00:36:46 Melinda Easter: Hello from Boulder, Colorado!

00:36:47 Baynard Bailey: Maynard Bailey, Vassar College, Academic Computing Services

00:36:56 John Hernandez: Hi. I'm John Hernandez, I'm the Head of Library Technology & Media Services at Cal State San Bernardino

00:36:57 Technical Support, Jamie Farrell (she, her, hers): Welcome, everyone to today’s EDUCAUSE Webinar - “California State University Student Experiences with Connectivity and Technology in the Pandemic.”

Feel free to introduce yourself or chat with attendees. Tweet your thoughts and reflections using: #EDUCAUSEwebinar. Be sure to select “Panelists and Attendees” or “Everyone” from the dropdown so we can see your comments.

00:37:14 Technical Support, Jamie Farrell (she, her, hers): To open captioning in a separate, adjustable browser, please click on the arrow next to the “cc” button at the bottom of your window and select “View Full Transcript.”

00:37:33 Zachary Helsper (he/him/his): Hello everyone. Joining in from CSU Northridge!

00:37:47 Alex Harwood (He/Him/His): Hi everyone from CalStateLA - Alex Harwood

00:37:56 Morgan Neubert: Hello from Ventura County, CA!

00:38:01 Michael Berman: Hi Alex

00:38:08 Technical Support, Jamie Farrell (she, her, hers): If you have any technical difficulties, please send a private chat to “Panelists.”

00:38:17 Technical Support, Jamie Farrell (she, her, hers): Recordings and resources from this session will be available on the EDUCAUSE event archive page: https://events.educause.edu/webinar/2021/california-state-university-student-experiences-with-connectivity-and-technology-in-the-pandemic

00:39:17 D. Christopher Brooks (he/him/his): The EDUCAUSE Research hub for the “Student Experiences with Technology in the Pandemic” reports lives here:

00:40:16 Technical Support, Jamie Farrell (she, her, hers): Thank you to everyone who’s just joining us! Please use the chat to ask questions and make comments. Be sure to select “Panelists and Attendees” or “Everyone” from the dropdown so we can see your comments.

00:41:55 D. Christopher Brooks (he/him/his): The “Student Experiences with Connectivity and Technology in the Pandemic” can be found here: https://www.educause.edu/ecar/research-publications/2021/student-experiences-connectivity-and-technology-in-the-pandemic/introduction-and-key-findings

00:42:48 D. Christopher Brooks (he/him/his): The companion report to the Connectivity report is the “Student Experiences Learning with Technology in the Pandemic” and is available here: https://www.educause.edu/ecar/research-publications/2021/student-experiences-learning-with-technology-in-the-pandemic/introduction-and-key-findings


00:44:08 D. Christopher Brooks (he/him/his): More details on students’ home connectivity can be found here: https://www.educause.edu/ecar/research-publications/2021/student-experiences-with-connectivity-and-technology-in-the-pandemic/not-all-internet-access-is-created-equal

00:45:07 D. Christopher Brooks (he/him/his): “Students have limited options away from home for an internet connection, and even then they may need to get creative.” https://www.educause.edu/ecar/research-publications/2021/student-experiences-with-connectivity-and-technology-in-the-pandemic/get-creative-or-go-without

00:47:15 Technical Support, Jamie Farrell (she, her, hers): Thank you to everyone who’s just joining us! Please use the chat to ask questions and make comments. Be sure to select “Panelists and Attendees” or “Everyone” from the dropdown so we can see your comments.

00:47:47 Technical Support, Jamie Farrell (she, her, hers): Recordings and resources from this session (including the chat) will be available after the event.

00:48:33 Bryon Glock: We provided resources to locations in Michigan.

00:48:37 Alex Harwood (He/Him/His): We offered loaned laptops and hotspots... every student that requested got one

00:48:45 Kathleen Odige: Loaned laptops.
00:48:50 Greg Dillingham: Temp and long term loan of devices

00:48:54 Said Fattouh: We also provided computers, in addition to Internet hotspots.

00:49:06 Sharyne Miller: laptop loaners

00:49:07 Baynard Bailey: Loaned a lot of peripherals (mics & cameras)

00:49:15 John Hernandez: We significantly expanded our laptop loaning program

00:50:53 D. Christopher Brooks (he/him/his): “Nearly all students have access to devices for school, but not all devices can handle the demands of remote learning.”

00:55:12 Technical Support, Jamie Farrell (she, her, hers): CSUCCESS Program:

00:56:07 Alex Harwood (He/Him/His): Campuswide trainings on Zoom and other tech for all students, staff, faculty

00:56:07 Aaron Lindberg (he/him/his) - Admissions, Enrollment Services: How are other campuses using HEERF funds to support technology for students?

00:56:36 John Hernandez: We also virtualized access to computer labs

00:57:14 Alex Harwood (He/Him/His): HEERF - transitioning in classroom tech to include lecture capture to support both in person and remote learning

00:57:57 D. Christopher Brooks (he/him/his): “Most students are DIY'ers when it comes to troubleshooting devices problems.”

00:58:54 Technical Support, Jamie Farrell (she, her, hers): Thank you for your questions and comments so far. Be sure to select “Panelists and Attendees” or “Everyone” from the dropdown so we can see your comments.

