CAN'T DO COLLEGE WITHOUT A COMPUTER

SUPPORTING ACADEMIC TECHNOLOGY AS A BASIC NEED

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SACRAMENTO CITY COLLEGE

GOALS OF THIS PRESENTATION

1. Demonstrate importance of student Academic Technology Capital (ATC) needs

2. Show example of a college efforts to support student needs

3. Provide recommendations

THE COMPLEX TRUTH ABOUT STUDENTS AND TECHNOLOGY

Why 'Digital Natives' Need Support

ACCESS TO TECHNOLOGY: SOCIAL DETERMINANT OF HEALTH

HealthyPeople.gov

SOCIAL DETERMINANTS OF HEALTH

- CONDITIONS IN THE ENVIRONMENTS IN WHICH PEOPLE ARE BORN, LIVE, LEARN, WORK, PLAY, WORSHIP, AND AGE THAT AFFECT A WIDE RANGE OF HEALTH, FUNCTIONING, AND QUALITY-OF-LIFE OUTCOMES AND RISKS.

SDOH EXAMPLES

- Availability of resources to meet daily needs (e.g., safe housing and local food markets)
- Access to educational, economic, and job opportunities
- Access to health care services
- Socioeconomic conditions (e.g., concentrated poverty and the stressful conditions that accompany it)
- Language/Literacy
- Access to mass media and emerging technologies (e.g., cell phones, the Internet, and social media)

TODAY'S CCC STUDENT & ACADEMIC TECHNOLGY

- Mismatch in training & experiences (student apps vs institutional software systems)
- Tremendous amount of challenges for today's CCC students
  - Limited supply of self-regulation and resilience for challenges
- Sheer complexity & variety of academic technologies
  - Glitches happen

KANDACE'S PERSPECTIVE (IN A NUTSHELL)

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FACCCTS

STUDENT SUCCESS

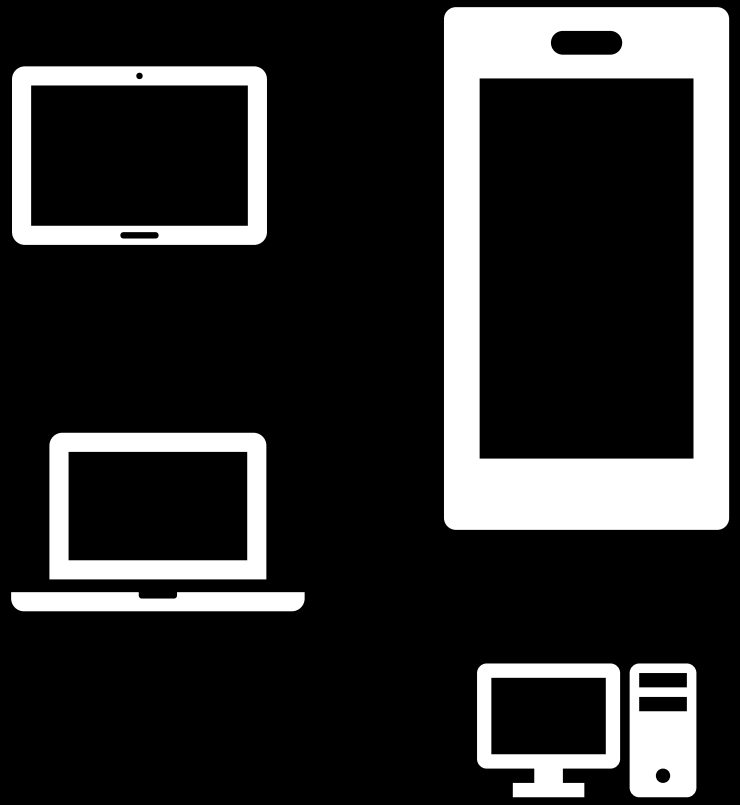
Re-Examining our Understanding of Students and Technology

