

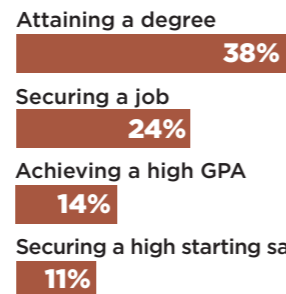
STUDENT STUDY 2020: THE WHOLE PICTURE

STUDENT SUCCESS

Students generally want their institution to use technology to help them achieve their goals. But while they find these tools helpful, they also want more positive feedback in alerts and nudges.

Students define success in multiple ways...

Earning a degree is the top measure of success for students. Securing a job becomes more important for students closer to graduation.

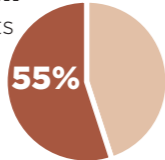


...which their institutions support...

6 in 10 students say their institution supports them with advising that is culturally responsive and sensitive to diverse student needs.

...with useful tools...

A majority of students who received a nudge or alert took action on the suggested task.



...if students are aware of them.

Half of students say they are not aware of student success tools at their institution.



ACCESSIBILITY

The needs of students with disabilities are often not being met by institutions, due to underreporting or other hurdles.

Institutions aren't always aware of student needs...

Nearly half of students who said they had a disability had not registered with their institution's disability services office.



...but disabilities are common...

13% of respondents reported having a disability or impairment



32% of these students had two or more types of disabilities

...and institutions have room for improvement

1/3 of disabled students do not rate the support received from their institution positively for reasons such as:

- Difficulty of accommodation process
- Limited resources of disability services
- Difficulty with instructors

SECURITY AND PRIVACY

Students have low understanding of how their data are being used, which may contribute to their low levels of trust in their institution's collection and use of those data.

A majority of students are comfortable with using personal data to achieve academic goals...if it benefits them.

I am comfortable with my institution's use of...

...my personal data	...others' personal data	To help achieve...
53%	26%	...my educational goals
28%	30%	...others' educational goals

LEARNING ENVIRONMENTS

With spring and fall semesters changing dramatically, many students aren't learning the way they prefer.

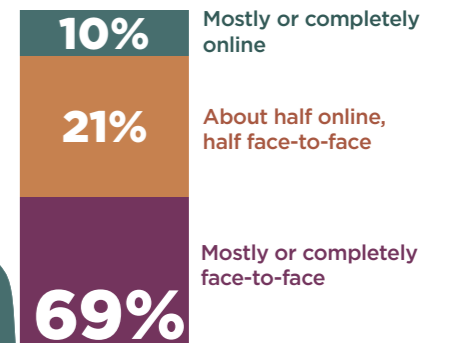
... but they prefer to connect face-to-face.

Prior to COVID-19 campus closures, students expressed a strong preference for in-person learning.

Students are connected online...
Wi-Fi is the single most important technology.

2 Students connect devices to networks per day.

Learning environment preferences



ONLINE HARASSMENT

Only 16% of respondents said they experienced any online harassment, and most occurred off of school platforms.



The four most common kinds of harassment students encounter online

Students generally try to handle harassment on their own

50%

of people who experienced harassment blocked or muted the source. Another third ignored the harassment or took no action about it. Fewer than half were satisfied with the outcome of the action they took, however.