**Gauging Student Access to Online Courses:**

**Suggested Survey Questions**

The list of questions below is designed to help instructors inquire about various barriers to online learning that students may be experiencing so that instructors can make the learning environment as inclusive as possible. Such a survey can provide a broad picture to help instructors be responsive in their course design by identifying areas where accommodations can be made, although it may not be possible to suit every individual’s particular needs. In addition, it is always best to proactively design a course with flexibility in mind. Read more about [equity diversity and inclusion specifically in online contexts](https://ctlt-inclusiveteaching.sites.olt.ubc.ca/files/2020/04/Equity-Diversity-Inclusion-Online-Teaching.pdf).

The questions in this template can be adapted according to the contexts and needs of the course, but the survey is meant to be anonymous and should not be used to collect any personal identifying information or details that are not necessary for the process of course design. This survey is also not meant to gauge students' medical or disability-related barriers to the course (For these accommodations, students and instructors should refer to UBC’s [Centre for Accessibility](https://students.ubc.ca/about-student-services/centre-for-accessibility)).

These questions should be distributed to students before or early in the course (i.e. when it is still possible to make changes to the course based on the nature of the responses).

**Qualtrics Survey Format (QSF) File**

In addition to the template given in this word document, we have also created a ready-to-use Qualtrics file available for download on the [Resources page](https://inclusiveteaching.ctlt.ubc.ca/resources/resources-for-faculty/) of [UBC’s Inclusive Teaching Website](https://inclusiveteaching.ctlt.ubc.ca/). Instructors can download and adapt the survey to individual classes. Learn how to [import a QSF file](https://www.qualtrics.com/support/survey-platform/survey-module/survey-tools/import-and-export-surveys/#ImportingASurvey).

**Suggested Preamble:**

This survey is designed to gauge student access to the tools and technologies used in this course in order to ensure that everyone in the class has what they need to succeed. Please fill out this short survey so I can better understand your online learning experience. The survey is anonymous and will stay open until (**insert date**).

I do not need to know the reasons for the answers you provide. However, if you would like me or Teaching Assistant(s) to know more detail that you feel that is pertinent, please be in touch with us. In addition, you can contact the [Centre for Accessibility](https://students.ubc.ca/about-student-services/centre-for-accessibility) if you need a disability-related accommodation.

**Suggested Survey Questions:**

1. Have you taken an online/ web-oriented course before?

* Yes
* No
* Other (please explain): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Which technology tools are you comfortable using (check all that apply):

* Collaborate Ultra
* Zoom
* Canvas
* Wiki
* WordPress
* Proctorio

3. What hardware are you using to participate in our online class? (check all that apply)

* Laptop/desktop computer
* Tablet
* Phone
* Other (please explain): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Do you have any barriers to watching videos online (for viewing online lectures and other material)?

* Yes
* Sometimes
* No

5. Do you have internet access?

* Yes - reliably
* Yes – but needs to be arranged
* No
* Other (please explain): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6. Do you have access to a printer?

* Yes - reliably
* Yes – but needs to be arranged
* No
* Other (please explain): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

7. Do you have a scanner or a phone with camera?

* Yes - reliably
* Yes – but needs to be arranged
* No
* Other (please explain): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

8. How comfortable are you using your webcam to interact with your classmates?

* Comfortable
* Not comfortable
* It depends (please explain): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* I don’t have access to a webcam

9. How comfortable are you using a microphone to interact with your classmates?

* Comfortable
* Not comfortable
* It depends (please explain): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* I don’t have access to a microphone

10. Do you have a place where you can work without disruption for a period of 1-2 hours?

* Yes - all of the time
* Yes – but needs to be arranged
* No
* Other (please explain): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

11. Have you been receiving updates and accessing information about our course?

* Yes
* No
* If not, please suggest what might help you stay up-to-date about the course: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

12. Do you feel that virtual office hours are effective in addressing your questions and concerns?

* Yes
* No
* I’ve never had virtual office hours
* Please suggest what might help to make remote office hours useful for you (optional): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[Note to Instructors: You may want to use a version of this question during your mid-term course evaluation if you run one.]

13. Are you in the same time zone as UBC (PDT/PST)?

* Yes
* No – I am (--) hours (ahead/behind)

14. Please let me know if there is anything you want me to know about your access and participation in this online course. Please explain only in as much detail as you are comfortable providing: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_