by Kandace Knudson and Teresa Aldredge
FACCC Professional Development Committee

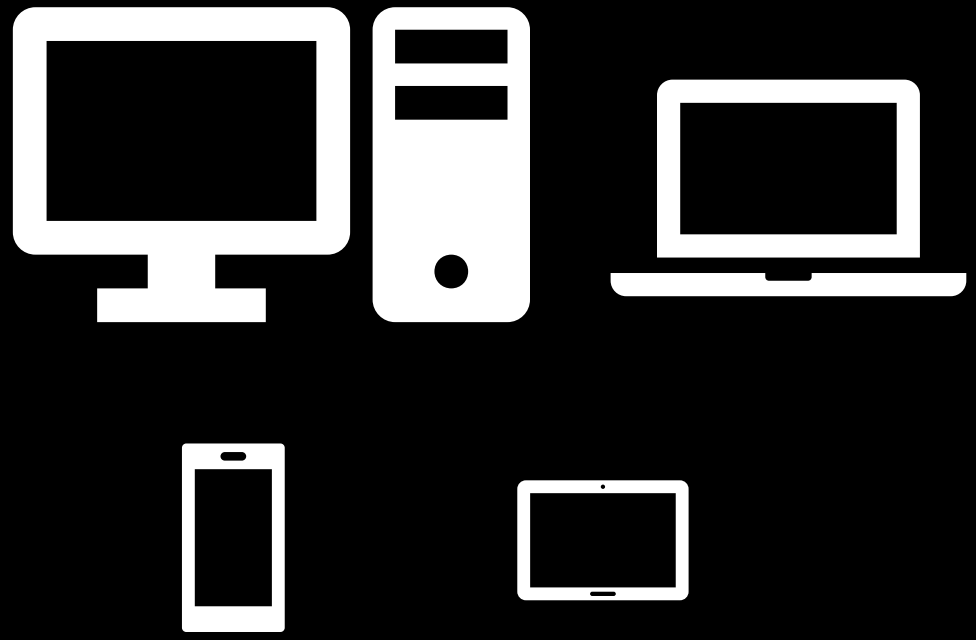
As faculty in the nation's largest system of public higher education, we often hear harsh criticisms

distributed and no longer located in any one physical campus location. The internet soon became a repository for various college resources including the college catalogs and the application for enrollment or financial aid. Instruction also expanded off campus, eventually branch-

STUDENT TECHNOLOGY



FACULTY TECHNOLOGY



APPS ≠ ACADEMIC TECHNOLOGY:

College use of Technology

- Peoplesoft
- Microsoft Office
- Canvas
- Email
- Browsers
- Adobe
- Google Sheets, Forms, Docs
- Hard drives, flash drives

Student use of Technology

We have complex people & complex systems

Complexity of our Systems

- College System
  - Enrollment
  - LMS
  - FAFSA
  - Library
- Faculty use of Technology
  - Inconsistent
  - Imperfect
  - Various Hardware

Student Challenges

- Personal:
  - Poverty
  - Social capital
  - Health
  - Access to technology
  - Variety of hardware & access
- Demands on time
  - Work
  - Multiple classes
  - Children & family

COMPLEXITY OF ACADEMIC TECHNOLOGY

Advancement in technology throughout the last three decades have put microcomputers in the hands of faculty and students, freeing them from the limits of using typewriters as well as on-campus computers during set school hours. This explosion of technology has increased the tools that faculty and students use, producing affordable variations and increasing the seemingly limitless options for accessing from virtually anywhere college resources that were once limited to on-campus use.

ACADEMIC TECHNOLOGY CAPITAL: DIGITAL NATIVES STILL NEED HELP

diated world. Our disproportionately impacted student populations are those most likely to not have consistent access to technology and broadband services required for success in our colleges. It is also just beginning to be evident that our youngest generations of 'digital natives' students—those who are native to this digital world of the internet and ubiquitous technology—lack the digital and information literacy skills required for success using academic technology. Yes, they may know how to access apps and many functions on sophisticated smartphones, but they may struggle with saving a document on a desktop or creating a pdf file for uploading an assignment to Canvas.

