person support is more hidden than it used to be when the Library was in the Village. Perhaps it is a college goal to divert students to alternative support means. Still, for many students, having a person to contact is key. I searched online to find the office or location for the "real person" contact and couldn't. It would be even harder then for students to find him/her.  
Suggestion: Make "real person" support very visible and available and advertised.
  - Just get the word out - maybe have all the info posted on the front page of blackboard.
  - Keep finding ways to get the word out.
  - Make it more personal....there should be someone they can go to...a real person...for help.
  - Make it part of the new student orientation - perhaps a lab for incoming students.
  - More prompt response from CIDDE when technical issues are sent via email.  
Terminate the contract with Blackboard Student Services and utilize those funds to provide better services on campus.
  - N/A. (2 Counts)
  - No suggestions. You do well with what you have.
  - None (3 Counts)

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- None at this time.
  - None, I don't use student tech help, have you asked the students if they found what they were looking for after they have used help or tallied what they use help for?
  - None, I think the resources that are available are sufficient.
  - On the Student Technical Support website, provide the location and hours of the in person help desk. I didn't know this was available, so students may not know either.
  - Really, nothing at this time. Making the Blackboard software intuitive is most useful.
  - Regularly send an all-student email on a monthly basis to remind them of their help options both on and off the campus.
  - Somehow I didn't know about the in person in the LRC.This is wonderful and I will share with my students now.
  - The students who have taken math courses on line seem very ill prepared. I'm not sure where the difficulty lies, but these need improvement.
  - The technical support needs to focus on PC vs. Mac users. For example, if I use the Saddleback's video streamer to upload say a Camtasia video (a ppt with my voice recorded) I have to give different instructions to my PC users vs Mac users. Also, most students are not aware that their computer needs weekly maintenance. I would like to see a "helpful" tips section on what to do every week on your computer (run updates/ scan files for viruses/ backup, etc).
  - There seems to be many avenues for students to be able to obtain support.
  - Wait until you see s atudent who needs and help them. If they don't come to you, don't go to them
  - advertise the student help part more
  - on-line tutorial.