Access to computers by students is considered an essential component to a complete and competitive education. Further, more college services are developing computerized and online components that require access to computers by students. To help establish baselines of computer access by Gavilan students and to help guide planning for computerized services such as web registration, the research office conducted a survey to illuminate what proportion of our students have access to computers and how likely they would be to use the web to register and pay for classes. Results from this survey will be discussed in relation to a U.S. Census report “Home Computers and Internet Use in the United States: August 2000” available on the Census website www.census.gov.

Census Report

The census survey found that about half of all households have access to a computer and about two-fifths have internet access. Households with higher incomes and education levels are much more likely to have computer access. Asian/Pacific Islanders are most likely to have computer access and African-Americans and Hispanics of any race are least likely to have computer access. Over a fifth of children had computer access only at school indicating the importance of public facilities for expanding access. Email is the most frequent computer task conducted by adults while email and school work are the most frequent computer tasks among children. Finally, computer access has been increasing over time from about 8% in 1984 to 51% in 2000 with signs that this rate is accelerating.

Gavilan Survey

About 90% of Gavilan survey respondents indicated that they have access to a computer. It is not clear whether this access is at home, school, library, or elsewhere. No differences in access were found by ethnicity, education level, or city of residence. However, the number of respondents may not have been large enough to detect differences.
Most respondents indicated they used a computer daily (60%). Respondents indicated it had been an average of 2.5 days since they last used a computer with 75% having used a computer in the past 5 days. Writing paper, emails, and web browsing were the most frequent computer tasks performed. Less than half (39% ± 20%) said they would register and pay fees on the web but over half (56% ± 17%) would be willing to at least register on the web. A few respondents indicated they would be willing to pay fees over the web but not register over the web.

Conclusions

The vast majority of respondents indicated they had access to a computer at rates much higher than would be expected from the Census report. It may be that students are more likely to obtain computer access or that those who responded happened to be those with computer access. Most students appeared to use computers fairly frequently suggesting that a substantial proportion of our students may be proficient with computers. Also, while many said they would register on the web, many indicated they would not, which supports the claim that web registration should not be the sole method of registration at this time. It seems that sufficient student demand and ability to register on the web exist to pursue its implementation. However, enough students appear wary of web registration and/or payment that we should maintain walk-in services and continue developing telephone registration.

Limitations and Future Research

The survey was mailed to 200 randomly selected students followed by a second mailing two weeks later to non-respondents followed by a reminder card to remaining non-respondents. Mailings were sent in both English and Spanish. A copy of the English version of the survey is attached at the end of the report. The research office received a total of 63 surveys for a 31.5% response rate. The high number of non-responses could lead to a bias. There were no significant differences between respondents and non-respondents by ethnicity, language, gender, or city of residence. However, older students were significantly more likely to respond (Mann-Whitney U-test, \( Z = -2.457, p = 0.014\)). The Census report states that persons between 25 and 44 are most likely to have computer access and this age group was most likely to respond. This makes it possible that the 2002 Gavilan survey overestimates computer access by students. Further, the small number of responses result in large margins of error making this survey useful to suggest directions for future research and should not be regarded as definitive. Finally, the survey could have included questions to determine whether the computer access was at home or elsewhere. Future research will attempt an in-class survey for a higher response rate.
Do you have access to a computer?

I-beams on bars represent margin of error shown in table.

<table>
<thead>
<tr>
<th></th>
<th>Count</th>
<th>Percent</th>
<th>error</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>1</td>
<td>2%</td>
<td>25%</td>
</tr>
<tr>
<td>Yes</td>
<td>53</td>
<td>90%</td>
<td>8%</td>
</tr>
<tr>
<td>Don't Know</td>
<td>5</td>
<td>8%</td>
<td>24%</td>
</tr>
<tr>
<td>Total</td>
<td>59</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>
About how often do you use a computer?

I-beams on bars represent margin of error shown in table.

<table>
<thead>
<tr>
<th></th>
<th>Count</th>
<th>Percent</th>
<th>error</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily</td>
<td>34</td>
<td>60%</td>
<td>16%</td>
</tr>
<tr>
<td>Weekly</td>
<td>16</td>
<td>28%</td>
<td>22%</td>
</tr>
<tr>
<td>Monthly</td>
<td>4</td>
<td>7%</td>
<td>25%</td>
</tr>
<tr>
<td>Yearly</td>
<td>1</td>
<td>2%</td>
<td>26%</td>
</tr>
<tr>
<td>Never</td>
<td>2</td>
<td>4%</td>
<td>26%</td>
</tr>
<tr>
<td>Total</td>
<td>57</td>
<td>100%</td>
<td></td>
</tr>
</tbody>
</table>
What do you use a computer for?