ATC: IT'S MESSIER THAN WE THINK

- Academic Technology Capital is a basic need
  - Tech Access, skills, knowledge
- Academic Technology mediates the college education we provide
- Describing this is like a fish describing water

CLOSING THE EQUITY GAP: A LOGICAL PREMISE

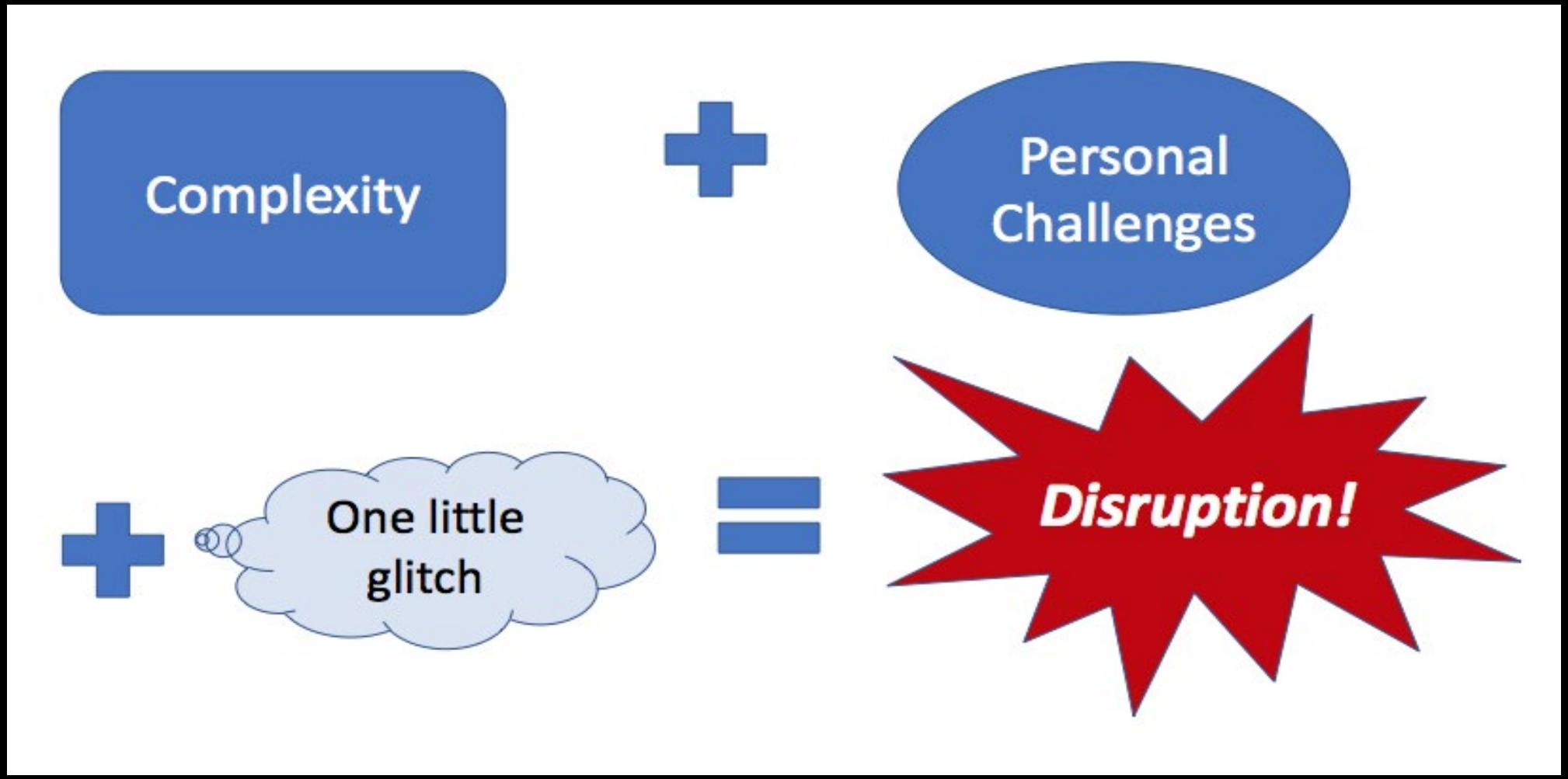
If our colleges are mediated through technology

If ATC is needed for navigating our institutional use of technology

If ATC is lower for DI students

Then supporting student ATC helps close the equity gap

WHAT ARE THE ODDS?



