**The Word on Tech during the Pandemic: Students Voice their Concerns**

**Susie Wileman, Alice Havel, Rosie Arcuri**

**Adaptech Research Network**

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**Question asked of participants: When you needed to use technologies / apps during the pandemic, what problems did you encounter?**

**Rules:**

1. Any item over which the teacher has control, except for items related to tests/exams and submitting assignments, should be coded as TM - Teacher’s management of course.

2. Any item over which a student has control, except for items related to test/exams and submitting assignments, should be coded as SB - Students’ computer skills and behaviours.

3. Any item that mentions difficulties completing or submitting tests/exams or submitting assignments should be coded as EVAL - Difficulties regarding tests and exams/submitting assignments.

4. Difficulties resulting from the software being used, **BUT not related to connection issues** (speed, lag, quality, reliability, etc.), should be coded as SAP - Software / apps / management platform issues.

5. Difficulties resulting from hardware (computer, tablet, camera, microphone, speakers, screen, etc.), **BUT not related to connection issues** (speed, quality, reliability, etc.) should be coded as EI - Equipment issues.

6. Difficulties resulting from connection problems (speed, lag, quality, reliability, etc.) should be coded as CI - Connection issues.

7. Comments that have no context, are too vague, are irrelevant, or are too infrequently mentioned to have their own category should be coded as O - Other.

8. Comments that do not relate to problems but refer to positive aspects of technology retain their relevant code as described above, but are identified with a plus sign (e.g., TM+).

**Coders were trained to a minimum of 70% reliability with an overall reliability after training of 87%.**

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| Category code | Category Name | Examples |
| TM | **Teacher’s management of course** | A better system for time management and posting of class content would be helpful; The overwhelming amount of apps, videos, and content was the major problem encountered; Too many technology options resulted in students being distracted and their lack of focus; Les enseignants ne remarquent pas toujours quand il y a des questions; Aucun tutoriel sur Zoom des professeurs avant de l’utiliser; Sometimes the professor would forget to record a session; Many times, teachers do not synchronize the links for classes on the home page of Omnivox and the zoom link they use |
| SB | **Students’ computer skills and behaviours** | Students constantly typing into chat boxes, which would distract me; Background noise from other students when their mics weren't turned off; Souvent des problèmes d'écho. Selon ce que j'ai vu, c'est le résultat de gens qui n'utilisent pas des écouteurs; Low volume on the other speaker's end |
| EVAL | **Difficulties regarding tests and exams/submitting assignments** | If the exam was poorly designed I didn't have time to finish; I would come very close to the submission deadline because I had to format my final document that contained pictures of all my answers and delays in uploading; I did not always know when quizzes were due on Moodle |
| SAP | **Software / apps / management platform issues** | Difficulty creating our Sonic accounts with PuTTY initially; Encountered problems with Dr. Java, specifically with how it would compile the previous Java program; Software not playing nice with pre-installed programs and operating software; Software bugs; I used a collaborative Word document within the Microsoft Teams platform and the document would not update properly; Google accounts/drives can become very problematic when, for example, you are trying to upload a video for your physical education class and the files become too large; VIA: La plateforme offerte ne tolère pas des systèmes d'exploitation de plus de 1 an et demi, ce qui est nettement insuffisant pour des étudiants qui ne peuvent continuellement se mettre à jour technologiquement |
| EI | **Equipment Issues** | The roof leaked on my laptop, therefore it is barely working now for the winter semester; I had to keep my devices plugged in all day, every day, due to my excessive use of my devices; I sometimes had problems with my microphone |
| CI | **Connection Issues** | Internet crashing; Slow network connectivity; Poor Wi-Fi signal quality; Comme je suis dans plusieurs universités, je dois me déconnecter souvent de Teams et me reconnecter pour voir si j'ai des messages; There were times when Omnivox was slow or was “down”; Sometimes there was ‘lag / choppiness’ in Zoom or Microsoft Teams; MS office online platform was unreliable. It would buffer a lot and say that there was a problem with my low bandwidth when that was not the case; Found Zoom to be unreliable at times |
| O | **Other** | An application for live captioning that is accurate would be useful for synchronous (live) classes; I had to invest in some blue light glasses because I developed awful headaches; Un cours de 3 heures devant un écran…, ça peut devenir exigeant; Adobe Connect pour les cours à distance, ça ne va pas bien comme application |