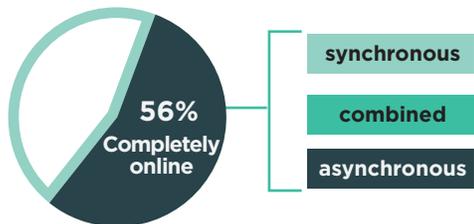# Keeping students in the loop
Fall 2020 students on courses and connectivity
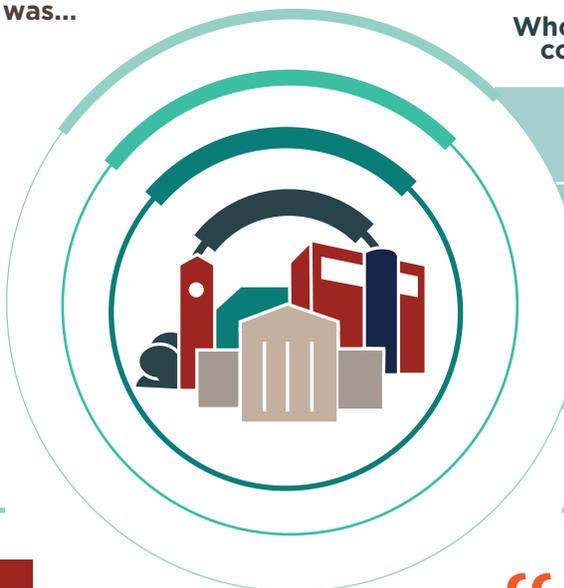
GETTING TO CLASS

About half of students said the course they learned the most in during the fall was completely online. Those courses were evenly distributed into synchronous, asynchronous, and combined modalities.

The course students learned the most in was...

56% Completely online

- synchronous
- combined
- asynchronous

But **device access and functionality issues** are keeping some students from being able to meet the demands of online instruction:

11% have missed class due to device access or repair needs.

8% have missed an assignment or deadline.

Who does not have reliable connections?

36% of students have connection issues at least sometimes.

42% of students who live on campus struggle sometimes, often, or always.

Students who do not have stable housing struggle **the most** with internet connection.
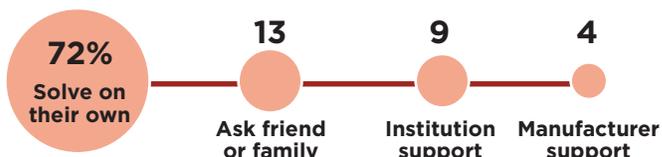
DEVICE ISSUES AND RESOLVING THEM

The majority of students said their instructors provide helpful information or access to technical support or resources.
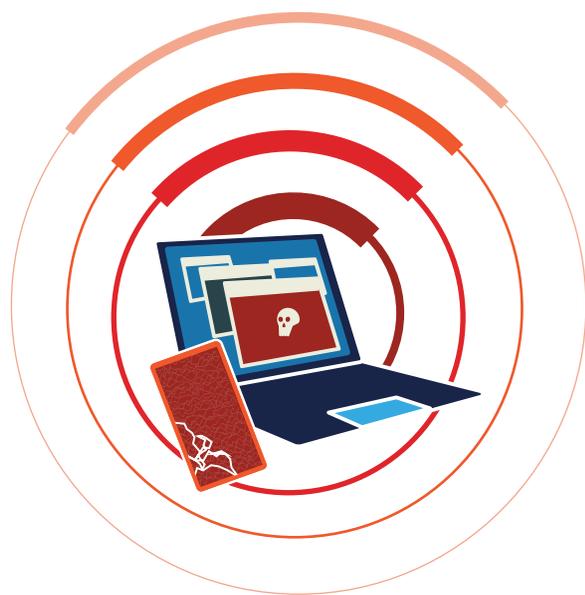
disagree or strongly disagree **12%** — **69%** agree or strongly agree

But most end up figuring it out themselves when their device doesn't work as expected.

72% Solve on their own

13 Ask friend or family

9 Institution support

4 Manufacturer support

Students have limited options away from home for an internet connection. When struggling, some seek out...

The home of a friend or family member **15%**

A commercial business **6%**

A public space on or off campus **28%**

> **My last course required three apps at once...** with only 8GB of RAM on my Microsoft laptop, it was not possible to see the teacher and follow each and every step he required...I dropped the course and lost money.
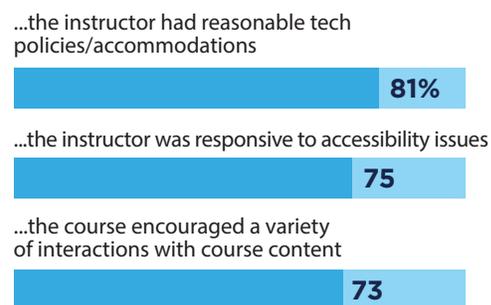
COURSE CONTENT THAT CONNECTS WITH STUDENTS

Instructors can connect with more of their students by making considerations for those who need accommodations for disabilities or who have variable access to technology.

15% of students said they have a disability.

10% of students said their primary device was not equipped to perform a task needed for a course.

For the course they learned most in, students said that...

...the instructor had reasonable tech policies/accommodations
81%

...the instructor was responsive to accessibility issues
75

...the course encouraged a variety of interactions with course content
73

> Having a strong connection with my professor **fuels my excitement to learn** and come to class and be part of an enhanced learning experience.

MAKING INTERPERSONAL CONNECTIONS

Although the majority of students think their course offers opportunities to connect with others, students reported fewer opportunities to engage with their peers than with their instructors.

What kind of opportunities for communication and connection do students have?

Formal interactions and communication with my instructor
79%

Informal interactions and communication with my instructor
69%

Interaction and communication with other students
65%

Classmates learning from one another
63%

EDUCAUSE Research

EDUCAUSE