SAC CITY

SUPPORTING STUDENT ACADEMIC TECHNOLOGY

SCC DEMOGRAPHICS

40%

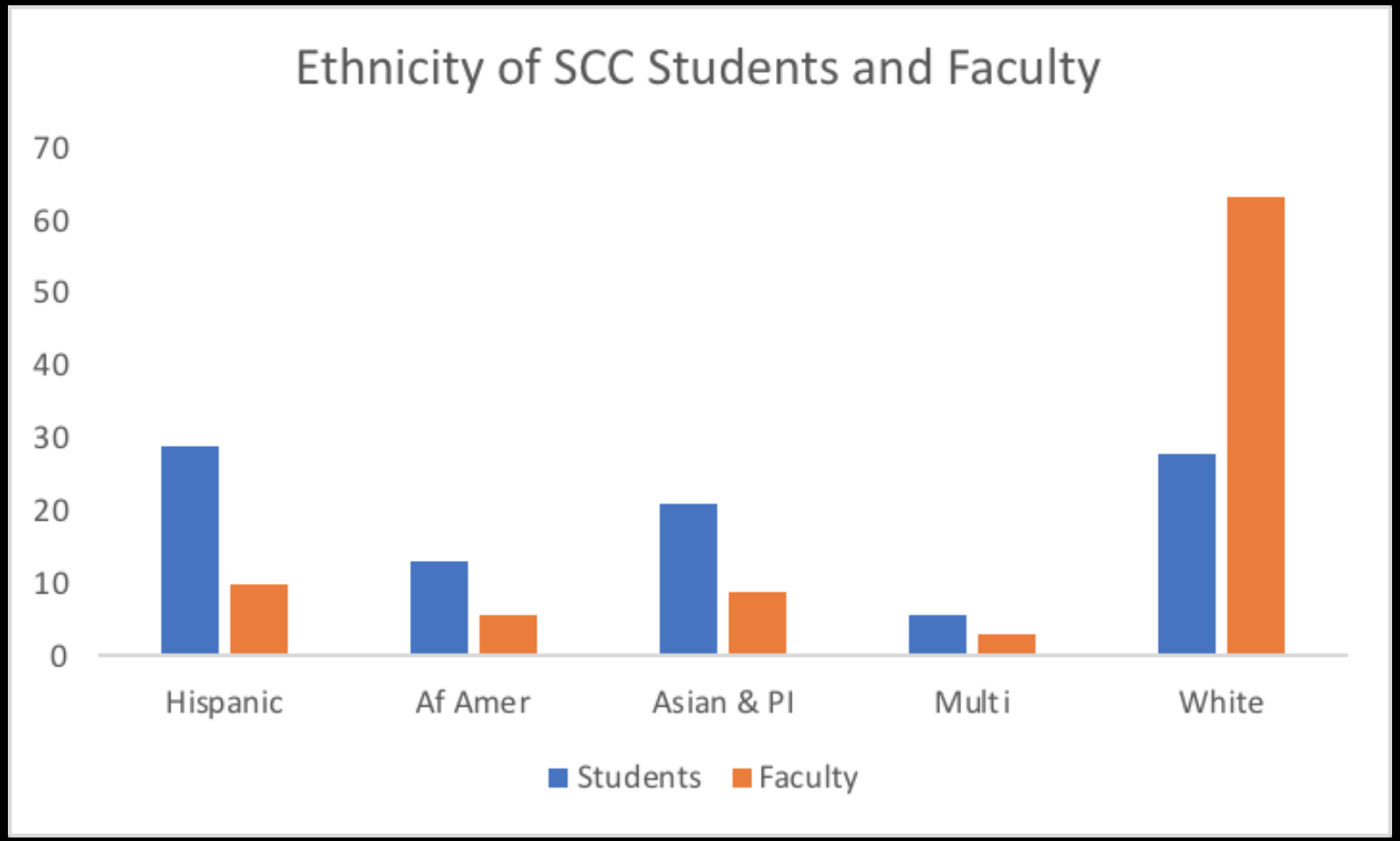
First-Generation

20%

Low-Income

41%

Below Poverty Level



SCC SURVEY OF STUDENT USE OF TECHNOLOGY

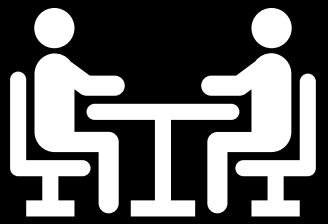
NO ACCESS TO TECH HELP

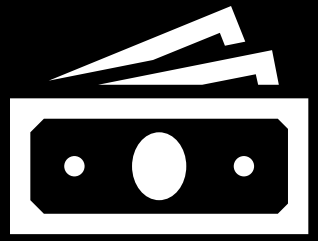
24-30%

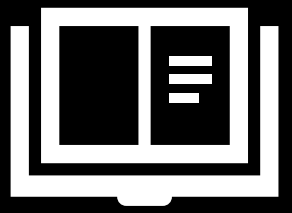
students surveyed about access to technology

