

## 4.4 | Teaching and Learning

The College is embarking on an initiative to redesign the student experience. Using a Guided Pathways Framework, the College seeks to eliminate the equity gaps, reduce time to completion, and increase the rates of completion, while maintaining high standards and high quality. Guided Pathways aim to make the student experience more intentional, supported, and clear. The College is constructing processes and interventions to help guide and support each student to reach their self-defined completion effectively and efficiently. This section contains six observations and recommendations to the student experience at SMC through better use of technology.

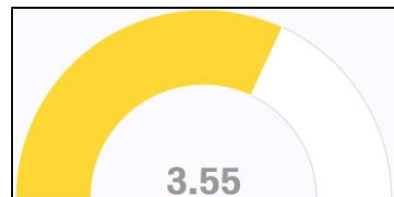
### 4.4.1 | Student Experience

**Students consistently reported frustration with access to Wi-Fi, technology training, and printing services.**

#### Access to Wi-Fi

Several students expressed dissatisfaction with the availability of the wireless network. During the student focus group, one student indicated that they had not been able to connect to the wireless network for the entire semester. Other students noted poor availability in the cafeteria and science building labs. Overall, students rated wireless availability 3.55 out of 5. (Reference Figure 8.)

**Figure 8: Student Satisfaction With Wi-Fi Availability**



The College installed Meraki wireless access points in the new student services building. These access points provide increased visibility in to the demand for bandwidth. As new buildings are built and other access points reach EOL, Meraki access points will be installed.

#### Technology Training

Students expressed that they do not know where to go or who to ask for technology help. In addition, students do not receive technology training during new student orientation to educate them on the resources that are available. Overall, students rated their satisfaction with technology training 3.38 out of 5. (Reference Figure 9.) The IT Department would benefit from increasing its presence during campus events. For example, there should be a technology booth on VIP day for new students. In addition, regularly offered trainings on basic IT needs (e.g. how to connect to Wi-Fi, how to add a printer, etc.) could serve to improve the student experience.

**Figure 9: Student Satisfaction With Technology Training**