00:59:37 D. Christopher Brooks (he/him/his): The DIY disposition remains strong since at least 2017:
Alex Harwood (He/Him/His): Social media, emails, websites, for other more critical things we can send text messages.

Technical Support, Jamie Farrell (she, her, hers): What have you done to get communications to students? How do you encourage students to use your support services?

Allen Taylor: eMail, Social Media, Newsletter, COVID page.

Sharyne Miller: Partner with student government.

Alex Harwood (He/Him/His): Also orientation opportunities.

Kathleen Odige: We used social media, email, and listed on the college websites.

Greg Dillingham: Upgraded all student zoom licenses from basic to pro for duration of pandemic. Cloud recording is limited to 10 days.

Autumn Fabricant (she/her): As faculty, I try to talk to them about it. I think the personal touch helps. However, I think many were still nervous to take advantage of the resources.

Aaron Lindberg (he/him/his) - Admissions, Enrollment Services: chat bots.

Maureen Guarcello: Economic Crisis Resource Team.

Said Fattouh: We communicated via email on the availability of Internet and computers for their use at home, and also a special web page that was marketed heavily with lots of resources and assistance for learning from home.

Technical Support, Jamie Farrell (she, her, hers): Thank you for your questions and comments so far. Be sure to select “Everyone” from the dropdown so we can see your comments.

Petra F. Nebel: I usually tell my Student Assistants that our OIT Team is there to help and just call such and such number to get help and equipment and to spread the word to other fellow students.

Technical Support, Jamie Farrell (she, her, hers): If you have any questions for Jenay or Kate, post them here in chat!

Jenay Robert (she/her), EDUCAUSE: Would love to take some questions or hear more about your local context!
Technical Support, Jamie Farrell (she, her, hers): Contact information for Kate Mifft: Email kmifft@calstate.edu and Twitter @kmifft
Contact information for Jenay Robert: Email jrobert@educause.edu and Twitter @jenayrobert

Baynard Bailey: How has the lockdown and the resuming of semi-formalness affected your campus approach to public lab computers?

Alex Harwood (He/Him/His): If I wanted to repeat the survey for comparison at my institution who could I connect with to get the specific survey?

Baynard Bailey: normalness

Baynard Bailey: damned autocorrect

Technical Support, Jamie Farrell (she, her, hers): We appreciate your feedback! As we continue with the session, please take note of our brief session evaluation and fill it out before leaving the online room today: https://survey.alchemer.com/s3/6476609/web2110

Alex Harwood (He/Him/His): We are slowly reopening our labs... the biggest issue has been around masks... and finding student workers that are willing to work on campus

Sharyne Miller: Agree with Alex, masks and student workers

Kathleen Odige: The open computer labs and libraries were required to open back up prior to other spaces for student use/access.

Michael Berman: Interested in what future research you hope to do in this area

Petra F. Nebel: What I hear from our faculty struggles to do in class and remote class at the same time...they only can do one or the other...Our Campus used to have satellite classes which were filmed live in our main campus to be watched at our other smaller campus at the same time. Why cannot this be still utilized to give the combination to students and faculty of being remote or coming to class?

Sharyne Miller: Majority of students are wearing masks...student workers are hard to find

Tracy Mendolia-Moore-Moore: @Mark, that is one of my favorite questions. Thank you for asking.
Autumn Fabricant (she/her): @Petra- I have been letting students with symptoms zoom into my face-to-face classes. I think the flexibility has been helpful for all. Difficult to manage in some ways, but I am happy that students can be there.

Kristi O'Neil-Gonzalez: Inclusive design matters. It benefits everyone and has options embedded to increase student agency.

Technical Support, Jamie Farrell (she, her, hers): Thank you for your participation! Before leaving, please don’t forget to fill out our evaluation: https://survey.alchemer.com/s3/6476609/web2110

Pam Dougherty Cal Poly (she/hers): Thank you for the wonderful presentation

Aaron Lindberg (he/him/his) - Admissions, Enrollment Services: Thank you; looking forward to seeing the CSU data.

D. Christopher Brooks (he/him/his): It’s been a great experience working with Kate and the other folks at CSU — especially the STUDENTS.

Baynard Bailey: Thanks!

Alex Franco: This great and thank you!

Helen Heinrich (CSUN): Thank you for the great presentation!

Alex Harwood (He/Him/His): Thank you

Greg Dillingham: Thank you for this wonderful event.

Petra F. Nebel: Thank you...

Technical Support, Jamie Farrell (she, her, hers): Recordings and resources from this session will be available on the on the EDUCAUSE event archive page: https://events.educause.edu/webinar/2021/california-state-university-student-experiences-with-connectivity-and-technology-in-the-pandemic

Kristi O'Neil-Gonzalez: *applause*

Tabzeera Dosu: Thank you for the very informative presentation.
Our next EDUCAUSE Webinar entitled, “Leveraging Digital Transformation Principles to Effect Institutional Change” will be held on November 4 at 1pm ET. 

The survey and data gathered and triangulated from the focus groups have been SO valuable to the SDSU community. Thank you for this contribution @EDUCAUSE and CSU Chancellor’s Office.

Thank you for this presentation!