ATC SUPPORT

- Student Technology Help Desk and tutoring
- Loans of laptops, chargers, chromebooks
- Inexpensive computers (via non-profit)
- Emergency funds







WHAT WE OFFER NOW

COMPUTER LABS | HELP DESK: STUDENT TECH SUPPORT | SHUTTLE SERVICE

HELP DESK: STUDENT TECH SUPPORT

Need help connecting to Wi-Fi, printing, or navigating your eLearning?

The Student Tech Support Desk is an on-campus support service for current students that provides technological assistance with distance education tools and software.

We troubleshoot issues that prohibit students from successfully completing course work (hardware and software) and provide technology literacy tutoring (one-on-one or in groups).

Technical support is available to all current SCC students, regardless of major, technical ability or knowledge.

HELP DESK LOCATION

Learning Resource Center, LRC 144
Email: scc-pantherhelp@scc.losrios.edu
Phone: 916-558-2049

HELP DESK HOURS

For immediate assistance, you may find us on the first floor of the the Learning Resource Center.

FALL 2019

Weekday	Hours
Monday	8am – 7pm
Tuesday	10:30am – 7pm
Wednesday	8am – 7pm
Thursday	8am – 7pm
Friday	9am – 1pm

WE'RE AVAILABLE TO ASSIST STUDENTS WITH:

- Connecting to the campus WiFi
- Setting up a Los Rios Gmail account on your personal devices
- Using Google Apps (Drive, Docs, Sheets, Slides, etc.)
- Installing and using Office 365
- Wireless printing on campus
- LRCCD password assistance (eServices, Canvas, etc.)
- Understanding and using Canvas
- Troubleshooting personal devices

ONE-ON-ONE APPOINTMENTS

Students can contact us with their technical issues. Please provide details of your tech issue, and the best contact information for you. We will usually respond within 24 hours.

