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# CUNY Student Technology Needs Survey

## Summary of Findings

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# Goals

- The survey asked about computer and internet needs for the upcoming terms: Summer and Fall.
- **Goals:**
  - **Summer:** Distribute existing campus inventories of Chromebooks and iPads to meet current needs
  - **Fall:** Estimate need for devices and internet access to inform procurement decisions for fall



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# Who was surveyed?

- All students registered for summer or fall courses
  - 134,697 matriculated students
  - 5,251 pre-matriculated students
- 21% response rate: 29,412 students completed the survey



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# Comfort with Online Courses

- 76% of respondents were somewhat or very comfortable with online coursework
  - 24% had some level of discomfort or lack of experience:
    - 3% of respondents reported having never taken an online course
    - 7% were very uncomfortable
    - 14% somewhat uncomfortable with online coursework.



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# Device Need

- **69% expected their current device to meet their needs**
  - **8% responded no; 23% did not know yet**
    - **Of those who responded no, the largest share (35%) said that their courses require software that does not work on their device**



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## Device Need, cont'd.

- 8% of respondents reported needing a device for **summer**
  - OIRA provided to CIS a list of the 8% of respondents by campus, including name, contact information, and preferred device
  - CIS reached out to campuses with the lists
- 11% of respondents said they need a device for **fall**
  - Of those reporting needing a device for fall, the largest share (45%) reported needing a laptop to install specialized software



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# Specialized Software

- The largest share of respondents (63%) reported being unsure whether their classes will require specialized software this fall



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# Internet Access

- 56% of respondents do most of their coursework at home
- 91% have somewhat or very reliable internet access at home
  - 1% reported having no access to the internet at home; 2% very unreliable access, and 5% unreliable access
- Of the respondents that do not do their coursework at home, 88% have somewhat reliable or very reliable internet access
  - Nearly 2% reported having no access to the internet where they do their coursework; 3% very unreliable access, and 7% unreliable access





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# Quiet Places to Study

- **85%** reported having a quiet space to do their coursework
  - **80%** have a quiet space at home, **3%** have a quiet space in a public location, and **2%** at another location.
- **18%** do not have a quiet space for online coursework at all.



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# Next steps

- College-specific results will be shared after this meeting.
- Questions: [colin.chellman@cuny.edu](mailto:colin.chellman@cuny.edu)  
[donna.linderman@cuny.edu](mailto:donna.linderman@cuny.edu)



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# Appendix A: College Response Rates

<b>COLLEGE</b>	<b>Response rate</b>
Baruch	25.7
BMCC	18.2
Bronx	23.0
Brooklyn	12.9
City	13.9
Graduate Center	25.7
Guttman	34.1
Hostos	18.9
Hunter	23.3
John Jay	24.6
Journalism	26.1
Kingsborough	18.0
Labor & Urban Studies	28.6



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# College Response Rates, cont'd.

<b>COLLEGE</b>	<b>Response rate</b>
LaGuardia	21.2
Law School	25.0
Lehman	20.0
Medgar Evers	22.2
Medical School	5.8
NYCCT	25.9
Professional Studies	26.4
Public Health	45.4
Queens	18.5
Queensborough	29.2
Staten Island	16.2
York	26.4
<b>University Total</b>	<b>21.0</b>



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# Appendix B: Survey Instrument

# CUNY Technology Needs Survey

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Start of Block: Imported Block 1 - May 21, 2020

Q1

**Welcome to the CUNY Technology Needs Survey!**

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Q2 Your responses will help us understand the need for services and equipment at your campus and throughout the university.

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Q3 How comfortable are you with online coursework?

- Very comfortable (5)
  - Somewhat comfortable (4)
  - Somewhat uncomfortable (3)
  - Very uncomfortable (2)
  - I have no experience/have never taken an online course. (1)
-

Q4 Do you own or share any of the following devices to use for online coursework? (Select all that apply.)

- Laptop (1)
- Desktop computer (2)
- iPad (3)
- Other tablet (4)
- Chromebook (5)
- Another type of device (6)
- None of the above (7)

---

*Display This Question:*

If Q4 = 6

Q5 Please specify the other type of device:

---

---

*Display This Question:*

If Q4 != 7

*Carry Forward Selected Choices from "Q4"*



Q6 For which of the following devices are you the only user?