<table>
<thead>
<tr>
<th>Use</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Writing Papers</td>
<td>49</td>
</tr>
<tr>
<td>email</td>
<td>47</td>
</tr>
<tr>
<td>Web Browsing</td>
<td>46</td>
</tr>
<tr>
<td>Games</td>
<td>24</td>
</tr>
<tr>
<td>Graphic Art/Multimedia</td>
<td>15</td>
</tr>
<tr>
<td>Programming</td>
<td>10</td>
</tr>
</tbody>
</table>
Would register but would not pay on web 12%
Would register and pay for classes on web 39%
Would not register but would pay on web 5%
Don't know if would register or pay on web 19%
Would not register or pay on web 25%

### Percent of Responses

<table>
<thead>
<tr>
<th>Would you use the web to register for classes at Gavilan?</th>
<th>No</th>
<th>Yes</th>
<th>Don't Know</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Would you pay registration fees on the web?</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>25%</td>
<td>12%</td>
<td>4%</td>
<td>40%</td>
</tr>
<tr>
<td>Yes</td>
<td>5%</td>
<td>39%</td>
<td>0%</td>
<td>44%</td>
</tr>
<tr>
<td>Don't Know</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
<td>16%</td>
</tr>
<tr>
<td>Total</td>
<td>35%</td>
<td>56%</td>
<td>9%</td>
<td>100%</td>
</tr>
</tbody>
</table>

N = 57 responses
Error is around ± 20%
Gavilan Community College Parking and Transportation and Computer Access
Survey Spring 2002

Gavilan Community College seeks your input on improving access to the college. Please fill out and return this survey in the envelope provided.

1. How do you travel to the Gavilan main campus? (mark all that apply)
   - [ ] Drove alone
   - [ ] Carpool with 1 other person
   - [ ] Carpool with 2 other persons
   - [ ] Carpool with 3 other persons
   - [ ] Carpool with 4 or more other persons
   - [ ] Bus
   - [ ] Motorcycle
   - [ ] Bike
   - [ ] Walk/Skate
   - [ ] Did not go to main campus
   - [ ] Other: ____________________________________________________________

2. To what degree do you agree with the following statement: “I think there is enough parking at the main campus of Gavilan.”
   - [ ] strongly agree
   - [ ] agree
   - [ ] neutral
   - [ ] disagree
   - [ ] strongly disagree

3. If you usually drive alone to the Gavilan main campus, which of the following alternatives if any would you consider using either at least some of the time? (mark all that apply)
   - [ ] Carpool
   - [ ] Public Bus
   - [ ] Bicycle
   - [ ] Walk/Skate
   - [ ] Distance Ed or Telecommuting
   - [ ] None

4. I do not use alternatives to driving alone because (mark all that apply):
   - [ ] No bus routes are close to my house
   - [ ] Bus takes too long
   - [ ] Bus fare too expensive
   - [ ] Cannot find a carpool partner
   - [ ] My schedule is too complicated
   - [ ] I don’t feel safe on a bicycle
   - [ ] Not enough bicycle racks
   - [ ] Not applicable
   - [ ] Other (write response)

More questions on back
5. I would consider using alternatives if (mark all that apply):
□ Bus stop was closer to my house
□ Bus was faster
□ If I had a free bus pass
□ If I received 10 free day parking permits for the term if I did not drive alone the rest of the time
□ If I could find a carpool partner through a ride match program
□ If there were more bicycle racks
□ Not applicable
□ Other (write response)

6. To what degree do you agree with the following statement: “I usually have trouble finding a parking place at the main campus of Gavilan.”

□ strongly agree    □ agree    □ neutral    □ disagree    □ strongly disagree

7. Do you have any other comments or suggestions about parking or transportation?

8. Do you have access to a computer? □ Yes □ No □ Don’t Know

9. About how often do you use a computer? □ daily □ weekly □ monthly □ yearly □ never

10. About how long has it been since you last used a computer? (write in response)

____________________

11. What do you use a computer for? (mark all that apply)
□ email □ web browsing □ writing papers □ graphic art/multimedia □ games □ programming
□ other (write in response):

12. Would you use the web to register for classes at Gavilan? □ Yes □ No □ Don’t Know

13. Would you pay registration fees on the web? □ Yes □ No □ Don’t Know

Thank you for taking the time to help improve access to Gavilan College!