scc-pantherhelp@scc.losrios.edu
916-558-2049

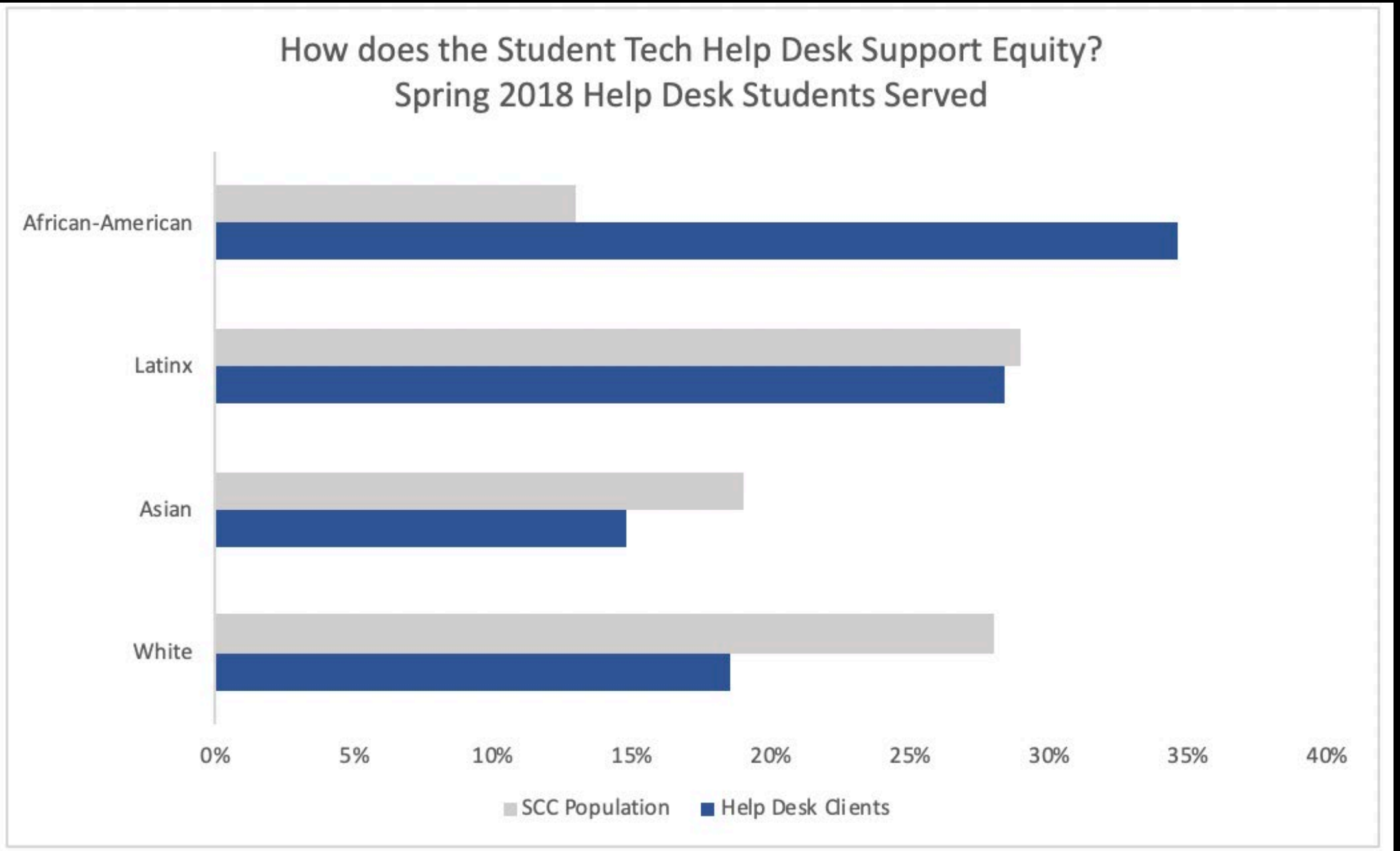
TECH SUPPORT WHILE OFF CAMPUS

zoom

Join a Zoom meeting with the Student Tech Support Desk during our normal operating hours for assistance with technical issues related to coursework, educational tools, and software.

TYPICAL (COMPLEX) ISSUES

Lab computer is switching over to Windows 7 when he attempts to login, instead of the usual student login. Rebooted the computer and was able to log in okay.
Help logging into ADA machine
Student needed help with printing their documents from the ADA station and using the GoPrint Towers.
Student had forgotten their eServices password and needed help with resetting their password.
Student could not connect to the LRCCD WiFi network because their phone, a samsung smartphone, was set to require digital security certificates. Issue was solved by changing the requirement option.
Student wanted to edit a PDF document but did not have Adobe
ADA Student needed help with connecting their phone to school WiFi, and her mobile hotspot. She also needed help with configuring various settings in her laptop.
Student could not get laptop to play DVDs when inserted. Problem is not resolved, had to leave, the student will be back at a later day.
Student needed help connecting to LRCCD WiFi network on new device.


How does the Student Tech Help Desk Support Equity?
Spring 2018 Help Desk Students Served
African-American
Latinx
Asian
White
0%
5%
10%
15%
20%
25%
30%
35%
40%
SCC Population
Help Desk Clients

WHO USES THE STUDENT TECHNOLOGY HELP DESK?

African-American students: 35.5% of visits

Latinx students: 14% of visits

White students: 23.5% of visits

Asian students: 16% of visits

WHAT WOULD HAPPEN IF YOU DIDN'T HAVE HELP?

SURVEY OF STHD STUDENTS: 2019 (N = 148)

