

Mt. SAC's Technology Loan Program

Cabinet Report – 10/25/2022

Program Mission

The campus is committed to ensuring students have equitable access to their education by providing a comprehensive technology support program, inclusive of laptops, hotspots, educational software, and technical support.

Program Highlight

The Technology Loan Program received the **2022-2023 Management Recognition Award** for outstanding support to ensure all students have equitable access to their education by providing a comprehensive technology support program.

Hotspot Exchange

- 2000 T-Mobile hotspots were received on July 26 and cataloged by July 28.
- Students were notified about the eligibility changes the week of August 1st.
- Swapping and returning of hotspots began August 8th.
- All Verizon hotspots were turned off on August 19th.
- We have received anecdotal reports indicating service issues with T-Mobile hotspots.

Hotspot Loan Criteria & Process Updates

- All students enrolled in at least one course are eligible for a laptop or an iPad.
- Process to determine new criteria for hotspot eligibility was set and implemented.
- Hotspots only available to students who meet the following criteria:
 - Students with a FAFSA on file and an EFC of \$5,000 or less, OR
 - ANY student in the following programs regardless of FAFSA/EFC: DREAM, REACH, Rising Scholars, Noncredit, and Veterans
- Implemented new process for noncredit students to come to the library to check out items.
- **Recommendation:** Remove all criteria for hotspot eligibility.
 - 800 hotspots on and ready to be loaned, 246 request who were not eligible based on criteria.

IT Update

The College has transitioned from Verizon for student wifi hotspot service to T-Mobile. Completing this project saved the College \$90,000 monthly and about \$1,000,000 annually in wifi hotspot service costs. As of October 12th, the College has loaned 1,206 wifi hotspots to students. This project is a collaborative effort between IT, Library, and Student Services.

The IT department is committed to providing technical assistance to students. The Helpdesk receives an average of 380 tickets per month from students who need technical support with loaner laptops and wifi hotspots (not including walk in appointments or event distributions). The most common support request is software support (installation and troubleshooting).

Additional student technical support resource information is available via the Student Technology Support Website at <http://www.mtsac.edu/studenttech>.

Project Leads:

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Mt. SAC Technology Loan Program




The Mt. SAC Technology Loan Program, established March 2020, was created in order to support all students with technology needs during the campus shutdown. The campus commitment to ensure every student had access to their education despite the pandemic resulted in providing free laptops, iPads and MiFis (hotspots and service) to all enrolled students.



Click on icon to view video highlighting a Technology Loan Program Distribution Event. 

Note: This infographic highlights data for services offered between March 2020 and July 2022.

Key Numbers



5,772

Students served by the Technology Loan Program



9,164

Devices loaned to students

Note: In the cases where a student checked out a laptop, returned the laptop, and checked out a different laptop during a different period, these students only show up once in this count. The same applies for the MiFi/Hotspot and Ipad counts.

Breakdown of Devices Loaned

Laptops: 4,490

MiFi/Hotspot: 4,413

Ipads: 261

54.8%

Borrowed both a laptop and a MiFi/Hotspot

Note: In the cases where a student checked out a laptop, returned the laptop, and checked out a different laptop during a different period, these students only show up once in these counts. The same applies for the MiFi/Hotspot and Ipad counts.

Note: The 54.8% is made up of 3,166 students.

1,310 students only borrowed a laptop

1,095 students only borrowed a MiFi/Hotspot

Enrollment

8.7% Noncredit only

74.7% Credit only

7.1% Enrolled in Credit and Noncredit

9.5% Enrolled but did not pass census

Student Participants by Demographics

Ethnicity

Asian: 17.7%

Black or African American: 5.2%

Latinx: 66.4%

Two or More Races: 2.3%

White: 7.1%

Special Populations

AB540: 6.2%

Access/DSPS: 10.9%

First Generation: 43.4%

Foster Youth: 4.5%

Veteran: 1.7%

Note: Ethnicity groups with less than 1.0% were not included.

Gender

Female: 63.8%

Male: 34.3%

Unknown: 1.9%

Financial Aid

Promise Grant Recipients: 75.9%

Pell Recipients: 49.7%