	Only user (1)	Share with others (2)
Laptop (x1)	<input type="radio"/>	<input type="radio"/>
Desktop computer (x2)	<input type="radio"/>	<input type="radio"/>
iPad (x3)	<input type="radio"/>	<input type="radio"/>
Other tablet (x4)	<input type="radio"/>	<input type="radio"/>
Chromebook (x5)	<input type="radio"/>	<input type="radio"/>
Another type of device (x6)	<input type="radio"/>	<input type="radio"/>
<input checked="" type="radio"/> None of the above (x7)	<input type="radio"/>	<input type="radio"/>

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Page Break





Q7 Do you already have a borrowed device from CUNY?

- Yes (1)
- No (0)

---

*Display This Question:*

*If Q4 != 7*

*Or Q7 = 1*



Q8 Do you expect your current device to meet your continuing academic needs?

- Yes (1)
- No (0)
- Don't know (2)

---

*Display This Question:*

*If Q8 = 0*

Q9 Why not? (Select all that apply.)

- I do not have a keyboard. (1)
  - I do not have reliable internet access. (2)
  - I do not have the accessibility/assistive software I need. (3)
  - My courses require software that doesn't work on my device. (4)
  - Other (5)
-

*Display This Question:*

*If Q9 = 5*

Q10 Please specify:

---

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Page Break

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Q11 Do you need to borrow a device from your college for summer coursework?

- Yes (1)
  - No (0)
  - I don't not know yet. (2)
  - I'm not planning to take courses this summer. (3)
- 

*Display This Question:*

*If Q11 = 1*

Q12 What kind of device would you borrow? (Select one.)

- Chromebook (1)
  - iPad (2)
  - Laptop (to install specialized/required course software) (3)
- 

Page Break



Q13 Do you need to borrow a device from your college for fall coursework?

- Yes (1)
- No (0)
- I don't know yet. (2)
- I'm not planning to take courses this fall. (3)

---

*Display This Question:*

*If Q13 = 1*



Q14 What kind of device would you borrow? (Select one.)

- Chromebook (1)
- iPad only (2)
- A keyboard for iPad only (3)
- An iPad with keyboard (4)
- Laptop (to install specialized/required course software) (5)
- Other (please specify below) (6)
- I need a device but I'm not sure what kind. (7)

---

*Display This Question:*

*If Q14 = 6*

Q15 Please specify:

---





Q16 Are you or will you enroll in any classes this fall semester that require specialized software that cannot run on a tablet or Chromebook?

Yes (1)

No (0)

Unsure (2)

---

*Display This Question:*

*If Q16 = 1*

Q17 Please specify:

	Course name: (1)	Specialized software: (1)
1 (course 1)		
2 (course 2)		
3 (course 3)		
4 (course 4)		

Page Break

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Q18

How reliable is your access to the internet at home?

- Very reliable access (5)
  - Somewhat reliable access (4)
  - Unreliable access (3)
  - Very unreliable access (2)
  - I have no access to the internet. (1)
- 



Q19 How reliable is your access to the internet where you do most of your online coursework?

- I do my coursework at home. (0)
  - Very reliable access (5)
  - Somewhat reliable access (4)
  - Unreliable access (3)
  - Very unreliable access (2)
  - I have no access to the internet. (1)
-



Q20 Do you have a quiet space to do your online coursework? (Select all that apply.)

Yes, at home (1)

Yes, at a public location (2)

Yes, at another location (please specify below) (3)

No, I don't (4)

---

*Display This Question:*

*If Q20 = 3*

Q21 Please specify:

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Page Break

Start of Block: Block 1

Q22 Do you need any training on how to use your device, Blackboard, Office 365, or other software to allow you to participate in your online coursework? (Select all that apply.)

- Yes, for my computer or laptop, Chromebook or iPad (1)
- Yes, for Blackboard (2)
- Yes, for Office 365 (3)
- Yes, for something else (please specify below) (4)
- No, I do not need any training. (5)

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*Display This Question:*

*If Q22 = 4*

Q23 Please specify:

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End of Block: Block 1

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