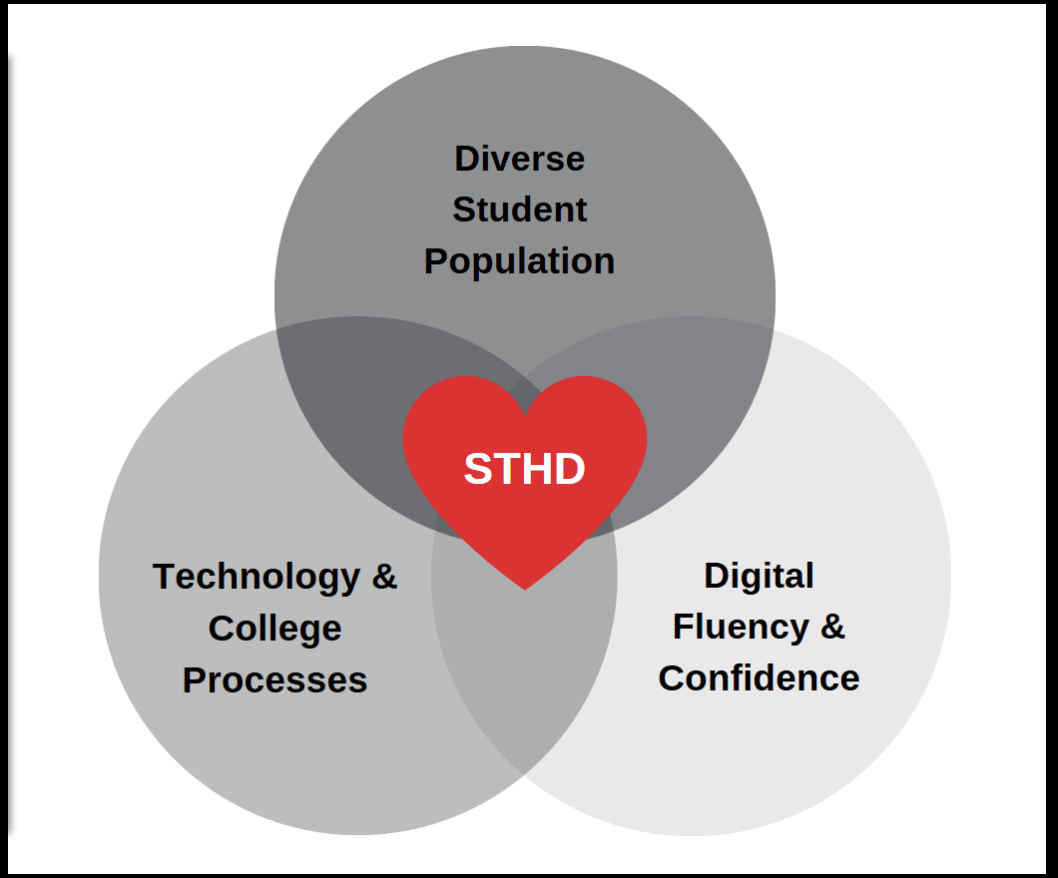
- 11.5% = GO ELSEWHERE
- 49% = INCONVENIENCE OR MINIMAL HARDSHIP (E.G. CAN'T ACCESS WIFI ON CAMPUS)
- 10% = SOME ACADEMIC IMPACT (E.G. LATE ASSIGNMENT, ETC)
- 14.2% = BAD ACADEMIC CONSEQUENCE (E.G. NOT TURNING IN ASSIGNMENT)
- 12.8% = FAILURE OF A CLASS OR WORSE

RECOMMENDATIONS

TRY IT!

WITH APPRECIATION TO LONG BEACH STHD TEAM

Students Supporting Students



SACRAMENTO CITY COLLEGE
EST. 1916
Davis Center | West Sacramento Center
Canvas | eServices | Los Rios Gmail + More
CURRENT STUDENTS
FUTURE STUDENTS
ACADEMICS
CAMPUS LIFE
FACULTY & STAFF
ABOUT THE COLLEGE
SCC EN ESPAÑOL
APPLY NOW
Google™ SCC Custom Search
STUDENT ESSENTIALS
eServices
Canvas
Class Schedule
Financial Aid
Library
Academic Calendar
Catalog
Admissions
Counseling
Transcripts
Los Rios Gmail + More
Programs of Study Chart
A New Way to Get Tech Help
EVENTS CALENDAR
SCC NEWS

STUDENT ESSENTIALS

- eServices
- Canvas
- Class Schedule
- Financial Aid
- Library
- Academic Calendar
- Catalog
- Admissions
- Counseling
- Transcripts
- Los Rios Gmail + More
- Programs of Study Chart

Help Wanted: Los Rios Hiring Students in IT

EVENTS CALENDAR SCC NEWS

ADVICE

***Consider Diversity*:**

Of students & their situations
Of student help seeking behaviors
Of their technology
Of institutional technology
Of faculty use of technology

Start Small

even a little bit of service is helpful

Be Patient

it takes time for awareness to build

Be creative

it will evolve as demand grows

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